FlexNet Manager Suite
System Reference
Legal Information

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This document gathers together a range of reference material for FlexNet Manager Suite release 2018 R2. This forms part of a reference library that includes the chapters here, together with separate PDF files on larger topics such as adapters and the database schema. This grouping strikes a balance between supplying too many small PDF files, and a PDF file of unwieldy size.
1. Adding Custom Properties ......................................................................................................................... 8
   Custom Properties ........................................................................................................................................ 8
   Trigerring Immediate Update of the BAS Data Model .................................................................................. 9
   Objects You Can Customize .......................................................................................................................... 11
   Controls You Can Add .................................................................................................................................. 14
   Positioning Your Custom Control .................................................................................................................. 15
   Internal Property Names for Applications ..................................................................................................... 16
   Internal Property Names for Assets .............................................................................................................. 18
   Internal Property Names for Computers .......................................................................................................... 22
   Internal Property Names for Contracts ........................................................................................................... 26
   Internal Property Names for Licenses ............................................................................................................ 29
   Internal Property Names for Purchases .......................................................................................................... 34
   Internal Property Names for Users ................................................................................................................ 36
   Internal Property Names for Vendors ............................................................................................................. 39
   Creating a New Properties Tab ....................................................................................................................... 41
   Creating a New Section Within a Tab ............................................................................................................. 42
   Creating Other Custom Properties ................................................................................................................. 44
   Localizing Display Names of Custom Properties .......................................................................................... 48
   Removing a Custom Property ......................................................................................................................... 49
   Customizable Drop-Down Lists ...................................................................................................................... 50
   Customizing a Drop-Down List ..................................................................................................................... 54
   Adding a Custom Asset Type ......................................................................................................................... 55

2. Inventory Beacon Credentials for Other Computers ..................................................................................... 58
   Password Manager in Operation .................................................................................................................... 59
   Password Manager Security Overview .......................................................................................................... 60
   Configuring CyberArk for Use with Password Manager ............................................................................... 62
   Removing CyberArk Integration .................................................................................................................... 67
   Typical Errors and Fixes ................................................................................................................................. 68
   Managing Key Pair Authentication ................................................................................................................ 70
   Command-Line Updates to Password Manager .............................................................................................. 71

3. Customizing Dashboards for FlexNet Manager Suite .................................................................................... 82
Importing Inventory Spreadsheets and CSV Files

4. Overview of Inventory Spreadsheets

One-Off Import of an Inventory Spreadsheet

Setting Up Scheduled Imports of Inventory from Spreadsheets

Making a Data Source Connection the Primary One

Viewing Validation Errors for Uploaded Inventory Spreadsheets

Deleting Spreadsheet Inventory Data from the Database

5. Sub-Capacity Licensing with IBM PVU

Two Ways to Collect Inventory

Understanding the Transition

Using ILMT

Operation Using ILMT

Set Up Connections

Advanced Configuration

Additional Transition Steps

Using FlexNet Manager for IBM

Requirements for FlexNet Manager Suite Sub-Cap

Operation in High-Frequency Mode

Applying for IBM Approval

Configuring Regions for IBM

Configure Appropriate Licenses

Advanced Agent Configuration

Set Up Virtual Inventory Tracking

Check Schedule and Primary Source

Set Up and Collect Inventory, and Reconcile

Turn on High-Frequency Mode

Removing ILMT as an Inventory Source

Reporting to IBM

More information

6. Introduction to Client Access License
CAL Types ........................................................................................................................................................................ 140
Selecting a CAL Type ............................................................................................................................................................. 141
How Does FlexNet Manager Suite Calculate CAL Compliance ............................................................................................. 143
How to Manage CALs with FlexNet Manager Suite .............................................................................................................. 148
Example Use Cases for CAL Management ................................................................................................................................. 150
Appendix A- Template Details for CAL Usage Inventory Upload ........................................................................................................ 152

7. Oracle Discovery and Inventory .................................................................................................................................................. 154
Introduction to Oracle Discovery and Inventory ......................................................................................................................... 154
Selecting an Oracle Inventory Collection Method ....................................................................................................................... 157
Comparison of Inventory Collection Methods .......................................................................................................................... 160
Interaction with Oracle Enterprise Manager .................................................................................................................................. 164
Agent-Based Collection of Oracle Inventory .................................................................................................................................... 167
  Credentials for Local Agent-Based Inventory .......................................................................................................................... 168
  How Agent-Based Collection of Oracle Inventory Works ......................................................................................................... 171
  Troubleshooting Agent-Based Collection of Oracle Inventory ...................................................................................................... 183
FlexNet Inventory Scanner Collection of Oracle Inventory ............................................................................................................ 199
  Credentials for FlexNet Inventory Scanner Inventory ................................................................................................................ 200
  How the FlexNet Inventory Scanner Collects Oracle Inventory ................................................................................................ 203
Zero-footprint Collection of Oracle Inventory ................................................................................................................................ 211
  Credentials for Zero-footprint Inventory ...................................................................................................................................... 212
  How Zero-footprint Collection of Oracle Inventory Works ......................................................................................................... 213
Direct Collection of Oracle Inventory ........................................................................................................................................... 223
  Credentials for Direct Collection of Oracle Inventory ................................................................................................................ 226
  How Direct Collection of Oracle Inventory Works .................................................................................................................... 227
Appendix A: Pseudo-SKUs for Oracle Bundles .............................................................................................................................. 255
Appendix B: Components for Oracle Inventory Collection ........................................................................................................... 256
Appendix C: Oracle Tables and Views for Oracle Inventory Collection .......................................................................................... 258
Appendix D: Deploying Inventory Tools to a Shared Location ....................................................................................................... 260
Appendix E: Oracle Standard Users Exempted From Consuming Licenses ...................................................................................... 261
Appendix F: Features Enabled in FlexNet Manager for Oracle ....................................................................................................... 266
Appendix G: Version Identification for Inventory and LMS scripts ................................................................................................. 267

8. Server Scheduling ......................................................................................................................................................................... 271
Server-Side Scheduled Tasks .............................................................................................................................................................. 271
Introducing the Batch Scheduler .................................................................................................................................................... 279
  How Batch Scheduling and Processing Works ........................................................................................................................ 280
9. Flexera Analytics .................................................................................................................. 315
   More About Flexera Analytics .......................................................................................... 315
   Registering Valid Domains for Custom URLs ............................................................... 316
   Data Models for Flexera Analytics ................................................................................... 317
   Data Warehouse (Analysis) Model .................................................................................... 318
       Installation Analysis ........................................................................................................ 318
       Consumption Analysis .................................................................................................... 324
       Common Dimensions ....................................................................................................... 338

10. Authentication ...................................................................................................................... 342
   Single Sign-On Support with SAML .................................................................................. 342
       Configuring FlexNet Manager Suite as a SAML Service Provider ............................... 343
       Managing Operators ......................................................................................................... 353
       Kentor.AuthServices Example ......................................................................................... 355
       Configuring Your Identity Provider to Recognize FlexNet Manager Suite .................. 355
       Troubleshooting .............................................................................................................. 357

   Single Sign-On Support with Google OAuth 2.0 .............................................................. 358
       Configuring Google OAuth 2.0 ......................................................................................... 359
       Managing Operators for Google OAuth 2.0 ................................................................. 361

11. Overview of Inventory Export Tool .................................................................................... 363
   Installing and Configuring the Inventory Export Tool ...................................................... 364
   Operating the Inventory Export Tool .................................................................................. 367
   FNMS-SVM.exe Command Line ......................................................................................... 369
   Customizing the Configuration File .................................................................................... 373
   Data Fields Exported to Software Vulnerability Manager ................................................. 375
Adding Custom Properties

It is possible to add properties to underlying database objects, and have these custom properties displayed in the web interface. If you have an on-premises implementation, with your own database, you can implement the changes yourself, following the guidelines in this chapter. If you use a cloud-based implementation, you can use these chapters to create a detailed specification of your requirements, and then submit a change request to your support contact from Flexera (or your third-party managed service provider) to implement your specified changes on your behalf.

Custom Properties

With a little technical effort, you can customize the properties of many objects presented in FlexNet Manager Suite. The complexities of managing software licenses within your corporate processes inevitably means you will want additional fields to record data specific to your enterprise. This section explains how you can specify additional properties for various objects that are displayed in the property sheets and your custom reports within FlexNet Manager Suite.

Tip: Since the 2015 R2 SP1 release of FlexNet Manager Suite, it is no longer necessary to download a SQL stored procedure to enhance the database for custom properties. This functionality is now built in to the database as installed.

The broad overview of the process is:

1. Plan your custom property, including its control type, and where it should appear in the properties of its parent object.

2. In Microsoft SQL Server Management Studio, execute specific SQL procedures to declare your customization in a “top down” manner. For example, if you want an extra field in a new section of an entirely new tab of properties, you must first declare the tab, then the section, and then the field. Objects are positioned relative to others that already exist in the database. In running the procedures, you must also refer to all objects and properties by their internal names, or by numerical mappings. Those names and mappings are included below, in Internal Property Names for Applications and the following similar topics.

3. Customizations are available immediately after the SQL procedure is run, so you can review the results immediate in the web interface for FlexNet Manager Suite. You can also immediately commence storing
data in your new custom field through the web interface, as the database has been updated to store your data.

4. While the compliance database and the web interface are updated immediately, the data model for the Business Adapter Studio installed on your inventory beacon(s) is updated by a scheduled task running overnight. This means either waiting until next day before importing values with a business adapter to your new custom field; or you can trigger an immediate update as described in Triggering Immediate Update of the BAS Data Model.

Tip: In general, customizations you make to the user interface and database are preserved through product upgrades. The one exception is the rare case where a product upgrade removes the ‘anchor’, the object used for positioning your custom control. In this case, both the anchor and your custom control disappear (although the data entered through the control is preserved and is still available in your customer reports). You can remedy this rare case by re-declaring the missing custom control relative to a new anchor. This restores your customization in the web interface, with full access to the previously-recorded data values.

Limitations

In the web interface, a custom property is displayed in the property sheet of your chosen object, and it is automatically available in the report builder for inclusion in custom reports. However, the custom property is not available in the following:

- Standard, factory-supplied reports
- Grids in management views
- Search fields, including within property sheets.

As well, custom properties are always editable in property sheets (they cannot be made read-only in that context), and you cannot provide any validation to check data entered into the custom control.

In declaring internal names for your custom properties, you should adopt a stringent naming convention that starts with your own company name-space (a consistent abbreviation for your enterprise name, such as AE for Acme Enterprises). You’ll next find it convenient to name the object type that you are adding (such as Asset). Finally, add the individual name of the property. Separate each of these naming elements with an underscore. Use only characters in the following ranges: a-z, A-Z, 0-9, and underscore (_). (Specifically do not use a dot or dash.) A valid example name is:

AE_Asset_ChargeBackValue

Warning: Do not use a naming convention that starts with the database object name and uses a dot as a separator. This combination produces obscure errors. Starting with your own name space makes it safe, and using an underscore separator also makes it safe.

Triggering Immediate Update of the BAS Data Model

The data model exposed to the Business Adapter Studio installed on your inventory beacon(s) is updated by a scheduled task (Regenerate Business Import config) that runs overnight (by default, at 4am central server
time). Therefore, if you add custom properties to FlexNet Manager Suite, you normally need to wait until next day before you can create a business adapter that loads data into your new custom field.

Alternatively, you can use the following process to trigger an immediate update to the data model for the Business Adapter Studio. This allows you to continue development from custom properties straight on to a custom business adapter that populates those properties.

To update the data model now:

1. On the batch server, open a Command Window.

2. Navigate to:

   \InstallDir\DotNet\bin\n
   The default value is

   C:\Program Files (x86)\Flexera Software\FlexNet Manager Platform\DotNet\bin\n
3. Execute the following command:

   BatchProcessTaskConsole.exe run BusinessAdapterConfig

   This launches the task that generates the updated data model for the Business Adapter Studio. To check when it is finished, run:

   BatchProcessTaskConsole.exe list-tasks

   While the task is running, BusinessAdapterConfig is visible in the task list, and it disappears within a few minutes, when the task is successful. The updated data model is then automatically collected by all inventory beacons when they “phone home” for updates. By default, this happens every 15 minutes, but the interval is configured in the web interface under Discovery & Inventory > Settings, under the Beacon settings section. Thereafter, restarting the Business Adapter Studio forces it to reload the data model.

4. After the propagation time, restart the Business Adapter Studio on your chosen inventory beacon. If you are running the Business Adapter Studio in connected mode on your central server, simply exit and restart. If you are running the Business Adapter Studio in disconnected mode on an inventory beacon, use this process:

   a. If the Business Adapter Studio is already open on your inventory beacon, you must exit and restart the entire FlexNet Beacon interface.

   b. In the FlexNet Beacon interface, navigate to the Business Importer page.

   c. Edit an existing import, or create a new one, and click Edit adapter...

      Your newly-created custom properties are included in the list of available properties with a distinctive icon.
Objects You Can Customize

The following database objects support the addition of custom properties. When you are adding a custom property to any of these objects, you refer to them by the `TargetTypeID` listed here.

You can also make your custom property specific to only certain sub-types within each object (where available). For example, you may want to add a custom property to your assets, except that you don’t want the custom property to appear on records of routers or switchers. You can exclude these two kinds of assets using the `TargetSubTypeID` included in the listing below. You reference the target sub-types using the numbers in the list (for example, refer to a workstation with the value 1).

**Table 1: Objects supporting customization**

<table>
<thead>
<tr>
<th>Object</th>
<th>TargetTypeID</th>
<th>TargetSubTypeID</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application</td>
<td>13</td>
<td></td>
</tr>
<tr>
<td>Asset</td>
<td>9</td>
<td>1. Workstation</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2. Server</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3. Monitor</td>
</tr>
<tr>
<td></td>
<td></td>
<td>4. Desk</td>
</tr>
<tr>
<td></td>
<td></td>
<td>5. Chair</td>
</tr>
<tr>
<td></td>
<td></td>
<td>6. Printer</td>
</tr>
<tr>
<td></td>
<td></td>
<td>7. Router</td>
</tr>
<tr>
<td></td>
<td></td>
<td>8. Switch</td>
</tr>
<tr>
<td></td>
<td></td>
<td>9. Telephone</td>
</tr>
<tr>
<td></td>
<td></td>
<td>10. Cellphone</td>
</tr>
<tr>
<td></td>
<td></td>
<td>11. Laptop</td>
</tr>
<tr>
<td></td>
<td></td>
<td>12. Mobile Device</td>
</tr>
<tr>
<td>Object</td>
<td>TargetTypeID</td>
<td>TargetSubTypeID</td>
</tr>
<tr>
<td>------------</td>
<td>--------------</td>
<td>-----------------</td>
</tr>
<tr>
<td>Contract</td>
<td>10</td>
<td>1. General</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2. Lease</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3. Hardware Maintenance And Support</td>
</tr>
<tr>
<td></td>
<td></td>
<td>4. Software License</td>
</tr>
<tr>
<td></td>
<td></td>
<td>5. Software Maintenance And Support</td>
</tr>
<tr>
<td></td>
<td></td>
<td>6. Blanket Purchase</td>
</tr>
<tr>
<td></td>
<td></td>
<td>7. Consulting Services</td>
</tr>
<tr>
<td></td>
<td></td>
<td>8. Insurance</td>
</tr>
<tr>
<td></td>
<td></td>
<td>9. Rent</td>
</tr>
<tr>
<td></td>
<td></td>
<td>10. Subscription</td>
</tr>
<tr>
<td></td>
<td></td>
<td>11. Microsoft Business And Service Agreement</td>
</tr>
<tr>
<td></td>
<td></td>
<td>12. Microsoft Select Agreement</td>
</tr>
<tr>
<td></td>
<td></td>
<td>13. Microsoft Select Plus Agreement</td>
</tr>
<tr>
<td></td>
<td></td>
<td>14. Microsoft Select Enrolment</td>
</tr>
<tr>
<td></td>
<td></td>
<td>15. Microsoft Select Plus Enrolment</td>
</tr>
<tr>
<td></td>
<td></td>
<td>16. Microsoft Enterprise Agreement</td>
</tr>
<tr>
<td></td>
<td></td>
<td>17. Microsoft Enterprise Agreement Subscription</td>
</tr>
<tr>
<td>Purchases</td>
<td>20</td>
<td>1. Not Set</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2. Software</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3. Hardware</td>
</tr>
<tr>
<td></td>
<td></td>
<td>4. Service</td>
</tr>
<tr>
<td></td>
<td></td>
<td>5. Other</td>
</tr>
<tr>
<td></td>
<td></td>
<td>6. Software Upgrade</td>
</tr>
<tr>
<td></td>
<td></td>
<td>7. Software Maintenance</td>
</tr>
<tr>
<td></td>
<td></td>
<td>8. Disk Kit</td>
</tr>
<tr>
<td></td>
<td></td>
<td>9. Hardware Maintenance</td>
</tr>
<tr>
<td>Object</td>
<td>TargetTypeID</td>
<td>TargetSubTypeID</td>
</tr>
<tr>
<td>----------------------</td>
<td>--------------</td>
<td>-----------------</td>
</tr>
<tr>
<td>Software License</td>
<td>12</td>
<td></td>
</tr>
<tr>
<td>1. Enterprise</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Device</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. Node Locked</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. User</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5. Concurrent User</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6. Appliance</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7. Client Server</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8. OEM</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9. Evaluation</td>
<td></td>
<td></td>
</tr>
<tr>
<td>10. Run Time</td>
<td></td>
<td></td>
</tr>
<tr>
<td>11. Processor</td>
<td></td>
<td></td>
</tr>
<tr>
<td>12. Site</td>
<td></td>
<td></td>
</tr>
<tr>
<td>13. Named User</td>
<td></td>
<td></td>
</tr>
<tr>
<td>14. Core</td>
<td></td>
<td></td>
</tr>
<tr>
<td>15. Core Points</td>
<td></td>
<td></td>
</tr>
<tr>
<td>16. Oracle DB Processor</td>
<td></td>
<td></td>
</tr>
<tr>
<td>17. Oracle DB Named User Plus</td>
<td></td>
<td></td>
</tr>
<tr>
<td>18. Processor Points</td>
<td></td>
<td></td>
</tr>
<tr>
<td>19. Oracle DB Legacy</td>
<td></td>
<td></td>
</tr>
<tr>
<td>20. Enterprise Agreement</td>
<td></td>
<td></td>
</tr>
<tr>
<td>21. SAP Named User</td>
<td></td>
<td></td>
</tr>
<tr>
<td>22. MS Server Processor</td>
<td></td>
<td></td>
</tr>
<tr>
<td>23. CAL</td>
<td></td>
<td></td>
</tr>
<tr>
<td>24. Tiered Device</td>
<td></td>
<td></td>
</tr>
<tr>
<td>25. IBM PVU</td>
<td></td>
<td></td>
</tr>
<tr>
<td>26. IBM Authorized User</td>
<td></td>
<td></td>
</tr>
<tr>
<td>27. IBM Concurrent User</td>
<td></td>
<td></td>
</tr>
<tr>
<td>28. IBM Floating User</td>
<td></td>
<td></td>
</tr>
<tr>
<td>29. Custom Metric</td>
<td></td>
<td></td>
</tr>
<tr>
<td>30. One Point Per Processor</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Controls You Can Add

When you declare a custom property to add to a database object, you must also declare the kind of control that is to appear in the property sheet for that object, within the web interface of FlexNet Manager Suite.

You can add an entirely new tab to the properties, or within any tab (new or existing) you can add a new section (a grouping for other controls). Both of these cases, tab and section, are special cases in that each has its own SQL procedure for its declaration. These do not need numeric references.

For other controls that you can add within a section (or, for that matter, within a tab without an intervening section if you wish), you specify them by a numeric reference called the UIFieldTypeID. The available controls and their UIFieldTypeID are shown below.

Prompts (the text beside the control telling the operator what to do) are declared as part of the declaration of each custom property.
Table 2: Supported UI controls

<table>
<thead>
<tr>
<th>Control</th>
<th>UIFieldTypeID</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Integer</td>
<td>3</td>
<td>A small single-line field combined with up and down arrows (a spinner), where operators may type in an integer value or use the arrows to 'spin up' the number required.</td>
</tr>
<tr>
<td>Text box</td>
<td>4</td>
<td>A standard, single-line text field for entering a value.</td>
</tr>
<tr>
<td>Text area</td>
<td>5</td>
<td>A rectangular area where the operator can enter free-form text.</td>
</tr>
<tr>
<td>Date</td>
<td>6</td>
<td>Provides a date entry field complete with date icon. If the operator clicks the icon, a date picker calendar appears.</td>
</tr>
<tr>
<td>Drop-down list</td>
<td>8</td>
<td>A pull-down list of fixed values from which an operator may choose. You declare the values for the list when adding the custom property.</td>
</tr>
<tr>
<td>Check box</td>
<td>9</td>
<td>Boolean: saves a 1 in the database when the check box is checked (ticked), and zero otherwise.</td>
</tr>
</tbody>
</table>

Positioning Your Custom Control

Within the web interface for FlexNet Manager Suite, you declare the position of your newly-added custom property in relationship to something that already exists in the interface layout. This prior control may be one that came as standard in the factory-supplied interface, or may be another custom control that you have previously declared. We call this previously-existing control the ‘anchor’ for your newly-added custom property.

Your custom property can have various positional relationships with its anchor. These relationships are declared with numeric values.

Table 3: Positioning of custom controls relative to anchor (mandatory)

<table>
<thead>
<tr>
<th>Positioning</th>
<th>UIInsertTypeID</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Before</td>
<td>1</td>
<td>Before the anchor</td>
</tr>
<tr>
<td>After</td>
<td>2</td>
<td>After the anchor</td>
</tr>
<tr>
<td>Start of</td>
<td>3</td>
<td>At the start of an existing tab or section (not applicable for other types of anchor)</td>
</tr>
</tbody>
</table>

When you specify the anchor (the existing control from which your custom control is positioned), you do so by its name. If the anchor is another custom control that you declared earlier, you use exactly the name you specified then. If it is a factory-supplied control that is part of the standard web interface for FlexNet Manager Suite, you must use the internal database name for the anchor control. See the following sub-topics for the available objects, their controls as they appear in the English-language standard web interface (these values may be localized), and the internal and unchanging database name for the same control that you must reference as an anchor.
With the web interface, all properties pages support two columns of controls. When you insert a custom control, the columns reflow to accommodate the change, subject to the additional setting for each of the controls on the page.

For example, you can specify whether the custom control occupies just one column, or spans across two columns.

**Table 4: Column span for custom controls**

<table>
<thead>
<tr>
<th>Columns</th>
<th>Width</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Single column</td>
<td>1</td>
<td>Left or right column of the layout (default)</td>
</tr>
<tr>
<td>Double column</td>
<td>2</td>
<td>Always left aligned</td>
</tr>
</tbody>
</table>

For single-column controls, you may have a preference for whether the control appears on the left, or on the right, of the property page.

**Table 5: Alignment of controls within page**

<table>
<thead>
<tr>
<th>Alignment</th>
<th>Position</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Next available spot</td>
<td>0</td>
<td>The &quot;don't care&quot; option, where the control takes either left or right side based on its positioning in relation to the anchor (default).</td>
</tr>
<tr>
<td>Left column</td>
<td>1</td>
<td>This control is forced to the left. If its positioning is &quot;After&quot; an anchor that is already in the left column, the adjacent right side is left blank. Flow resumes after this control.</td>
</tr>
<tr>
<td>Right column</td>
<td>2</td>
<td>This control is forced into the right column. If its positioning is &quot;After&quot; an anchor that is already in the right column, the left side of the next line is left blank, and this control occupies the right.</td>
</tr>
</tbody>
</table>

**Internal Property Names for Applications**

The properties for applications are represented in the tables below, with a separate table for each tab displayed in the web interface (or UI). The first column (for sections with their own heading) and second column (for fields and other kinds of UI controls displayed within each section) show the labels displayed in the default culture en-US. The right-most column displays the identity of that control within the underlying system. You must use these identity names when you reference any UI control as an anchor for relative positioning of your new custom control.

**Limitations**

Of all the database objects supporting custom values, only applications have the following limitations:

- The Business Importer does not currently support importing data into custom fields for applications. When you create a custom property for applications, it is available for data entry within the web interface, and the data may be output in custom reports. This restriction is only that the bulk import of data using the Business Importer is not currently supported.
• The following tabs within application properties are excluded from customization:
  ◦ **Evidence** tab (database identity Tab_Evidence)
  ◦ **Precedence** tab (database identity Tab_Precedence)
  ◦ **Usage** tab (database identity Tab_Usage)

**Tab label: General**

Database identity: Tab_General

<table>
<thead>
<tr>
<th>Section</th>
<th>Control</th>
<th>Internal Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Identification</td>
<td></td>
<td>Section_Identification</td>
</tr>
<tr>
<td>Product</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Table</td>
<td></td>
<td>Table</td>
</tr>
<tr>
<td>Publisher</td>
<td></td>
<td>Publisher</td>
</tr>
<tr>
<td>Version</td>
<td></td>
<td>Version</td>
</tr>
<tr>
<td>Edition</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Name</td>
<td></td>
<td>Name</td>
</tr>
<tr>
<td>Source</td>
<td></td>
<td>Source</td>
</tr>
<tr>
<td>FlexeraID</td>
<td></td>
<td>FlexeraID</td>
</tr>
<tr>
<td>Classification</td>
<td></td>
<td>Classification</td>
</tr>
<tr>
<td>Application category</td>
<td></td>
<td>Category</td>
</tr>
<tr>
<td>Details</td>
<td></td>
<td>Section_Details</td>
</tr>
<tr>
<td>Status</td>
<td></td>
<td>Status</td>
</tr>
<tr>
<td>Release date</td>
<td></td>
<td>ReleaseDate</td>
</tr>
<tr>
<td>Supported until</td>
<td></td>
<td>SupportedUntil</td>
</tr>
<tr>
<td>Extended support until</td>
<td></td>
<td>ExtendedSupportUntil</td>
</tr>
<tr>
<td>Information</td>
<td></td>
<td>Notes</td>
</tr>
</tbody>
</table>

**Tab label: Licenses**

Database identity: Tab_Licenses

<table>
<thead>
<tr>
<th>Section</th>
<th>Control</th>
<th>Internal Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>License consumption order</td>
<td></td>
<td>Section_LicenseConsumptionOrder</td>
</tr>
<tr>
<td>Grid</td>
<td>LicenseOrder</td>
<td></td>
</tr>
<tr>
<td>Automatically manage license priorities</td>
<td>ManagedLicenses</td>
<td></td>
</tr>
</tbody>
</table>
**Tab label: Devices**

Database identity: Tab_Computers

<table>
<thead>
<tr>
<th>Section</th>
<th>Control</th>
<th>Internal Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Related devices</td>
<td></td>
<td>Section_Computers</td>
</tr>
<tr>
<td></td>
<td>Grid</td>
<td>RelatedComputers</td>
</tr>
</tbody>
</table>

**Tab label: History**

Database identity: Tab_History

<table>
<thead>
<tr>
<th>Section</th>
<th>Control</th>
<th>Internal Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>History of changes to this application</td>
<td></td>
<td>Section_History</td>
</tr>
<tr>
<td></td>
<td>Grid</td>
<td>ApplicationHistory</td>
</tr>
</tbody>
</table>

**Internal Property Names for Assets**

The properties for assets are represented in the tables below, with a separate table for each tab displayed in the web interface (or UI). The first column (for sections with their own heading) and second column (for fields and other kinds of UI controls displayed within each section) show the labels displayed in the default culture en-US. The right-most column displays the identity of that control within the underlying system. You must use these identity names when you reference any UI control as an anchor for relative positioning of your new custom control.

**Tab label: General**

Database identity: Tab_General.

<table>
<thead>
<tr>
<th>Section</th>
<th>Control</th>
<th>Internal Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>General</td>
<td></td>
<td>Section_General</td>
</tr>
<tr>
<td></td>
<td>Name</td>
<td>Name</td>
</tr>
<tr>
<td></td>
<td>Asset type</td>
<td>AssetTypeId</td>
</tr>
<tr>
<td></td>
<td>Linked inventory</td>
<td>LinkedComputer</td>
</tr>
<tr>
<td></td>
<td>Serial number</td>
<td>SerialNumber</td>
</tr>
<tr>
<td></td>
<td>Asset tag</td>
<td>Asset_tag</td>
</tr>
<tr>
<td></td>
<td>Manufacturer</td>
<td>Manufacturer</td>
</tr>
<tr>
<td></td>
<td>Part number</td>
<td>PartNumber</td>
</tr>
<tr>
<td></td>
<td>Model</td>
<td>AssetModel</td>
</tr>
<tr>
<td></td>
<td>Master asset</td>
<td>MasterAssetName</td>
</tr>
</tbody>
</table>
### Section Control Internal Name

<table>
<thead>
<tr>
<th>Status</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Category</td>
<td>CategoryPath</td>
</tr>
<tr>
<td>End of life</td>
<td>Section_EndOfLife</td>
</tr>
<tr>
<td>Retirement date</td>
<td>RetirementDate</td>
</tr>
<tr>
<td>Resale price</td>
<td>ResalePrice</td>
</tr>
<tr>
<td>Retirement reason</td>
<td>Reason</td>
</tr>
<tr>
<td>Disposal date</td>
<td>DisposalDate</td>
</tr>
<tr>
<td>Recipient</td>
<td>Recipient</td>
</tr>
<tr>
<td>Written off value</td>
<td>WrittenOffValue</td>
</tr>
<tr>
<td>Last inventory</td>
<td>Section_LastInventory</td>
</tr>
<tr>
<td>Electronic</td>
<td>Electronic</td>
</tr>
<tr>
<td>By</td>
<td>Electronic_Created_By</td>
</tr>
<tr>
<td>Physical</td>
<td>Physical</td>
</tr>
<tr>
<td>By</td>
<td>Physical_Created_By</td>
</tr>
<tr>
<td>Installed on</td>
<td>Installed</td>
</tr>
<tr>
<td>Information</td>
<td>Note</td>
</tr>
</tbody>
</table>

**Tab label: Hardware**

Database identity: Tab_Hardware

*Tip: The Hardware tab appears only when the asset record is linked to an inventory device record.*

<table>
<thead>
<tr>
<th>Section</th>
<th>Control</th>
<th>Internal Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hardware</td>
<td></td>
<td>Section_Hardware</td>
</tr>
<tr>
<td>Operating system</td>
<td></td>
<td>OperatingSystem</td>
</tr>
<tr>
<td>Service pack</td>
<td></td>
<td>ServicePack</td>
</tr>
<tr>
<td>Processors</td>
<td></td>
<td>Processors</td>
</tr>
<tr>
<td>Cores</td>
<td></td>
<td>Cores</td>
</tr>
<tr>
<td>Threads</td>
<td></td>
<td>Threads</td>
</tr>
<tr>
<td>Sockets</td>
<td></td>
<td>Sockets</td>
</tr>
<tr>
<td>Partial No Of Processors</td>
<td></td>
<td>PartialNoOfProcessors</td>
</tr>
<tr>
<td>Processor type</td>
<td></td>
<td>ProcessorType</td>
</tr>
</tbody>
</table>
### Adding Custom Properties

<table>
<thead>
<tr>
<th>Section</th>
<th>Control</th>
<th>Internal Name</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Clock speed (MHz)</td>
<td>ClockSpeed</td>
</tr>
<tr>
<td></td>
<td>RAM (GB)</td>
<td>RAM</td>
</tr>
<tr>
<td></td>
<td>Disk (GB)</td>
<td>Disk</td>
</tr>
<tr>
<td></td>
<td>Hard drives</td>
<td>HardDrives</td>
</tr>
<tr>
<td></td>
<td>Display adapters</td>
<td>DisplayAdapters</td>
</tr>
<tr>
<td></td>
<td>Network cards</td>
<td>NetworkCards</td>
</tr>
<tr>
<td></td>
<td>Assigned chassis type</td>
<td>AssignedChassisType</td>
</tr>
<tr>
<td></td>
<td>Inventory Chassis Type</td>
<td>InventoryChassisType</td>
</tr>
</tbody>
</table>

**Tab label: Ownership**

Database identity: Tab_Ownership

<table>
<thead>
<tr>
<th>Section</th>
<th>Control</th>
<th>Internal Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>User</td>
<td></td>
<td>Do not reference</td>
</tr>
<tr>
<td></td>
<td>Assigned</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Calculated</td>
<td>Calculated</td>
</tr>
<tr>
<td></td>
<td>Last logged on</td>
<td>LastLoggedOn</td>
</tr>
</tbody>
</table>

**Tab label: Financial**

Database identity: Tab_Financial

<table>
<thead>
<tr>
<th>Section</th>
<th>Control</th>
<th>Internal Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Financial</td>
<td></td>
<td>Section_Financial</td>
</tr>
<tr>
<td></td>
<td>Acquisition mode</td>
<td>AcquisitionMode</td>
</tr>
<tr>
<td></td>
<td>Delivery date</td>
<td>DeliveryDate</td>
</tr>
<tr>
<td></td>
<td>Warranty type</td>
<td>Warranty</td>
</tr>
<tr>
<td></td>
<td>End of warranty</td>
<td>EndOfWarranty</td>
</tr>
<tr>
<td>Lease information (see note 1)</td>
<td></td>
<td>Section_LeaseInformation</td>
</tr>
<tr>
<td></td>
<td>Lease agreement</td>
<td>LeaseAgreement</td>
</tr>
<tr>
<td></td>
<td>Lease number</td>
<td>LeaseNumber</td>
</tr>
<tr>
<td></td>
<td>Start date</td>
<td>StartDate</td>
</tr>
<tr>
<td></td>
<td>End date</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Lease price</td>
<td>LeasePrice</td>
</tr>
</tbody>
</table>
### Adding Custom Properties

#### Section: Control | Internal Name
--- | ---
Buyout | BuyOut
Payment | Payment
Period | Period
Lease Termination *(see note 1)* | Section_LeaseTermination
Date | TerminationDate
Retirement reason | Reason
Depreciation *(see note 2)* | Section_Depreciation
Current value | CurrentValue
Residual value | ResidualValue
Depreciation method | DepreciationMethod
Period (years) | PeriodYears
Rate | RatePercentage
Charges | Section_Charges
Amount | Amount
Frequency | Frequency

**Note:**

1. These sections and the fields they contain are applicable only when *Acquisition mode* is set to *Leased*.
2. This section and the fields it contains are applicable only when *Acquisition mode* is set to *Purchased*.

#### Tab label: Sub-assets

Database identity: Tab_Sub_Assets

<table>
<thead>
<tr>
<th>Section</th>
<th>Control</th>
<th>Internal Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sub-assets</td>
<td></td>
<td>Section_SubAssets</td>
</tr>
<tr>
<td>Grid</td>
<td></td>
<td>SubAssets</td>
</tr>
</tbody>
</table>

#### Tab label: Contracts

Database identity: Tab_Contracts

<table>
<thead>
<tr>
<th>Section</th>
<th>Control</th>
<th>Internal Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Related contracts</td>
<td></td>
<td>Section_RelatedContracts</td>
</tr>
<tr>
<td>Grid</td>
<td></td>
<td>AssociatedContracts</td>
</tr>
</tbody>
</table>
### Tab label: Purchases

Database identity: Tab_Purchases

<table>
<thead>
<tr>
<th>Section</th>
<th>Control</th>
<th>Internal Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Related purchases</td>
<td></td>
<td>Section_RelatedPurchases</td>
</tr>
<tr>
<td>Grid</td>
<td></td>
<td>AssociatedPurchases</td>
</tr>
</tbody>
</table>

### Tab label: Documents

Database identity: Tab_Documents

<table>
<thead>
<tr>
<th>Section</th>
<th>Control</th>
<th>Internal Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Related documents</td>
<td></td>
<td>Section_Documents</td>
</tr>
<tr>
<td>Grid</td>
<td></td>
<td>DocumentChanges</td>
</tr>
</tbody>
</table>

### Tab label: History

Database identity: Tab_History

<table>
<thead>
<tr>
<th>Section</th>
<th>Control</th>
<th>Internal Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>History of changes to this</td>
<td></td>
<td>Section_AssetsHistory</td>
</tr>
<tr>
<td>asset</td>
<td>Grid</td>
<td>History</td>
</tr>
<tr>
<td>Created by</td>
<td></td>
<td>CreatedBy</td>
</tr>
<tr>
<td>Creation date</td>
<td></td>
<td>CreationDate</td>
</tr>
<tr>
<td>Last updated by</td>
<td></td>
<td>LastUpdatedBy</td>
</tr>
<tr>
<td>Last updated date</td>
<td></td>
<td>LastUpdatedDate</td>
</tr>
</tbody>
</table>

### Internal Property Names for Computers

The properties for computers (presented in the web interface as inventory devices) are represented in the tables below, with a separate table for each tab displayed in the web interface (or UI). The first column (for sections with their own heading) and second column (for fields and other kinds of UI controls displayed within each section) show the labels displayed in the default culture en-US. The right-most column displays the identity of that control within the underlying system. You must use these identity names when you reference any UI control as an anchor for relative positioning of your new custom control.

#### Limitations

The Licenses tab (database identity: Tab_Licenses) within computer properties is excluded from customization.
**Tab label: General**

Database identity: Tab_Summary.

<table>
<thead>
<tr>
<th>Section</th>
<th>Control</th>
<th>Internal Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>General</td>
<td></td>
<td>Section_Summary</td>
</tr>
<tr>
<td>Status</td>
<td></td>
<td>Status</td>
</tr>
<tr>
<td>Inventory device type</td>
<td></td>
<td>InventoryDeviceType</td>
</tr>
<tr>
<td>Name</td>
<td></td>
<td>Name</td>
</tr>
<tr>
<td>Compliance status</td>
<td></td>
<td>ComplianceStatus</td>
</tr>
<tr>
<td>Linked asset</td>
<td></td>
<td>LinkedToAsset</td>
</tr>
<tr>
<td>Domain name</td>
<td></td>
<td>Domain</td>
</tr>
<tr>
<td>Inventory role</td>
<td></td>
<td>Role</td>
</tr>
<tr>
<td>Manufacturer</td>
<td></td>
<td>Manufacturer</td>
</tr>
<tr>
<td>Model</td>
<td></td>
<td>ComputerModel</td>
</tr>
<tr>
<td>IP address</td>
<td></td>
<td>IPAddress</td>
</tr>
<tr>
<td>MAC address</td>
<td></td>
<td>MACAddress</td>
</tr>
<tr>
<td>Serial number</td>
<td></td>
<td>SerialNumber</td>
</tr>
<tr>
<td>Chassis number</td>
<td></td>
<td>ChassisNumber</td>
</tr>
<tr>
<td>Category</td>
<td></td>
<td>CategoryPath</td>
</tr>
<tr>
<td>Last inventory source</td>
<td></td>
<td>Section_InventorySource</td>
</tr>
<tr>
<td>Last inventory date</td>
<td></td>
<td>LastInventoryDate</td>
</tr>
<tr>
<td>Last inventory source</td>
<td></td>
<td>LastInventorySource</td>
</tr>
<tr>
<td>Connection name</td>
<td></td>
<td>InventoryConnectionName</td>
</tr>
<tr>
<td>You may override inventory values</td>
<td></td>
<td>OverrideInventoryValue</td>
</tr>
</tbody>
</table>

**Tab label: Hardware**

Database identity: Tab_Hardware.

<table>
<thead>
<tr>
<th>Section</th>
<th>Control</th>
<th>Internal Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hardware</td>
<td></td>
<td>Section_Hardware</td>
</tr>
<tr>
<td>Operating system</td>
<td></td>
<td>OperatingSystem</td>
</tr>
</tbody>
</table>
### Tab label: Applications

Database identity: Tab_Applications.

*Tip: The **Applications** tab is displayed only when **Last inventory source** (in the **General** tab) has a value other than **Manual**.*

<table>
<thead>
<tr>
<th>Section</th>
<th>Control</th>
<th>Internal Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Applications installed on this device</td>
<td></td>
<td>Section_Applications</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Grid</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Applications</td>
</tr>
</tbody>
</table>

### Tab label: Ownership

Database identity: Tab_Ownership.

<table>
<thead>
<tr>
<th>Section</th>
<th>Control</th>
<th>Internal Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>User</td>
<td></td>
<td>Do not reference.</td>
</tr>
<tr>
<td></td>
<td>Assigned</td>
<td></td>
</tr>
</tbody>
</table>
### Tab label: VM Properties

Database identity: Tab_VMProperties.

<table>
<thead>
<tr>
<th>Section</th>
<th>Control</th>
<th>Internal Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Virtual Machine Properties</td>
<td></td>
<td>Section_VMProperties</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Host</td>
<td>Host</td>
<td>VM_Name</td>
</tr>
<tr>
<td></td>
<td></td>
<td>VM_GuestFullName</td>
</tr>
<tr>
<td></td>
<td></td>
<td>VM_UUID</td>
</tr>
<tr>
<td></td>
<td></td>
<td>VM_Location</td>
</tr>
<tr>
<td></td>
<td></td>
<td>VM_Type</td>
</tr>
<tr>
<td></td>
<td></td>
<td>VM_Pool</td>
</tr>
<tr>
<td></td>
<td></td>
<td>VM_TotalMemory</td>
</tr>
<tr>
<td></td>
<td></td>
<td>VM_MemoryUsage</td>
</tr>
<tr>
<td></td>
<td></td>
<td>VM_CPUUsage</td>
</tr>
<tr>
<td></td>
<td></td>
<td>VM_LastKnownState</td>
</tr>
<tr>
<td></td>
<td></td>
<td>VM_AffinityEnabled</td>
</tr>
<tr>
<td></td>
<td></td>
<td>VM_AffinityEnabled</td>
</tr>
<tr>
<td></td>
<td></td>
<td>VM_Pool</td>
</tr>
</tbody>
</table>

### Tab label: Virtual Machines

Database identity: Tab_VirtualMachines.

<table>
<thead>
<tr>
<th>Section</th>
<th>Control</th>
<th>Internal Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Virtual machines</td>
<td></td>
<td>Section_VirtualMachines</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Grid</td>
<td></td>
<td>VirtualMachines</td>
</tr>
</tbody>
</table>
Internal Property Names for Contracts

The properties for contracts are represented in the tables below, with a separate table for each tab displayed in the web interface (or UI). The first column (for sections with their own heading) and second column (for fields and other kinds of UI controls displayed within each section) show the labels displayed in the default culture en-US. The right-most column displays the identity of that control within the underlying system. You must use these identity names when you reference any UI control as an anchor for relative positioning of your new custom control.

Tab label: General

Database identity: Tab_General.

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<tr>
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<td>Status</td>
<td>Status</td>
</tr>
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<td></td>
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<td>Description</td>
</tr>
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<td></td>
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<td>ContractType</td>
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<tr>
<td>Section</td>
<td>Control</td>
<td>Internal Name</td>
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<td>---------------------</td>
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<tr>
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<td>ApplicationLevel</td>
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<td>Select systems level</td>
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**Events**

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<td>StartDate</td>
<td></td>
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<tr>
<td>Next renewal date</td>
<td>NextRenewalDate</td>
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<td>Expiry date</td>
<td>ExpiryDate</td>
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</tr>
<tr>
<td>Review date</td>
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</tr>
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<td>Last reviewed on</td>
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**Payments**

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<tr>
<td>Monthly amount</td>
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**Tab label: Ownership**

Database identity: Tab_Ownership.

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**Tab label: Vendors**

Database identity: Tab_Vendors.

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<td>Other vendors</td>
<td>Section_OtherVendors</td>
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</tr>
<tr>
<td>Additional vendors</td>
<td>Section_Vendors</td>
<td></td>
</tr>
<tr>
<td>Grid</td>
<td>Vendors</td>
<td></td>
</tr>
<tr>
<td>Third-party vendors</td>
<td>Section_3rdPartyVendors</td>
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Adding Custom Properties

<table>
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</thead>
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**Tab label: Assets**

Database identity: Tab_Assets.

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<td>Assets</td>
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<td>Section_Assets</td>
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**Tab label: Purchases**

Database identity: Tab_Purchases.

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<td>Related purchases</td>
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<td>Section_RelatedPurchases</td>
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<td>Purchases</td>
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**Tab label: Licenses**

Database identity: Tab_Licenses.

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<th>Control</th>
<th>Internal Name</th>
</tr>
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<tbody>
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<td>Related licenses</td>
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<td>Section_RelatedLicenses</td>
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<td>Licenses</td>
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**Tab label: Responsibilities**

Database identity: Tab_Responsibilities.

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<th>Control</th>
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<td>Responsibilities</td>
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<td>Section_Responsibilities</td>
</tr>
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<td>Grid</td>
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**Tab label: Payment schedules**

Database identity: Tab_Payment_Schedule.

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**Tab label: Terms and conditions**

Database identity: Tab_Terms_and_Conditions.

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</table>

**Tab label: Documents**

Database identity: Tab_Documents

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<tr>
<td>Related Documents</td>
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**Tab label: History**

Database identity: Tab_History.

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<th>Internal Name</th>
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</thead>
<tbody>
<tr>
<td>History of changes to this contract</td>
<td></td>
<td>Section_History</td>
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</tbody>
</table>

**Internal Property Names for Licenses**

The properties for software licenses are represented in the tables below, with a separate table for each tab displayed in the web interface (or UI). The first column (for sections with their own heading) and second column (for fields and other kinds of UI controls displayed within each section) show the labels displayed in the default culture en-US. The right-most column displays the identity of that control within the underlying system. You must use these identity names when you reference any UI control as an anchor for relative positioning of your new custom control.

**Tab label: Compliance**

Database identity: Tab_Compliance.
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<td>ComplianceStatus</td>
</tr>
<tr>
<td>Shortfall/Availability</td>
<td></td>
<td>Available</td>
</tr>
<tr>
<td>Breach reason</td>
<td></td>
<td>BreachReason</td>
</tr>
<tr>
<td>Entitlements and consumption</td>
<td></td>
<td>EntitlementsAndConsumption</td>
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<td>Licensed from PO</td>
<td></td>
<td>PurchasedFromPO</td>
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<td>NumberAllocated</td>
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<tr>
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<td></td>
<td>ExtraEntitlements</td>
</tr>
<tr>
<td>Used</td>
<td></td>
<td>Used</td>
</tr>
<tr>
<td>Raw consumption</td>
<td></td>
<td>RawConsumption</td>
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<td>Raw usage count</td>
<td></td>
<td>RawUserCount</td>
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<tr>
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<td>NUPMinimum</td>
</tr>
<tr>
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<td></td>
<td>PeakConsumption</td>
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<tr>
<td>Raw installations</td>
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<td>RawInstallation</td>
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<td>PURSavings</td>
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<tr>
<td>Consumed entitlements</td>
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<td>AdjustedConsumption</td>
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**Tab label: Identification**

Database identity: Tab_Identification.

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<td>Name</td>
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<td>License type</td>
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<td>SubjectToTrueUp</td>
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<td>Version</td>
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<td>Duration</td>
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<td>PurchasedAs</td>
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<td>RetirementReason</td>
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<td>ProcessorsLimit</td>
</tr>
<tr>
<td>Cores limit</td>
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<td>CoresLimit</td>
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<td>MinimumUsers</td>
</tr>
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<td>Apply user limit per processor core</td>
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<td>ApplyUserLimitPerCore</td>
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<td>Minimum processors</td>
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<td>MinimumProcessors</td>
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<td>License keys</td>
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**Tab label: Applications**

Database identity: Tab_Applications.


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<td>Applications included in this license</td>
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<td>Section_IncludedApplications</td>
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**Tab label: Purchases**

Database identity: Tab_Purchases.

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<td>Purchases</td>
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**Tab label: Financial**

Database identity: Tab_Financial

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<td>Frequency</td>
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**Tab label: Contracts**

Database identity: Tab_Contracts.

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**Tab label: Consumption**
Database identity: Tab_Consumption.

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<td>Section_UserEquivalents</td>
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<tr>
<td>Infrequent user</td>
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<td>InfrequentUser</td>
</tr>
<tr>
<td>External user</td>
<td></td>
<td>ExternalUser</td>
</tr>
<tr>
<td>Bulk user counts</td>
<td></td>
<td>Section_BulkUserCounts</td>
</tr>
<tr>
<td>Additional infrequent users</td>
<td></td>
<td>AdditionalInfrequentUsers</td>
</tr>
<tr>
<td>Additional external users</td>
<td></td>
<td>AdditionalExternalUsers</td>
</tr>
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<td>Section_RelatedEmployees</td>
</tr>
<tr>
<td>Related devices</td>
<td></td>
<td>Section_RelatedComputers</td>
</tr>
<tr>
<td>Alternate bulk user count</td>
<td></td>
<td>Section_AlternateBulkUserCount</td>
</tr>
<tr>
<td>Non-inventoried users</td>
<td></td>
<td>AlternateNonInventoriedUsers</td>
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<tr>
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<td>Section_OracleUsers</td>
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**Tab label: Restrictions**
Database identity: Tab_Restrictions.

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<td>Restrict_OS</td>
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**Tab label: Ownership**
Database identity: Tab_Ownership.

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<th>Internal Name</th>
</tr>
</thead>
<tbody>
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<td>Ownership and access rights</td>
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</table>

**Tab label: Documents**
Database identity: Tab_Documents

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<th>Section</th>
<th>Control</th>
<th>Internal Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Related documents</td>
<td></td>
<td>Section_Documents</td>
</tr>
<tr>
<td>Tab label: History</td>
<td></td>
<td></td>
</tr>
<tr>
<td>-------------------</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Database identity: Tab_History.</td>
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<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Section</th>
<th>Control</th>
<th>Internal Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>History of changes to this license</td>
<td>Section_History</td>
<td></td>
</tr>
<tr>
<td>Grid</td>
<td>History</td>
<td></td>
</tr>
<tr>
<td>Created by</td>
<td>CreatedBy</td>
<td></td>
</tr>
<tr>
<td>Creation date</td>
<td>CreationDate</td>
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<tr>
<td>Last updated by</td>
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</tr>
<tr>
<td>Last updated date</td>
<td>LastUpdatedDate</td>
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</table>

## Internal Property Names for Purchases

The properties for purchases are represented in the tables below, with a separate table for each tab displayed in the web interface (or UI). The first column (for sections with their own heading) and second column (for fields and other kinds of UI controls displayed within each section) show the labels displayed in the default culture en-US. The right-most column displays the identity of that control within the underlying system. You must use these identity names when you reference any UI control as an anchor for relative positioning of your new custom control.

### Tab label: General

Database identity: Tab_General.

<table>
<thead>
<tr>
<th>Section</th>
<th>Control</th>
<th>Internal Name</th>
</tr>
</thead>
<tbody>
<tr>
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<td>Section_PurchaseDetails</td>
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<tr>
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<td>SequenceNumber</td>
<td></td>
</tr>
<tr>
<td>Description</td>
<td>Description</td>
<td></td>
</tr>
<tr>
<td>Part no./SKU</td>
<td>SKUDetails</td>
<td></td>
</tr>
<tr>
<td>Purchase quantity</td>
<td>PurchaseQuantity</td>
<td></td>
</tr>
<tr>
<td>Quantity per unit</td>
<td>QuantityPerUnit</td>
<td></td>
</tr>
<tr>
<td>Effective quantity</td>
<td>EffectiveQuantity</td>
<td></td>
</tr>
<tr>
<td>Publisher</td>
<td>Publisher</td>
<td></td>
</tr>
<tr>
<td>Status</td>
<td>ItemStatus</td>
<td></td>
</tr>
</tbody>
</table>
### Adding Custom Properties

**Tab label: Financial**

Database identity: Tab_Financial

<table>
<thead>
<tr>
<th>Section</th>
<th>Control</th>
<th>Internal Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Invoice</td>
<td></td>
<td>Section_Invoice</td>
</tr>
<tr>
<td></td>
<td>Invoice number</td>
<td>InvoiceNumber</td>
</tr>
<tr>
<td></td>
<td>Invoice date</td>
<td>InvoiceDate</td>
</tr>
<tr>
<td>Shipping</td>
<td></td>
<td>Section_Shipping</td>
</tr>
<tr>
<td></td>
<td>Shipping date</td>
<td>ShippingDate</td>
</tr>
<tr>
<td></td>
<td>Shipping location</td>
<td>ShippingLocation</td>
</tr>
</tbody>
</table>

**Tab label: Ownership**

Database identity: Tab_Ownership.

<table>
<thead>
<tr>
<th>Section</th>
<th>Control</th>
<th>Internal Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ownership</td>
<td></td>
<td>Section_Ownership</td>
</tr>
</tbody>
</table>

**Tab label: Assets**

Database identity: Tab_Assets.
## Internal Property Names for Users

The properties for users are represented in the tables below, with a separate table for each tab displayed in the web interface (or UI). The first column (for sections with their own heading) and second column (for fields and other kinds of UI controls displayed within each section) show the labels displayed in the default culture en-US. The right-most column displays the identity of that control within the underlying system. You must use these controls when building your own user interface.
identity names when you reference any UI control as an anchor for relative positioning of your new custom control.

**Tab label: General**

Database identity: Tab_General.

<table>
<thead>
<tr>
<th>Section</th>
<th>Control</th>
<th>Internal Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Identification</td>
<td>User</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Title</td>
<td>UserTitle</td>
</tr>
<tr>
<td></td>
<td>First name</td>
<td>FirstName</td>
</tr>
<tr>
<td></td>
<td>Middle name</td>
<td>MiddleName</td>
</tr>
<tr>
<td></td>
<td>Last name</td>
<td>LastName</td>
</tr>
<tr>
<td></td>
<td>Suffix</td>
<td>Suffix</td>
</tr>
<tr>
<td></td>
<td>Full name</td>
<td>Fullname</td>
</tr>
<tr>
<td>Employment</td>
<td></td>
<td>Section_Employment</td>
</tr>
<tr>
<td></td>
<td>Job title</td>
<td>JobTitle</td>
</tr>
<tr>
<td></td>
<td>Employee ID</td>
<td>EmployeeID</td>
</tr>
<tr>
<td></td>
<td>Employment Status</td>
<td>EmploymentStatus</td>
</tr>
<tr>
<td></td>
<td>Manager</td>
<td>Manager</td>
</tr>
<tr>
<td></td>
<td>Status</td>
<td>ComplianceUserStatus</td>
</tr>
<tr>
<td>Account</td>
<td></td>
<td>Section_Account</td>
</tr>
<tr>
<td></td>
<td>Account name</td>
<td>AccountName</td>
</tr>
<tr>
<td></td>
<td>Domain name</td>
<td>Domain</td>
</tr>
<tr>
<td></td>
<td>Last inventory source</td>
<td>LastInventorySource</td>
</tr>
</tbody>
</table>

**Tab label: Details**

Database identity: Tab_Details.

<table>
<thead>
<tr>
<th>Section</th>
<th>Control</th>
<th>Internal Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enterprise groups</td>
<td></td>
<td>Section_EnterpriseGroups</td>
</tr>
<tr>
<td>Contact</td>
<td></td>
<td>Section_Contact</td>
</tr>
<tr>
<td></td>
<td>Phone</td>
<td>Phone</td>
</tr>
<tr>
<td></td>
<td>Fax</td>
<td>Fax</td>
</tr>
<tr>
<td></td>
<td>Mobile</td>
<td>Mobile</td>
</tr>
<tr>
<td></td>
<td>Email</td>
<td>Email</td>
</tr>
<tr>
<td>Section</td>
<td>Control</td>
<td>Internal Name</td>
</tr>
<tr>
<td>------------------</td>
<td>---------</td>
<td>-------------------</td>
</tr>
<tr>
<td>Address</td>
<td>Section_Address</td>
<td></td>
</tr>
<tr>
<td>Street address</td>
<td>StreetAddress</td>
<td></td>
</tr>
<tr>
<td>City</td>
<td>City</td>
<td></td>
</tr>
<tr>
<td>State/Province</td>
<td>State</td>
<td></td>
</tr>
<tr>
<td>Country</td>
<td>Country</td>
<td></td>
</tr>
<tr>
<td>Postal code</td>
<td>PostalCode</td>
<td></td>
</tr>
</tbody>
</table>

**Tab label: Hardware**

Database identity: Tab_Hardware.

<table>
<thead>
<tr>
<th>Section</th>
<th>Control</th>
<th>Internal Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assets</td>
<td>Section_Assets</td>
<td></td>
</tr>
<tr>
<td>Grid</td>
<td>Assets</td>
<td></td>
</tr>
<tr>
<td>Devices</td>
<td>Section_Computers</td>
<td></td>
</tr>
<tr>
<td>Grid</td>
<td>Computers</td>
<td></td>
</tr>
</tbody>
</table>

**Tab label: Software**

Database identity: Tab_Software.

<table>
<thead>
<tr>
<th>Section</th>
<th>Control</th>
<th>Internal Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Related software licenses</td>
<td>Section_Software</td>
<td></td>
</tr>
<tr>
<td>Grid</td>
<td>Software</td>
<td></td>
</tr>
</tbody>
</table>

**Tab label: Responsibilities**

Database identity: Tab_Responsibilities.

<table>
<thead>
<tr>
<th>Section</th>
<th>Control</th>
<th>Internal Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Responsibilities</td>
<td>Section_Responsibilities</td>
<td></td>
</tr>
<tr>
<td>Licenses</td>
<td>Section_Licenses</td>
<td></td>
</tr>
<tr>
<td>Grid</td>
<td>Licenses</td>
<td></td>
</tr>
<tr>
<td>Contracts</td>
<td>Section_Contracts</td>
<td></td>
</tr>
<tr>
<td>Grid</td>
<td>Contracts</td>
<td></td>
</tr>
</tbody>
</table>

**Tab label: Documents**

Database identity: Tab_Documents.
### Internal Property Names for Vendors

The properties for vendors are represented in the tables below, with a separate table for each tab displayed in the web interface (or UI). The first column (for sections with their own heading) and second column (for fields and other kinds of UI controls displayed within each section) show the labels displayed in the default culture en-US. The right-most column displays the identity of that control within the underlying system. You must use these identity names when you reference any UI control as an anchor for relative positioning of your new custom control.

#### Tab label: History

Database identity: Tab_History.

<table>
<thead>
<tr>
<th>Section</th>
<th>Control</th>
<th>Internal Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>History of changes to this user</td>
<td>Grid</td>
<td>History</td>
</tr>
<tr>
<td>Created by</td>
<td>CreatedBy</td>
<td></td>
</tr>
<tr>
<td>Creation date</td>
<td>CreationDate</td>
<td></td>
</tr>
<tr>
<td>Last updated by</td>
<td>LastUpdatedBy</td>
<td></td>
</tr>
<tr>
<td>Last updated by</td>
<td>LastUpdatedDate</td>
<td></td>
</tr>
</tbody>
</table>

#### Tab label: General

Database identity: Tab_General.

<table>
<thead>
<tr>
<th>Section</th>
<th>Control</th>
<th>Internal Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Identification</td>
<td>Name</td>
<td>Section_Identification</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Name</td>
</tr>
<tr>
<td>Contact information</td>
<td>Phone</td>
<td>Section_ContactInformation</td>
</tr>
<tr>
<td></td>
<td>Fax</td>
<td>Fax</td>
</tr>
<tr>
<td></td>
<td>Email</td>
<td>Email</td>
</tr>
<tr>
<td></td>
<td>Web</td>
<td>Web</td>
</tr>
<tr>
<td>Address</td>
<td></td>
<td>Section_Address</td>
</tr>
<tr>
<td>Section</td>
<td>Control</td>
<td>Internal Name</td>
</tr>
<tr>
<td>---------</td>
<td>-----------</td>
<td>----------------------</td>
</tr>
<tr>
<td></td>
<td>Street address</td>
<td>StreetAddress</td>
</tr>
<tr>
<td></td>
<td>City</td>
<td>City</td>
</tr>
<tr>
<td></td>
<td>State/Province</td>
<td>State</td>
</tr>
<tr>
<td></td>
<td>Country</td>
<td>Country</td>
</tr>
<tr>
<td></td>
<td>Postal code</td>
<td>PostalCode</td>
</tr>
</tbody>
</table>

**Tab label: Purchases**

Database identity: Tab_Purchases.

<table>
<thead>
<tr>
<th>Section</th>
<th>Control</th>
<th>Internal Name</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Related purchases</td>
<td>Section_PurchaseOrderLineItems</td>
</tr>
<tr>
<td></td>
<td>Grid</td>
<td>VendorPurchases</td>
</tr>
</tbody>
</table>

**Tab label: Assets**

Database identity: Tab_Assets.

<table>
<thead>
<tr>
<th>Section</th>
<th>Control</th>
<th>Internal Name</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Related assets</td>
<td>Section_AssociatedAssets</td>
</tr>
<tr>
<td></td>
<td>Grid</td>
<td>VendorAssets</td>
</tr>
</tbody>
</table>

**Tab label: Contracts**

Database identity: Tab_Contracts.

<table>
<thead>
<tr>
<th>Section</th>
<th>Control</th>
<th>Internal Name</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Related contracts</td>
<td>Section_AssociatedContracts</td>
</tr>
<tr>
<td></td>
<td>Grid</td>
<td>VendorContracts</td>
</tr>
</tbody>
</table>

**Tab label: History**

Database identity: Tab_History.

<table>
<thead>
<tr>
<th>Section</th>
<th>Control</th>
<th>Internal Name</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>History of changes to this vendor</td>
<td>Section_History</td>
</tr>
<tr>
<td></td>
<td>Grid</td>
<td>History</td>
</tr>
<tr>
<td></td>
<td>Created by</td>
<td>CreatedBy</td>
</tr>
</tbody>
</table>
Creating a New Properties Tab

Execute the following in SQL Server Management Studio against your FNMSCompliance database.

**Syntax:**

```
EXEC dbo.AddTabToWebUIPropertiesPage
    @TargetTypeID = TargetTypeID,
    @ExcludeTargetSubTypeIDs = 'TargetSubTypeID,TargetSubTypeID,...',
    @Name = 'My_Unique_Name',
    @CultureType = 'ISOCultureCode',
    @DisplayNameInPage = 'Prompt value',
    @UIInsertTypeID = UIInsertTypeID,
    @RelativeTabName = 'RelativeTabName'
```

where

- **@TargetTypeID** Mandatory. Integer that identifies the type of object to which you are adding a custom property. For supported objects and their integer equivalents for TargetTypeID, see [Objects You Can Customize](#).

- **@ExcludeTargetSubTypeIDs** Mandatory. A comma-separated list (enclosed in single quotation marks) of integer subtype IDs. For the default case of no exclusions, give this parameter an empty list:

  ```
  @ExcludeTargetSubTypeIDs = '',
  ```

Many types of target objects have subtypes (for example, assets may be workstations, routers, and so on). By default, a custom property added to an object (identified by its TargetTypeID) is added to all subtypes of that object. However, you can exclude any subtypes you choose with this parameter. For supported subtypes and their integer equivalents for TargetSubTypeID, see [Objects You Can Customize](#).
@Name
Mandatory. The internal name (in code and database) of the new tab you are adding. This name must be unique across all tabs in the system (including the factory-supplied tabs, and including all database objects). For this reason, it is strongly recommended that you adopt a stringent naming convention, such as a company name space, an object type, and a tab name, each separated by an underscore (example: MyCo_License_Chargebacks). The name is limited to 256 characters.

⚠️ Warning: Do not use a naming convention that starts with the database object name and uses a dot as a separator. This combination produces obscure errors. Starting with your own name space makes it safe, and using an underscore separator also makes it safe.

@CultureType
Default value is en-US. Value is a five-character ISO code for culture (enclosed in single quotation marks). The permitted values are available at http://msdn.microsoft.com/en-us/goglobal/bb896001.aspx.

@DisplayNameInPage
Mandatory. This is the label (enclosed in single quotation marks) displayed on the tab in the web interface for FlexNet Manager Suite when the culture setting for the interface matched the one you declare in CultureType. You can also provide localized values for this label using different culture settings, for which see Localizing Display Names of Custom Properties.

@UIInsertTypeID
Mandatory. An integer indicating the position of this new tab relative to the tab identified in RelativeTabName. For integer values and their meaning, see Positioning Your Custom Control. Note that in this case of creating a new tab, the value 3 is not relevant.

@RelativeTabName
Mandatory. The internal name of the anchor tab relative to which you are positioning your new custom tab. For internal names of factory-supplied tabs, see subtopics of Positioning Your Custom Control.

Creating a New Section Within a Tab

Execute the following in SQL Server Management Studio against your FNMSCompliance database, referencing an existing tab.

Syntax:

EXEC dbo.AddSectionToWebUIPropertiesPage
    @TargetTypeID = TargetTypeID,
    @ExcludeTargetSubTypeID = 'TargetSubTypeID,TargetSubTypeID,...',
    @Name = 'My_Unique_Name',
    @CultureType = 'ISOCultureCode',
    @DisplayNameInPage = 'Prompt value',
    @TabName = 'tabInternalName',

---

Adding Custom Properties

42

FlexNet Manager Suite System Reference | Company Confidential
@UIInsertTypeID = UIInsertTypeID,
@RelativePositionTo = 'RelativePositionTo'

where

@TargetTypeID
Mandatory. Integer that identifies the type of object to which you are adding a custom property. For supported objects and their integer equivalents for TargetTypeID, see Objects You Can Customize.

@ExcludeTargetSubTypeIDs
Mandatory. A comma-separated list (enclosed in single quotation marks) of integer subtype IDs. For the default case of no exclusions, give this parameter an empty list:

@ExcludeTargetSubTypeIDs = '',

Many types of target objects have subtypes (for example, assets may be workstations, routers, and so on). By default, a custom property added to an object (identified by its TargetTypeID) is added to all subtypes of that object. However, you can exclude any subtypes you choose with this parameter. For supported subtypes and their integer equivalents for TargetSubTypeID, see Objects You Can Customize.

@Name
Mandatory. The internal name (in code and database) of the new section you are adding. This name must be unique across all sections in the system (including the factory-supplied sections, across all database objects). For this reason, it is strongly recommended that you adopt a stringent naming convention, such as a company name space, an object type, optionally a tab name, and a section name, each separated by an underscore (example: MyCo_License_Chargeback_General). The name is limited to 256 characters.

⚠️ Warning: Do not use a naming convention that starts with the database object name and uses a dot as a separator. This combination produces obscure errors. Starting with your own name space makes it safe, and using an underscore separator also makes it safe.

@CultureType
Default value is en-US. Value is a five-character ISO code for culture (enclosed in single quotation marks). The permitted values are available at http://msdn.microsoft.com/en-us/goglobal/bb896001.aspx.

@DisplayNameInPage
Mandatory. This is the label (enclosed in single quotation marks) displayed above the section in the web interface for FlexNet Manager Suite when the culture setting for the interface matched the one you declare in CultureType. You can also provide localized values for this label using different culture settings, for which see Localizing Display Names of Custom Properties.
### @TabName
Optional when `@UIInsertTypeID = 3`, and ignored for any other value. Provides the internal name the tab at the start of which the new section is to be inserted. If used, the tab name must be 80 characters or less, and enclosed inside single quotation marks. (If `TabName` is not specified, the value of `RelativePositionTo` is used.) For internal names of factory-supplied controls, see the subtopics under Positioning Your Custom Control.

### @UIInsertTypeID
Mandatory. An integer indicating the position of this new section relative to the control identified in `RelativePositionTo`. For integer values and their meaning, see Positioning Your Custom Control. Note that in this case of creating a new section, the value 3 means at the start of the tab identified in `TabName`, meaning that `RelativePositionTo` is irrelevant in that case.

### @RelativePositionTo
Mandatory when `UIInsertTypeID` has a value other than 3; and when `@UIInsertTypeID = 3`, one of `RelativePositionTo` or `TabName` is required. The internal name of the anchor control relative to which you are positioning your new custom section. For internal names of factory-supplied controls, see the subtopics under Positioning Your Custom Control. When used with `@UIInsertTypeID = 3`, `RelativePositionTo` must be the name of a tab that has already been defined (and not any other kind of control).

## Creating Other Custom Properties

Execute the following in SQL Server Management Studio against your FNMSCompliance database. The relative anchor from which positioning is determined must already be defined.

**Syntax:**

```sql
EXEC dbo.AddPropertyToWebUIPropertiesPage
    @TargetTypeID = TargetTypeID,
    @ExcludeTargetSubTypeIDs = 'TargetSubTypeID,TargetSubTypeID,...',
    @Name = 'My_Unique_Name',
    @CultureType = 'ISOCultureCode',
    @DisplayNameInPage = 'Prompt value',
    @DisplayNameInReport = 'Column heading',
    @TabName = 'MyTabName',
    @UIInsertTypeID = UIFieldTypeID,
    @UIFieldTypeID = UIFieldTypeID,
    @RelativePositionTo = 'RelativePositionTo'
    @SequenceNumber = 'IntegerCount'
    @Position = Position,
    @Width = Width,
    @DataSource = 'List, Of, Values',
    @DataSourceDelimiter = ','
```
Where

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>@TargetTypeID</td>
<td>Mandatory. Integer that identifies the type of object to which you are adding a custom property. For supported objects and their integer equivalents for TargetTypeID, see Objects You Can Customize.</td>
</tr>
<tr>
<td>@ExcludeTargetSubTypeIDs</td>
<td>Mandatory. A comma-separated list (enclosed in single quotation marks) of integer subtype IDs. For the default case of no exclusions, give this parameter an empty list: @ExcludeTargetSubTypeIDs = ' ',</td>
</tr>
<tr>
<td>@Name</td>
<td>Mandatory. The internal name (in code and database) of the new custom property you are adding. This name must be unique across all properties in the system (including the factory-supplied properties, across all database objects). For this reason, it is strongly recommended that you adopt a stringent naming convention, such as a company name space, an object type, and a property name, each separated by an underscore (example: MyCo_License_DailyCharge). The name is limited to 256 characters.</td>
</tr>
<tr>
<td>@CultureType</td>
<td>Default value is en-US. Value is a five-character ISO code for culture (enclosed in single quotation marks). The permitted values are available at <a href="http://msdn.microsoft.com/en-us/goglobal/bb896001.aspx">http://msdn.microsoft.com/en-us/goglobal/bb896001.aspx</a>.</td>
</tr>
<tr>
<td>@DisplayNameInPage</td>
<td>Mandatory. This is the label (enclosed in single quotation marks) displayed as a prompt in the web interface for FlexNet Manager Suite when the culture setting for the interface matched the one you declare in CultureType. You can also provide localized values for this label using different culture settings, for which see Localizing Display Names of Custom Properties.</td>
</tr>
</tbody>
</table>
### Adding Custom Properties

<table>
<thead>
<tr>
<th>Property</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>@DisplayNameInReport</td>
<td>Mandatory. This is the label (enclosed in single quotation marks) displayed as a column heading in custom reports you prepare, when the culture setting for the interface matched the one you declare in <code>CultureType</code>. You can also provide localized values for this label using different culture settings, for which see <a href="#">Localizing Display Names of Custom Properties</a>.</td>
</tr>
<tr>
<td>@TabName</td>
<td>Optional when <code>@UIInsertTypeID = 3</code>, and ignored for any other value. Provides the internal name the tab in which the new control is to be inserted. If used, the tab name must be 80 characters or less, and enclosed inside single quotation marks. (If <code>TabName</code> is not specified, the value of <code>RelativePositionTo</code> is used.) For internal names of factory-supplied tabs, see the subtopics under <a href="#">Positioning Your Custom Control</a>. For details about creating custom tabs, see <a href="#">Creating a New Properties Tab</a>.</td>
</tr>
<tr>
<td>@UIInsertTypeID</td>
<td>Mandatory. An integer indicating the position of this new section relative to the control identified in <code>RelativePositionTo</code>. For integer values and their meaning, see <a href="#">Positioning Your Custom Control</a>. Note that in this case of creating a new section, the value 3 means at the start of the tab identified in <code>TabName</code>, meaning that <code>RelativePositionTo</code> is irrelevant in that case.</td>
</tr>
<tr>
<td>@UIFieldTypeID</td>
<td>Mandatory. An integer indicating the kind of control used to display your custom property. For integer values and their meaning, see <a href="#">Controls You Can Add</a>.</td>
</tr>
<tr>
<td>@RelativePositionTo</td>
<td>Mandatory. The internal name of the anchor control relative to which you are positioning your new custom section. For internal names of factory-supplied controls, see the subtopics under <a href="#">Positioning Your Custom Control</a>.</td>
</tr>
<tr>
<td>@SequenceNumber</td>
<td>Optional (when omitted, the default value is null). Where two or more custom properties are declared with the same anchor in their <code>@RelativePositionTo</code> parameters, they are ordered by the sequence number. If there is no sequence number declared, they are ordered by the execution order of the SQL commands.</td>
</tr>
<tr>
<td>@Position</td>
<td>Optional (when omitted, the default value is 0). The alignment of your custom control within the two-column layout of a properties page. For the integer values and their meanings, see <a href="#">Positioning Your Custom Control</a>.</td>
</tr>
<tr>
<td>@Width</td>
<td>Optional (when omitted, the default value is 1). The number of columns spanned by this control in the two-column layout of a properties page. For more information, see <a href="#">Positioning Your Custom Control</a>.</td>
</tr>
</tbody>
</table>
**@DataSource**

Mandatory when `UIFieldTypeID = 8`, and otherwise ignored. Within single quotes, this is an ordered list of the values to be displayed within the option list. By default, the list is comma-separated, but see **@DataSourceDelimiter**. Values (between delimiters) may include white space, and leading white space on a value is ignored. Every value must be unique. One of the values may be a null, creating a blank row in the drop-down list in the web interface. Example:

```
@DataSource = ', Apples, Oranges, Ripe Pears, Tangerines'
```

This example creates a drop-down list with the first position blank (this displays an empty value until the operator selects another value from the list).

**Restriction:** When you add a custom drop-down list (when `UIFieldTypeID = 8`), it is not possible to localize the values for the individual options within the custom drop-down list. (This is in contrast to adding a custom option within a drop-down list included in the standard product: the standard lists allow for customization of any options, including added custom options; whereas drop-down lists that are in entirety custom cannot be localized.)

**@DataSourceDelimiter**

Optional (when omitted, the default value is the comma `,`). A single ASCII character (a punctuation character is expected) that does not occur in your data set and is used as a delimiter between values in **@DataSource**. The separator character must be enclosed in single quotation marks. If `UIFieldTypeID` has any value other than 8, this parameter is ignored.

**@Required**

Optional (when omitted, the default value is zero). May have the following values:

- 0 means that input to the custom field in the web interface is optional, such that the value may be left blank.
- 1 means that in the web interface, the custom field is mandatory, and may not be left blank by an operator completing the enclosing tab.

This integer value must not be surrounded by quotation marks.

**Note:** This parameter affects only data input through the web interface of FlexNet Manager Suite. It does not have any effect, for example, on data imports using the Business Importer.

**@StringLength**

Optional (when omitted, the default value is 256). Ignored unless the `UIFieldTypeID` has either of the values 4 (text box, or field) or 5 (text area, multi-line). Specifies the maximum length of the input string in the web interface. The largest permissible string length is 4000 bytes.
@ReadOnly

Optional (when omitted, the default value is zero). May have the following values:

- 0 means that the control is read/write, and can be updated in the web interface.
- 1 means that the control is read-only, and cannot be changed in the web interface. This value is illegal if @Required = 1, and will produce an error when executed.

Localizing Display Names of Custom Properties

Execute the following in SQL Server Management Studio against your FNMSCompliance database, once the custom properties already exist in the database.

Syntax:

```sql
EXEC dbo.CustomPropertyUpdateDisplayName
    @Name = 'My-Unique-Name',
    @CultureType = 'ISOCultureCode',
    @DisplayNameInPage = 'Prompt value',
    @DisplayNameInReport = 'Column header'
```

where

@Name

Mandatory. The internal name (in code and database) of your custom property, declared when you added it to the database. Never localize this internal name.

@CultureType

Mandatory. A five-character ISO culture name (enclosed in single quotation marks). The permitted values are available at http://msdn.microsoft.com/en-us/goglobal/bb896001.aspx. This is the culture for the localized values in this declaration. Notice that localized values are only displayed in FlexNet Manager Suite when your enterprise has installed the corresponding language pack that provides localized values for the factory-supplied controls as well.

@DisplayNameInPage

Mandatory. This is the localized label (enclosed in single quotation marks) displayed on the tab in the web interface for FlexNet Manager Suite when the culture setting for the interface matched the one you declare in CultureType.

@DisplayNameInReport

Mandatory. The localized label (enclosed in single quotation marks) that is available for you to include in custom reports that display this custom property.

You can repeat this procedure as often as required to define localized display names in all cultures in use in your enterprise.
Tip: The appearance of the web interface for different locales is controlled in two separate places:

- The formatting of dates and numeric values is taken from the settings on your web browser.
- The language presented in the web interface is controlled in the My Preferences page (under the configuration menu available in the top-right corner of the web interface. Options for other languages are only present when your enterprise has purchased appropriate language pack options.

This separation allows for the common case where a single language (such as English) may have different date formats (such as 12/31/19 and 31/12/19) in different parts of the world.

Removing a Custom Property

Defined a custom property incorrectly? Execute one of the following in SQL Server Management Studio against your FNMSCompliance database, referencing the faulty custom property.

Warning: Removing a custom property (tab, section, or other control) in one of the following ways deletes the control from the web interface of FlexNet Manager Suite, removes the custom property from the custom report builder, and optionally can also delete the property from the underlying database. If you specify removal of the data from the database (@DeleteFromDB = 1), any custom reports previously built that included the custom property will fail to load until you modify the report definition to remove this custom property.

Deletion is specific to each individual custom property you have previously declared, and does not cascade down to other items they may contain. For example, suppose you had declared My.LicenseTab.Charges, containing My.LicenseSection.Monthly, in which there was a custom control My.Chargeback.Amount. Subsequently you delete My.LicenseTab.Charges. Because the tab disappears, obviously everything it contained is also 'hidden'. However, My.LicenseSection.Monthly and My.Chargeback.Amount have not been deleted, and are waiting in the database. You can repeat the creation process for these controls using the same name for each (this performs an update), and declaring a new anchor point for them in the web interface (for instance, in this example you might move them into the Financial tab). Thereafter these controls reappear in the web interface, and display any data previously saved through the custom controls.

Syntax:

```sql
EXEC dbo.RemoveTabFromWebUI
    @TargetTypeID = TargetTypeID,
    @Name = 'My-Unique-Name'

EXEC dbo.RemoveSectionFromWebUI
    @TargetTypeID = TargetTypeID,
    @Name = 'My-Unique-Name'

EXEC dbo.RemovePropertyFromWebUI
    @TargetTypeID = TargetTypeID,
    @Name = 'My-Unique-Name',
    @DeleteFromDB = 0
```
where

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>@TargetTypeID</td>
<td>Mandatory. Integer that identifies the type of object from which you are removing the custom property. For supported objects and their integer equivalents for TargetTypeID, see Objects You Can Customize.</td>
</tr>
<tr>
<td>@Name</td>
<td>Mandatory. The internal name (in code and database) of the custom property you are removing. You defined this name when you create the custom property.</td>
</tr>
<tr>
<td>@DeleteFromDB</td>
<td>Optional (default is zero when omitted). Boolean. When omitted or given the value zero, the custom property (and the data it may contain if it has already been in use) remains in the database, although it is no longer available in the web interface of FlexNet Manager Suite. When this parameter is set to 1, the custom property is removed (along with any stored values) from the database. This parameter is only available when removing properties, as tabs and sections do not have any data component stored in the database.</td>
</tr>
</tbody>
</table>

Customizable Drop-Down Lists

Operators can select values from drop-down lists of available options. If you have system administration rights, you can customize some of these lists. The following table contains all customizable drop-down lists and their corresponding SQL database tables.

Tip: Many of these drop-down lists of static values can also be updated using the FlexNet Business Importer. For details, see the separate PDF Using the FlexNet Business Importer.

<table>
<thead>
<tr>
<th>Database table</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>AcquisitionMode</td>
<td>A list of methods that can be used to obtain an asset. You may add methods, but it is recommended that you do not rename or remove the existing items. Examples include Purchased, Leased, Rented. Sample location: Asset properties, Financial tab.</td>
</tr>
<tr>
<td>AssetStatus</td>
<td>The status of an asset. You can add states, but existing items must not be renamed or removed. Examples include Purchased, In storage, Retired. Assets with a status of Retired or Disposed do not consume from software licenses during compliance calculations. No other status values (including any you may add) affect consumption calculations. Sample location: Asset properties, General tab, shown as Status.</td>
</tr>
<tr>
<td>AssetType</td>
<td>The kind of asset you are recording in your asset register.</td>
</tr>
</tbody>
</table>

Important: AssetType is an exception to the general process for customizing drop-down lists. For its unique process, see Adding a Custom Asset Type.
<table>
<thead>
<tr>
<th>Database table</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>AssetWarrantyType</td>
<td>The type of warranty that applies to an asset. This list can be replaced with your own values. Examples include One year on site, Three year on site. Sample location: Asset properties, <strong>Financial</strong> tab, as <strong>Warranty type</strong>.</td>
</tr>
<tr>
<td>ComplianceComputerRole</td>
<td>The kinds of role that a computer might have. This list can be replaced with your own values. Examples include Failover, Training, Backup, Test. Sample location: Inventory device properties, <strong>General</strong> tab, as <strong>Device role</strong>.</td>
</tr>
<tr>
<td>ComplianceUserStatus</td>
<td>The status of a user within an organization. You can add status values, but existing items must not be renamed or removed. Examples include Active, Retired, Pending (perhaps for an employee just starting with the company).</td>
</tr>
<tr>
<td>ComputerChassisType</td>
<td>The chassis type, that is, that casing, of a computer. You can add types, but existing items must not be renamed or removed. Examples include Notebook, Sealed-Case PC, Mini Tower. Sample location: Inventory device properties, <strong>Hardware</strong> tab, as <strong>Assigned chassis type</strong>.</td>
</tr>
<tr>
<td>ContractType</td>
<td>The type of a contract. You can add types, but existing items must not be renamed or removed. Examples include Lease, Support. Sample location: Contract properties, <strong>General</strong> tab, as <strong>Contract type</strong>.</td>
</tr>
</tbody>
</table>

**Note:** The **ComplianceUserStatus** list differs from the other lists in that it has an additional **IsUserActive** property that must be specified whenever a new status entry is added. Set the value of this property to **1** if you want end users with your new status to be included in compliance calculations, and **0** if you want them omitted. By default, end users with a status of Retired or Inactive are not counted in license reconciliation calculations, because they are assumed to not be active members of the organization. Sample location: User properties, **General** tab, as **Status**.

**Tip:** No custom processing can be associated with your custom contract type. As an alternative to creating a custom contract type, consider using a generic type such as **Software License** in the contract properties, and then qualifying this with your choice of **Purchase program**.
<table>
<thead>
<tr>
<th>Database table</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>ContractStatus</td>
<td>The state of a contract. You can add states, but existing items must not be renamed or removed. Examples include Active, Completed, Draft. Sample location: Contract properties, General tab, as Status.</td>
</tr>
<tr>
<td>EmploymentStatus</td>
<td>A user’s type of employment within your organization. This list can be replaced with your own values. Examples include Employee, Part-time, Casual. Sample location: User properties, General tab.</td>
</tr>
<tr>
<td>EndOfLifeReason</td>
<td>A list of disposal methods for an asset. This list can be replaced with your own values. Examples include Lost, Stolen, Sold. Sample location: Asset properties, General tab, shown as Retirement reason (only visible when Status is set to Retired).</td>
</tr>
<tr>
<td>InstanceRole</td>
<td>The possible roles of an instance of a piece of software (such as an Oracle Database). In some cases, vendors can attribute different licensing terms to an instance depending on its role within the organization. This list can be replaced with your own values. Examples include Backup, Failover, Mirroring. Sample location: Oracle instance properties, General tab, as Role.</td>
</tr>
<tr>
<td>InstanceEnvironment</td>
<td>The possible environments in which an instance of software can be deployed. For some vendors, the environment may affect the cost of licensing. This list can be replaced with your own values. Examples include Development, Staging, Production. Sample location: Oracle instance properties, General tab, as Environment.</td>
</tr>
<tr>
<td>LeaseEndReason</td>
<td>A list of reasons why a lease can be terminated. This list can be replaced with your own values. Examples include Early Termination - Asset Returned, Buyout, Trade. Sample location: Payment schedule properties, Lease tab (which is visible only when the Payment schedule type is Lease), as Lease termination reason.</td>
</tr>
<tr>
<td>LicenseStatus</td>
<td>A list of license states. You can add new status values, but existing items must not be renamed or removed. Examples include Active, Retired. Sample location: License properties, Identification tab, as Status.</td>
</tr>
<tr>
<td>OracleLegacyLicenseType</td>
<td>While the compliance of your older Oracle licenses is not tracked automatically, you may still record them and manually set their compliance status. Update this list to include any Oracle legacy license types in use at your organization. It is recommended that you do not rename or remove existing items. Examples include Concurrent Device, Developer - Network License. Sample location: Properties for an Oracle Legacy license type (only), Identification tab, as Legacy type.</td>
</tr>
</tbody>
</table>
### Database table

<table>
<thead>
<tr>
<th>Database table</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>PurchaseOrderDetailType</td>
<td>The possible types of purchases. You can add types to this list, but existing items must not be renamed or removed. Examples include Software, Software Upgrade, Hardware maintenance. Sample location: Purchase properties, General tab, as Purchase type.</td>
</tr>
<tr>
<td>ResponsibilityType</td>
<td>A list of responsibilities that can be assigned to users who are involved in contract management. You can add types to this list, but it is recommended that you do not rename or remove existing items. Examples include Owner, Signatory, and Interested Party. Sample location: Contract properties, Responsibilities tab, in the Responsibility column of the list of users.</td>
</tr>
<tr>
<td>SoftwareLicenseDuration</td>
<td>A list of license periods. You can add items to this list, but it is recommended that you do not rename or remove existing items. Examples include Perpetual, Time Limited. Sample location: License properties, Identification tab, as Duration.</td>
</tr>
<tr>
<td>SoftwareTitleClassification</td>
<td>A classification for the applications used in your enterprise. You can add items to this list, but existing entries must not be renamed or removed. Examples include Freeware, Malware, Update. Sample location: Application properties, General tab, as Classification.</td>
</tr>
<tr>
<td>TermAndConditionType</td>
<td>Shown as the Type of a term or condition in the properties of a contract, it is used to classify the terms or conditions being documented for a contract. You can customize these types only on the Terms and conditions tab of the contract properties. Examples include Acceptance Period, Renewal, Limitation. Sample location: Contract properties, Terms and conditions tab, after selecting a term or condition from the list and clicking Open.</td>
</tr>
<tr>
<td>UserTitle</td>
<td>The titles that can be used before a person’s name. This list can be extended with your own values. Examples include Mr., Miss. Sample location: User properties, General tab, as Title.</td>
</tr>
<tr>
<td>UserSuffix</td>
<td>Additional information about the user’s name, for example, Jr., Sr., and so on. This list can be extended with your own values. Sample location: User properties, General tab, as Suffix.</td>
</tr>
</tbody>
</table>

### Columns in SQL DB tables

The table above lists the SQL database tables that you can modify to add, change, or remove entries. Each of these tables contains least three columns:

- An identifier field (for example, UserTitleID).

**Remember:** If you add a new value, it is automatically assigned a unique identifier greater than 1000. The first 1000 identifiers are reserved for internal use, do not manually adjust this field.
A resource name column (usually called ResourceString). This is a unique field that must exist for every row. It is used to find the internationalized text to be displayed on the screen so that different language versions of FlexNet Manager Platform will display different text for the same value. It should contain the name of a resource string to be loaded from the internationalized system. If the string does not exist for a particular language version, then the value in the default value column will be used instead. Every value in the ResourceString column is also represented as a row in the ComplianceResourceString table.

**Tip:** Because options in a drop-down list change infrequently, they are cached to improve database performance. Therefore, after adding a custom option in one of the drop-down lists mentioned in the table above, restart Microsoft IIS on the web application server (or, on smaller implementations, the server hosting that functionality).

- The default value (usually called DefaultValue). It is displayed on the user interface if no localized string is available.

### Customizing a Drop-Down List

**Tip:** You might need to check if the drop-down list you are about to modify can be customized: for details, see Customizable Drop-Down Lists.

**Restriction:** While you can use this process to add a custom option (including localization) within a standard drop-down list shipped with FlexNet Manager Suite, it is not currently possible to localize the options within an entirely new custom drop-down list.

Before adding, removing, or changing a value on one of the customizable lists, you must make an equivalent change to the ComplianceResourceString database table. You can then update the database table that corresponds to the drop-down list you are modifying.

**To customize a drop-down list:**

1. Run SQL Server Management Studio and modify the rows in the ComplianceResourceString database table.
2. Open an SQL database table that corresponds to the drop-down list you want to customize, and add the new values.

**Note:** The values that you add must be unique within the table they are being added to.

The following SQL example illustrates how two entries (Dame and Earl) are added to the ComplianceResourceString and UserTitle tables, and how the ResourceStringCultureType table is updated:

```sql
INSERT INTO dbo.ComplianceResourceString (ResourceString) VALUES ('UserTitle.Dame')
INSERT INTO dbo.ComplianceResourceString (ResourceString)
```
Adding a Custom Asset Type

Custom asset types are not supported in the same way as customizable drop-down lists. Adding a custom asset type requires action directly on the compliance database (as described below), and is subject to the following limitations:

- You cannot declare a completely custom layout for the property sheet of your custom asset type. If your new asset type is "managed" (that is, may be linked to an inventory device record), it takes the property sheet for the Laptop asset type as its template for properties layout. On the other hand, if the new asset type is not managed (that is, it’s an inert object such as a chair or desk from which software/hardware inventory cannot be collected), it takes the property sheet layout for a Cell phone as its template for the property sheet.

- If you have previously added custom properties to either of the above default templates, these customizations are not inherited by the property sheet for your new asset types.

- Existing factory-supplied properties on the default property sheet cannot be moved (relocated) nor removed for your new asset type. However, you can add additional custom properties to the property sheet for your new asset type, using the standard processes described in Custom Properties and its following topics.

- You cannot control the asset type ID (AssetTypeID) assigned to your new custom asset type. IDs are automatically assigned, starting from 1001 and incrementing with each additional new asset type.

- You cannot reuse either an existing asset type name (AssetTypeName) or an existing resource name for localization of the asset type name (AssetTypeResourceName). If you successfully created a new asset type with these duplicates, in operation the factory-supplied items of the same names would dominate, and your custom types may be inaccessible. To avoid this, it is best practice to use a name space unique to your enterprise when declaring the @AssetTypeResourceName attribute.

You may use either of the following database processes to declare your new asset type, depending on how often you may wish to create new asset types. These processes are typically implemented by a database administrator, so you may need to request a database change (depending on your internal company processes).
To create custom asset types:

1. If you are likely to create several new types of assets, you may declare (or replace) a stored procedure to simplify the process for repeated use. This script to create the stored procedure should be executed against the FlexNet Manager Suite compliance database (suggested name FNMSCompliance):

```sql
IF EXISTS (SELECT * FROM dbo.sysobjects WHERE id =
object_id(N'dbo.CustomCreateAssetType')
AND OBJECTPROPERTY(id, N'IsProcedure') = 1)
    DROP PROCEDURE dbo.CustomCreateAssetType
GO

CREATE PROCEDURE dbo.CustomCreateAssetType
    @AssetTypeName NVARCHAR(128)
    , @AssetTypeResourceName NVARCHAR(256)
    , @ManagedType BIT = 0
AS
    -- Example usage:
    -- EXEC dbo.CustomCreateAssetType 'IT Device', 'MyOrgAssetType.ITDevice'

    PRINT 'Configuring asset type ' + @AssetTypeName + ''

    EXEC dbo.ComplianceTranslationPutByResourceStringCultureTypeResourceValue
        @AssetTypeResourceName, 'en-US', @AssetTypeName

    INSERT INTO
        dbo.AssetType(AssetTypeName, AssetTypeResourceName, ManagedType,
        BitwiseValue, XMLFile)
    SELECT  @AssetTypeName, @AssetTypeResourceName, @ManagedType,
            (SELECT MAX(BitwiseValue) FROM AssetType) * 2, NULL
    WHERE NOT EXISTS(
        SELECT 1 FROM dbo.AssetType at WHERE at.AssetTypeResourceName =
                @AssetTypeResourceName)
GO
```

For discussion about attributes, see below.

2. For one-time use, in Microsoft SQL Studio, execute the following SQL statements against the FlexNet Manager Suite compliance database (suggested name FNMSCompliance):

```sql
declare @AssetTypeResourceName nvarchar(512) = 'MyOrgAssetType.ITDevice'
declare @AssetTypeName nvarchar(128) = 'IT Device'
declare @ManagedType bit = 0
declare @BitwiseValue int
select @BitwiseValue = 2 * MAX(bitwisevalue) from AssetType
EXEC dbo.ComplianceTranslationPutByResourceStringCultureTypeResourceValue
    @AssetTypeResourceName, 'en-US', @AssetTypeName
insert into AssetType(AssetTypeResourceName, AssetTypeName,ManagedType,
```
For more details about the attributes (and the columns they will populate), please see the FlexNet Manager Suite 2018 R2 Schema Reference PDF, available through the title page of online help. The following notes may assist:

- Best practice is to create an enterprise-specific name space for the @AssetTypeResourceName. This ensures that there cannot be collisions with any existing resource name. It is similarly best practice not to reuse an existing asset type name in a custom definition. For example, if you set up app tracking on smart phones, and therefore want to link cell phone asset records to the incoming inventory device records, you need a custom asset type that has @ManagedType = 1. For this new type, you should not re-use the existing name Cell phone, but create a new asset type such as Smart phone (or better yet, MyOrg Smart phone).

- @ManagedType is a Boolean which is either:
  - Zero (0) if assets of the new type are not to be linked to inventory device records
  - One (1) if assets of the new type are to be linked to inventory device records.

- @BitwiseValue must be unique for each asset type, and is used for historical tracking of changes to assets that are linked to an inventory device record. It is mandatory, and must be derived as shown in the code examples above.

- ComplianceTranslationPutByResourceStringCultureTypeResourceValue is a factory-supplied stored procedure that saves the @AssetTypeResourceName into the list of keys saved in ComplianceResourceString (if it is not already there), and also inserts (or updates) the appropriate row in the ResourceStringCultureType table. The latter identifies the culture type (as a row in the ComplianceCultureType table), and the value of the localized string for (in this case) the asset type name. (If the localized string has not been saved in this way, the default name for the asset type, as saved in the AssetType table, is used at every appearance.)

Note: MSPs should note that the AssetType table does not support multiple tenants. Any new asset type created is instantly available to all tenants.
Inventory Beacon Credentials for Other Computers

Your inventory beacons are the front line for remote execution tasks required by FlexNet Manager Suite. These tasks may include:

• Adopting a device (that is, automatically installing the FlexNet inventory agent on the target device)
• Discovery, including discovery of the device itself on the network, and probing the device to see what other services are available on this device
• Remote inventory gathering from devices where the FlexNet inventory agent is not (and perhaps cannot be) installed locally, including:
  ◦ Oracle Database servers, which may require accounts with access to certain tables and views, and accounts to access the Oracle Network Listener on legacy versions
  ◦ ESXi servers and any supervising VirtualCenter servers
  ◦ UNIX-like servers (including UNIX, Linux, and MacOS); and so on.

For all these kinds of tasks, the inventory beacon may need credentials to gain access to target devices.

Each inventory beacon has a local Password Manager that you may use to record the credentials needed by this individual inventory beacon to access the devices it is targeting. Each Password Manager is completely independent, and stores only those additional credentials that this inventory beacon requires for remote execution tasks. Further, no Password Manager communicates accounts or passwords to the central application server.

Each Password Manager offers two places for storing credentials:

• By default, all credentials (user name and password pairs) are stored directly in the FlexNet Beacon vault (for technical details, see Password Manager Security Overview).
• When integration with CyberArk has been configured, the individual credentials may be stored in CyberArk, and the FlexNet Beacon vault now contains a reference to that credential, including a query string that uniquely returns exactly that one credential. For an overview of CyberArk configuration, see Configuring CyberArk for Use with Password Manager.
On each inventory beacon, you can create records in the Password Manager using the graphical user interface (GUI) or using a command-line utility. The Password Manager GUI is documented in the online help, under the inventory beacon topics; and see also the general notes in Password Manager in Operation and Managing Key Pair Authentication. For details of the command-line utility, see Command-Line Updates to Password Manager.

**Supported versions for CyberArk integration**

The inventory beacons for FlexNet Manager Suite 2018 R2 support integration with CyberArk Enterprise Password Vault and Credential Provider version 9.8.

**Password Manager in Operation**

**The order of attempting credentials**

When an inventory beacon needs a credential for a remote execution task, it tests credentials in the following order until either one credential succeeds or there are no further credentials to test. The credential test consists of an attempt to log into the target device using the credential under test.

- **Tip:** The storage place of a credential, either in the CyberArk Vault or the local FlexNet Beacon vault, has no effect on the testing order, which is as follows.

1. The inventory beacon's own administrator credentials (the credentials under which the BeaconEngine service is running on the inventory beacon). This may be helpful for Windows devices in the same domain, if this account has rights on the target device, since this method of authorization does not require managing credentials in Password Manager.

2. If the target device is a VirtualCenter server configured to use SSPI for credentials (which is the default setting), the inventory beacon tries Windows integrated authentication.

3. If there is at least one credential known to Password Manager that has a filter declared, and the filter includes the target device, this matched credential is tried next. If there are multiple filtered credentials where the filters match the target device, they are ordered from the one having most matching filter definitions to the one having least, and tried in that order. (If there are multiple matching definitions that have the same number of filter matches, the order in which they are tried is indeterminate.)

4. Credentials known to Password Manager that do not have any filters declared are tried next, in alphabetical order of the logical name.

If the list of available credentials is exhausted without any match, the discovered device record is marked with an alert in the **Discovered Devices** list in the web interface for FlexNet Manager Suite, and for inventory tasks, the failure also appears in the Inventory Errors on All Discovered Devices report (Reports > Discovery and Inventory > Inventory).

**Limiting the number of credentials**

It is best practice to limit the number of entries in the Password Manager on each inventory beacon, both for performance and to avoid possible inventory failures.
If you have large numbers of credentials in your Password Manager, the performance of remote execution tasks will be adversely affected. It is recommended that you limit the number of credentials in Password Manager to those that are required, and that you review Password Manager periodically and remove any credentials that are no longer in use. (You can use the **Delete...** button in the Password Manager on each inventory beacon to remove selected credentials.)

Having too many credentials sharing the same account name may cause inventory failures, due to the following logic:

- **Context:** The remote access lockout feature of Microsoft Windows shuts out access to an account for which the number of failed password attempts exceeds a set limit within a time-out period. The limit is defined in `HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\RemoteAccess\Parameters\AccountLockout\MaxDenials`. Once an account is locked out, it will not function for remote execution until the time-out period expires, after which the account is reset and the lockout feature restarts.

- **Issue:** To access each target device, the inventory beacon tries each credential of the appropriate type from Password Manager in turn, until one succeeds or there are no more credentials (of the correct account type) to try. If you store many credentials with the same **User** name but different passwords (for example, `SystemsUser/password1`, `SystemsUser/password2`, `SystemsUser/password3`), trying each one in turn on the same device may eventually cause account lockout: if the number of passwords for the same user name is more than the limit for retries on this individual device, the account gets locked out for some time. If the lockout is triggered, discovery or inventory collection times out during the lock-out period.

To avoid this problem, use any of the following approaches, as may be appropriate for your environment:

- Within the Password Manager, use the **Filter** to specify the device(s) to which individual account name and password pairs apply.

- Set `HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\RemoteAccess\Parameters\AccountLockout\MaxDenials` on target devices to be greater than the number of duplicated account names. For example, if you have 20 accounts called `SystemUser` listed in the password store, set `MaxDenials=21`.

- Add the local Administrator account for each target device to the local Password Manager, as this account is not locked out.

- Change the account names on individual managed devices to remove duplication.

- For each duplicate account name in your enterprise, set an identical password, so that only one account name/password entry is required in each Password Manager.

**Password Manager Security Overview**

Password Manager may operate in either of two modes:

- It may manage and store credentials in the FlexNet Beacon vault, an encrypted area of the registry on the inventory beacon Windows server, as described below.

- Where integration with CyberArk is detected (by the presence of the CyberArk Credential Provider installed on the inventory beacon), Password Manager can request use of credentials already saved in a CyberArk vault. In this mode, Password Manager stores references to the credentials, including query strings that allow for the recovery of the appropriate credential for a given purpose.
When CyberArk is detected, its use may be disabled for a given inventory beacon, in which case storage remains available in the FlexNet Beacon vault.

As well, when CyberArk integration is detected and enabled, individual credentials may be designated for storage either in the FlexNet Beacon vault or in the CyberArk vault. This mix-and-match capability is convenient for mixed environments, such as one that requires CyberArk credentials for use in production, but allows credentials stored locally in the FlexNet Beacon vault for testing purposes, to reduce administrative overhead.

Tip: The CyberArk option remains available when either of the following is true:

- The CyberArk Credential Provider is detected on the same inventory beacon
- There is at least one credential saved in Password Manager on the inventory beacon for which the Vault value is CyberArk.

In either mode, whether storing credentials locally or saving references to credentials available in CyberArk, the FlexNet Beacon vault makes use of the same security technologies, as described here.

Independence

Each Password Manager is completely independent on its own inventory beacon. (Further, no Password Manager communicates accounts or passwords to the central application server, although of course error reporting is centrally available.)

On each inventory beacon, you can create records in Password Manager using a graphical user interface or using a command-line utility. These methods operate independently. For example, even if an operator disables CyberArk integration in the graphical user interface, you can still manage integration with CyberArk (such as adding records of credentials available there) through the command-line interface.

Storage

Credentials entered into the Password Manager for saving the FlexNet Beacon vault are encrypted, Base64 encoded, and stored in the registry on the inventory beacon under HKLM\SOFTWARE\ManageSoft Corp\ManageSoft\PasswordStore. Encryption uses a key derived from a master password. (References to credentials saved in a CyberArk vault are not encrypted, since the security aspect here belongs to CyberArk.)

Initialization

On each inventory beacon, the master password is created the first time that Password Manager is accessed, using CryptGenRandom to generate a 256-bit string. This string is then encoded using Base64 and stored as a local private data object using LsaStorePrivateData. This is accessible only to administrators on the individual inventory beacon.

Important: Private data objects are only as secure as the computer on which they are stored, and any operator with administrator privileges can read them. If regular domain operators are members of the Administrators group on an inventory beacon, they too will be able to view the Password Manager vault on that server. Review your user configuration to ensure that only appropriate operators are members of the Administrators group on any inventory beacon.
Re-encryption

The following command line tool can be used if it ever becomes necessary to generate a new master password (or security key):

```
C:\Program Files (x86)\Flexera Software\Inventory Beacon\RemoteExecution\mgspswd
--recrypt
```

With the --recrypt option, this tool decrypts all the credentials in the Password Manager on the inventory beacon where it runs (using the old master password), generates a new master password, and re-encrypts all stored credentials/references with the new master password. For more information about the mgspwd utility, see Command-Line Updates to Password Manager.

Operation

In use in the FlexNet Beacon vault, the encryption and key derivation functions rely on the CryptoAPI support in the inventory beacon’s version of Windows. The process is:

1. The master password is retrieved using LsaRetrievePrivateData.
2. An encryption key is derived from it using PBKDF2 with HMAC-SHA-256, using the AES cypher and a 256-bit key. This uses the default CryptoAPI provider of type PROV_RSA_AES.
3. The key derivation function generates an additional 128-bit initialization vector.

All ciphers are used in CBC mode with PKCS #5 / RFC 1423 padding.

Configuring CyberArk for Use with Password Manager

For integration with CyberArk, FlexNet Beacon expects to find the CyberArk Credential Provider installed on the inventory beacon.

**Note:** In the CyberArk AIM CD image, this is the installer for Credential Provider. Do not use the Application Server Credential Provider.

Credential Provider must be installed before FlexNet Beacon can display the data needed to configure CyberArk to recognize the inventory beacon as an authorized requester of credentials. (The check is that the 32-bit CPasswordSDK.dll is present in %windir%\System32 on a 32-bit device, or %windir%\SysWOW64 on a 64-bit device.)

Once both the CyberArk Credential Provider and (of course) FlexNet Beacon are installed and operational on the inventory beacon server, your CyberArk administrator can register the application with the level of security required by your corporate operating procedures. For complete details, see the CyberArk documentation (such as the Credential Provider and ACSP Implementation Guide included with your CyberArk installation); but here is a summary that illustrates the relationships between the data provided by FlexNet Beacon and the configuration points provided by CyberArk.

CyberArk supports multiple processes for configuration, including manual interaction and automated processes. This summary assumes the manual process for clarity. However, as you need to configure this integration...
independently on each inventory beacon, your CyberArk administrator may well prefer to set up automated processes.

The manual process is most conveniently started from the inventory beacon in question, having the FlexNet Beacon interface open (this requires administrator privileges on the inventory beacon), as well as a web browser that can access your CyberArk implementation.

**To configure integration between FlexNet Beacon and CyberArk Application Identity Manager (AIM):**

1. Complete the installation of the CyberArk Credential Provider on this inventory beacon, if necessary following instructions provided by CyberArk.

   *Do not install* the Application Server Credential Provider. In the CyberArk AIM CD image, open the folder for Credential Provider, and run setup.exe from that folder.

   **Tip:** As part of the installation process, be sure to configure the Credential Provider for access to your CyberArk server hosting the relevant CyberArk Vault.

2. Use Windows Explorer to validate that CPasswordSDK.dll is present in %windir%\System32 on a 32-bit device, or %windir%\SysWOW64 on a 64-bit device.

   If this is not already the case following installation of the CyberArk Credential Provider on this inventory beacon, you can find a copy of CPasswordSDK.dll (this 32-bit version, and not the equivalent 64-bit version) in the Credential-Provider-installation-path\ApplicationPasswordSdk folder. Copy this to the appropriate location for the architecture of your inventory beacon server.

   **Important:** Do not copy the 64-bit version. The Password Manager on the inventory beacon requires the 32-bit version (even though the inventory beacon user interface, which is built in .NET, appears to recognize the 64-bit version, if you copied that by mistake).

3. In FlexNet Beacon, navigate to the Password management page.

   This page displays the values needed for insertion into CyberArk.

4. In your web browser, log into the CyberArk Password Vault Web Access (PVWA).

5. From the top navigation bar of PVWA, select the Applications tab.

6. If this is the first registration of the FlexNet Beacon application, create the base application record in PVWA:

   a. In the top right of the Applications List page, click Add Application.

   b. From FlexNet Beacon, copy the value of the Application ID, and paste it into the Name field in the Add Application dialog in the PVWA.

   **Tip:** The default value, Flexera_FlexNetBeacon, follows the guidelines in the CyberArk documentation. If your environment requires that you must change this default, edit the [Registry]\PasswordStore\CyberArkAppId setting on the inventory beacon. If you change the registry value, restart FlexNet Beacon before copying the new value to the PVWA.

   c. Complete the remaining details in the Add Application dialog, in line with your corporate protocols.
For **Location**, it is typical to select the \Applications folder, but this is not mandatory.

**Tip:** It is best practice to not add time restrictions or an expiration date for this application's access to the CyberArk Vault. This is because inventory gathering may be scheduled at any time of day, typically after hours when systems are lightly loaded.

d. Click **Add**.

The application is added and displayed in the **Application Details** page.

e. In the **Application Details** page, below the **Authentication** tab, select **Allow extended authentication restrictions**.

This enables you to specify multiple machines, OS users, path values, and hash values for a single application.

f. Under the **Authentication** tab, click **Add**, and from the drop-down list, choose **OS User**.

g. From FlexNet Beacon, copy the value of the **Inventory beacon service account**, paste into the **OS User** field in PVWA, and click **Add**.

h. Use the **Add** drop-down again, and choose **Path**.

i. From FlexNet Beacon, right-click the **Beacon executable path** value, copy, and paste into the **Path** field in the **Add Path Authentication** dialog in PVWA. Clear the **Path is folder** check box (because these paths include the file name), and click **Add**.

j. In a similar way, copy the **Beacon executable hash** value from FlexNet Beacon on your inventory beacon, and paste into the **Add > Hash > Add Hash Authentication** dialog, saving it into the application details in PVWA.

**Tip:** You can add a comment (such as the application identifier) after a hash value, separating with spaces around a hash character or pound sign (#). Comments may not include colon or semi-colon characters. Example:

```
F0FDE5DA32076B88AE57CB49E8ED61497C5D1601 # Beacon Engine 12.3.1
```

k. To test that the configuration is successful, click **Test CyberArk integration...** in the **Password management** page of FlexNet Beacon.

A separate **Test CyberArk Integration** dialog appears.

l. Enter a query for which the credential already exists in CyberArk (depending on how the credential is secured, specifying **Object=accountName** may be sufficient, provided that the answer is exactly one credential), and click **Test**.

After a moment, the dialog displays the results:

- For success, several attributes of the account in CyberArk (but not, obviously, its password) are displayed.

- For failure, the error message received from CyberArk is displayed unchanged. You should fix the error(s) and repeat the testing until successful.
**Tip:** If the Credential Provider service is not running on the inventory beacon, the response waits 30 seconds and then times out.

For example messages and likely remedial actions, see Typical Errors and Fixes.

The basic application record now exists in CyberArk. This application record can now be referenced by all your inventory beacons that need access to credentials stored in CyberArk. As you register additional inventory beacons in PVWA (hint: click Search to populate the application list under the Applications tab), validate that:

- The OS user account that runs the inventory beacon engine is unchanged. If a different account has been used on a particular inventory beacon, update the application record in PVWA with the additional OS user.
- The installation path of the executable is unchanged. If an inventory beacon has a non-standard installation, add the different path to this application record.
- The hash value is unchanged for BeaconEngine.exe. This value remains consistent for a given release of the inventory beacon; but of course you should expect the hash to change when an inventory beacon is updated with a later version of FlexNet Beacon. If your environment during upgrade process has a mixture of inventory beacon versions, keep the old hash value in the application definition for the time being while adding another hash for the updated version (see the example shown above with comment identifying the FlexNet Beacon version).

Of course, this requires logging in to each inventory beacon to check the relevant details on the Password management page of FlexNet Beacon there.

7. Register each inventory beacon as a device using the registered application details in PVWA:
   a. In the Application Details page for your FlexNet Beacon application in PVWA, select the Allowed Machines tab.
   b. At the top of this tab, click Add.
   c. In the Add allowed machine dialog, enter the host name or fully-qualified domain name for this inventory beacon in the Address field.

   **Tip:** The IPv4 address of the inventory beacon is another method of identification; but beware of using this where dynamic IP address allocations may alter the IP address of your inventory beacons over time.

Repeat this registration of the machine details for each relevant inventory beacon.

8. Configure the required safe and its memberships:
   a. If it does not already exist, create the safe that will store credentials needed by your inventory beacons (navigate to Policies > Access Control (Safes), and click Add Safe). If the safe already exists, select it from the list of safes, and in the bottom right, click Members.
   b. In the Members tab, click Add Member, search for the application you saved, select it in the list of results (the default privilege levels are adequate, and must include Retrieve accounts), and click Add.
Tip: Look for the success message at the bottom of this dialog, and then click Close. Once the dialog is closed, the list of members is updated and displays your application as a member permitted to access this safe.

9. Ensure that the credentials needed for the remote execution activities of every inventory beacon are recorded as CyberArk “accounts”.

   a. In the Account tab of PVWA, click Add Account.

   b. In the Add Account page, in the Store in Safe drop-down, select the safe you created for credentials accessed by inventory beacons.

   c. Select the Device Type and resulting Platform Name for this credential.

   Here are suggested mappings between the Account type saved in the FlexNet Beacon Password Manager and these two fields in PVWA:

<table>
<thead>
<tr>
<th>Account type (FlexNet)</th>
<th>Device Type (PVWA)</th>
<th>Platform Name (PVWA)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Windows domain account</td>
<td>Operating System</td>
<td>Windows Domain Account</td>
</tr>
<tr>
<td>Local account on Windows device</td>
<td>Operating System</td>
<td>Windows Server Local Accounts (or Windows Desktop Local Accounts if you are targeting desktop computers)</td>
</tr>
<tr>
<td>SSH account (password)</td>
<td>Operating System</td>
<td>Unix via SSH</td>
</tr>
<tr>
<td>SSH account (key pair)</td>
<td>Operating System</td>
<td>Unix via SSH Keys</td>
</tr>
<tr>
<td>Account on VMware ESX server</td>
<td>Operating System</td>
<td>VMWare ESX Account API</td>
</tr>
<tr>
<td>Account on VMware VirtualCenter</td>
<td>Application</td>
<td>VMWare vCenter Shared Accounts</td>
</tr>
<tr>
<td>Password for Oracle listener</td>
<td>Directory (This choice does not require a user name for the credential)</td>
<td>[None]</td>
</tr>
<tr>
<td>Account on Oracle database</td>
<td>Database</td>
<td>Oracle Database</td>
</tr>
<tr>
<td>Oracle VM management API account</td>
<td>Operating System</td>
<td>VMWare ESX Account API or Unix via SSH (see note)</td>
</tr>
</tbody>
</table>

Note: The Oracle VM management API account is likely to be a local account on Linux, and currently PVWA does not offer a matching platform name. Your CyberArk administrator may perhaps create a custom platform name for your use; or you can use other platform names (such as either of the two suggested above) that provide the correct set of data fields.

d. Complete the remaining properties for the credential, and click Save.
- **Address** may identify the device that requires this credential, either using an IP address, a host name, or a fully-qualified domain name. In cases where this isn’t particularly meaningful (such as a Windows domain password), enter free text such as the domain name.

- **Name** must be unique in context (for example, within the safe), and is typically used in query strings. For this reason, you may prefer to provide a custom, simpler name rather than use the one that is automatically generated.

- For **Unix via SSH Keys**, after saving, click **Add SSH Key** (upper right), and provide the required details.

e. Take note of the query string parameters that uniquely identify this credential.

The query strings must be entered in FlexNet Beacon Password Manager, and are used to request each credential from CyberArk. If the query string does not return a single, unique credential, the request fails. Query string elements that may be used include:

- **Safe** — where the credentials for inventory beacon use are stored
- **Address** — the same value you provided for this parameter for the credential, identifying the target device where the credential is to be used
- **Object** — shown in the **Account Details** page in PVWA as the **Name**.

These values should be sufficient to uniquely identify the credential. For other elements possible in a query string, see the CyberArk documentation.

Repeat for as many credentials as required. This completes configuration of CyberArk. The last remaining step is to record the various credentials in Password Manager on the various inventory beacons from which they will be used for remote execution.

10. On each inventory beacon in turn, access Password Manager, and create records of the credentials used from this inventory beacon.

   For details, see the online help for the Password Manager.

### Removing CyberArk Integration

It may become necessary to remove CyberArk integration from one or more inventory beacons as organizational structures evolve.

**Tip:** To disable the CyberArk integration only temporarily, so that it is easy subsequently to resume integrated operations, open the FlexNet Beacon interface, select the **Password management** page, and clear the **Use CyberArk Credential Provider on this inventory beacon** check box. This disables the use of all credentials stored in CyberArk from this inventory beacon, until you re-enable it by selecting this check box again.

Within the Password Manager interface, the option to select CyberArk option for the **Vault** setting remains available as long as either of the following is true:

- CyberArk integration is detected on this inventory beacon (through the files installed on the same device as part of the CyberArk Credential Provider)
- Any credential is saved in Password Manager for which the **Vault** setting is currently CyberArk.
This suggests the following best practice for removing CyberArk integration from an inventory beacon. This process must be repeated separately on each affected inventory beacon.

**To remove CyberArk integration from an inventory beacon:**

1. Log into the FlexNet Beacon interface (administrator privileges required), select the Password management page, and click Launch Password Manager.

2. Look at the credentials in the **Current credentials** group (on the left side).

   Every credential with a blank value in the **Account** column is either a **Password for Oracle listener** (which requires no account name, regardless of where the credential is stored), or is a credential saved in the CyberArk Vault.

3. Select each of these credentials in turn so that its properties are displayed in the **Editor** group, and check the **Vault** setting for each one.

4. When the **Vault** setting is **CyberArk**, choose either of the following paths, depending on the strategic requirements:
   - If this inventory beacon must still conduct the same remote execution task against the same target device, and therefore still requires a credential, switch the **Vault** setting to FlexNet Beacon, and update the remainder of the (newly displayed) fields with values that are now to be saved locally on this inventory beacon. Click **Save** when you have finished editing the credential.
   - Where the selected credential is no longer required in any form, in the **Current credentials** group click **Delete...** to remove the selected reference to CyberArk from the FlexNet Beacon vault, and confirm.

5. When all affected credentials are either removed or updated, exit Password Manager.

6. If these credentials were for use **solely** from this inventory beacon, notify your CyberArk administrator that these credentials may now be removed from CyberArk. (However, be alert for credentials still needed by other inventory beacons.)

7. The appropriate person may now uninstall the CyberArk Credential Provider from this inventory beacon.

Since the CyberArk installed files have been removed from the inventory beacon, and there are no credentials remaining in Password Manager that reference CyberArk in the **Vault** setting, the user interface of the Password Manager is different when you open it hereafter. The **Vault** setting no longer appears, and all interactions are with credentials stored locally in the FlexNet Beacon vault.

**Typical Errors and Fixes**

When testing the integration between an inventory beacon and a CyberArk Vault, the following are the more common errors that may occur, and the kinds of fixes you might investigate.
**Tip:** If fetching a credential fails during production, an error is reported in the web interface of FlexNet Manager Suite, on the **Status** tab of the discovered device properties for the target device. The error report includes the entire error message received from CyberArk, as listed below.

<table>
<thead>
<tr>
<th>Error</th>
<th>Investigate</th>
</tr>
</thead>
<tbody>
<tr>
<td>PDKTC006E Failed to connect to provider (Reason=[select timed out], Rc=[-1])</td>
<td>The Credential Provider installed on the inventory beacon could not connect with the CyberArk AIM installation. Check your network access.</td>
</tr>
<tr>
<td>APPAP004E Password object matching query [queryStringUsed] was not found (Diagnostic Info: 5). Please check that there is a password object that answers your query in the Vault and that both the Provider and the application user have the appropriate permissions needed in order to use the password.</td>
<td>No credential saved in CyberArk matches the query you issued. If this message is received during testing, check the value in the <strong>Enter test query string</strong> field in the <strong>Test CyberArk Integration</strong> dialog. Check this value against the matching properties of the test credential (which must already exist in CyberArk). The upside of this error (and following ones) is that Password Manager on the inventory beacon is communicating successfully with the local Credential Provider, which in turn is communicating with the CyberArk Vault. When you fix the query value, it is likely that the result will be successful.</td>
</tr>
<tr>
<td>APPAP227E Too many password objects matching query [queryStringUsed] were found: (Safe=safeName;Folder=folderName;Object=accountName and Safe=safeName;Folder=folderName;Object=account2Name) (Diagnostic Info: 41)</td>
<td>The query you issued is not sufficiently specific, and could be answered by more than credential in CyberArk. It is mandatory that each query to CyberArk can be answered by exactly one credential. If this message is received during testing, improve the value in the <strong>Enter test query string</strong> field in the <strong>Test CyberArk Integration</strong> dialog (typically by adding another parameter, such as the Object value that specifically identifies the CyberArk account name).</td>
</tr>
</tbody>
</table>
Managing Key Pair Authentication

Private-public key pair authentication for SSH can be more secure than password authentication, although there are some general guidelines you should follow to manage your key pair authentication:

- Keep the private key private. Do not store it in a public location.
- Always save it with a well-chosen passphrase.
- Be aware that although Password Manager, when using the default FlexNet Beacon vault, keeps a duplicate of the private key file (in an encrypted form), the original is still required if you need to reconfigure Password Manager.
As an additional security step, OpenSSH offers a `from` option that allows you to enter extra details on the public key, limiting the hosts for which the public key will work. Notice that this may render the target device inaccessible if the network configuration of the inventory beacon changes. To mitigate this, you can include additional hosts, or create another private-public key pair to allow access in this circumstance. See the OpenSSH documentation for further details.

**Testing key pair credentials**

If you want to test SSH credentials, you need two programs: an SSH client and an SSH agent. SSH clients attempt to obtain key pair values from the SSH agent. If authentication fails, the client will test authentication by prompting for a password.

| Table 6: Suitable test programs for OpenSSH and PuTTY |
|---|---|---|---|
| **Key format** | **SSH client** | **SSH agent** | **Testing notes** |
| OpenSSH | ssh | ssh-agent | Use `ssh` with high verbosity to see which methods of authentication are enabled in the authentication process. |
| PuTTY | PuTTY.exe | Pageant | You can adjust settings in `PuTTY.exe` to enable or disable the Pageant and keyboard-interactive (password) authentication types during authentication tests. |

**Command-Line Updates to Password Manager**

The `mgspswd` command-line utility allows rapid updating of the Password Manager on an individual inventory beacon. It is installed on each inventory beacon in `InstallDir\RemoteExecution` (by default `C:\Program Files\Flexera Software\Inventory Beacon\RemoteExecution\mgspswd.exe`). It is an alternative to the GUI presentation of the Password Manager.

This utility supports either:

- Storing credentials in a local vault (encrypted within the Windows registry), and recalling them on demand from there.
- Storing a query string that can uniquely access one existing credential saved in a CyberArk Vault, where integration with CyberArk has been detected (by the presence of the CyberArk Credential Provider installed on the inventory beacon). In this case, you may switch between storage types for individual credentials: for example, you can reference CyberArk for production passwords, but use the FlexNet Beacon vault to store credentials for test environments that have lower administrative overheads.

**Syntax:**

```
 mgspswd.exe --add Logical-name [options...]
 mgspswd.exe --delete Logical-name
 mgspswd.exe --help
```
mgspswd.exe --list [logical-name]
mgspswd.exe --matches [options...]
mgspswd.exe --recrypt
mgspswd.exe --reset

where Logical-name is the friendly name given to the current credential (name/password pair).

For some credential types, certain parameters can be specified in alternate ways. Parameters for which this occurs are:

- Domain: the Windows domain within which the specified credential applies. This is not available as a separate parameter in the command line. You may insert the domain into the account name parameter, using the normal format of domainName\sampleUser.

- Password: while this value can be provided in the command line, it will be visible there in plain text. If omitted as a command-line parameter, it can be entered interactively, in which case the password characters are masked.

- Other mandatory parameters (such as account and the logical name, when saving to the FlexNet Beacon vault) also prompt interactively for values if they are omitted from the command line.

The parameters and options available in the command line include the following (in alphabetical order):

<table>
<thead>
<tr>
<th>Options</th>
<th>Notes</th>
</tr>
</thead>
</table>
| --account     | Specify the account name (often called the user name) to use. This parameter is only used with the --add parameter, and only when --vault is not specified as CyberArk. In its simplest form, this parameter specifies only the account name (or user name). Three compound formats are also supported:  
  - To specify a domain account within a particular domain (including for an account that is --type WindowsDomain), you may identify the domain using the common backslash-separated format, such as domainName\sampleUser.  
  - To specify the sampleUser account name for Windows computers that are not part of a domain, use the string literal “localhost” by entering localhost\sampleUser.  
  - You can include the string variable $(MachineName) as part of the account name (followed by a backslash separator). At run-time, the name of the computer on which remote execution is being performed will replace $(MachineName). For example: |
<p>| account name  | --account $(MachineName)\Administrator |</p>
<table>
<thead>
<tr>
<th>Options</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>--add logical-name [options...]</td>
<td>Add a new credential (account/password pair) with the specified logical name, account name, and password.</td>
</tr>
<tr>
<td></td>
<td>• If you repeat the command line with the --add parameter and a <em>logical-name</em> that already exists in Password Manager, the existing record is updated.</td>
</tr>
<tr>
<td></td>
<td>• If you omit the account name or password parameters, and they are required, the utility prompts for the missing parameters. (Be aware for Oracle listener access, only a password is required and is mandatory, and there is no account name.)</td>
</tr>
</tbody>
</table>

**Tip:** If the logical name includes spaces, enclose it in double quotation marks.

Example:

```
mgpswd --add "Local admin account" --account $(MachineName)\Administrator
```

Since the --password option is omitted, the utility prompts for the password value, masking the characters as they are entered. This example presumes the unusual situation of using a common administrator password across a range of devices. A more common example might specify an exact match for a particular device name, such as:

```
mgpswd --add "myDevice admin" --account myDevice\Administrator
```

**Note:** When the parameter --vault CyberArk is included in the command line, the command is adding to Password Manager a reference to an existing credential saved in an appropriate CyberArk vault and safe. Commands from the inventory beacon cannot change the content of CyberArk. The saved reference allows Password Manager to request the appropriate credential from CyberArk at an appropriate time.

This parameter is only used with the --add parameter, and only when the parameter -vault CyberArk is included in the command line. Specify the exact query string expected by CyberArk for it to return the required credential. Of course, the credential itself (account name and password pair) must already exist in the appropriate CyberArk vault and safe (the vault is specified when CyberArk integration is first configured, and the safe may optionally be specified as part of the query string). If the query string contains any white space, it should be enclosed in double quotation marks (otherwise, these are optional). Details of the query string are specific to your implementation of CyberArk, and must be obtained from your CyberArk administrator. (See also privilege-cyberark-query.)
<table>
<thead>
<tr>
<th>Options</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>--delete logical name</td>
<td>Removes the credential (account and password record) with the specified logical name from Password Manager. Notice that when the vault setting is for the default (omitted, or set to FlexNetBeacon), the credentials themselves are removed from the FlexNet Beacon vault; but when the parameter --vault CyberArk is included in the command line, the reference to the CyberArk record (including the query string) is removed, but the credential itself (account name and password pair) is <em>not</em> removed from CyberArk. Removal of credentials from CyberArk must be performed by a CyberArk administrator.</td>
</tr>
<tr>
<td>--filter-dnsdomains list</td>
<td>If this credential should only be used for a limited set of target devices, you can specify the DNS domains of affected managed devices here as a comma-separated list of domain names. If multiple filters are specified, target devices that match any of the specified criteria will use the credentials. Credentials matched through a filter are tried before unfiltered credentials. This option is only used with the --add or --match parameters.</td>
</tr>
<tr>
<td>--filter-dnsnames list</td>
<td>If this credential should only be used for a limited set of target devices, you can specify the DNS names of target devices as a comma-separated list of names. If multiple filters are specified, target devices that match any of the specified criteria will use the credentials. Credentials matched through a filter are tried before unfiltered credentials. This option is only used with the --add or --match parameters.</td>
</tr>
<tr>
<td>--filter-ipaddresses list</td>
<td>If this credential should only be used for a limited set of target devices, you can specify the IPv4 addresses of target devices as a comma-separated list of addresses. If multiple filters are specified, target devices that match any of the specified criteria will use the credentials. Credentials matched through a filter are tried before unfiltered credentials. This option is only used with the --add or --match parameters.</td>
</tr>
</tbody>
</table>
| --filter-macaddresses list | If this credential should only be used for a limited set of target devices, you can specify the MAC addresses of target devices as a comma-separated list of addresses. Both the Windows and UNIX formats are valid. Example:  

```
00:01:b0:c4:e6:10,00-AF-F7-CD-F9-10
```

If multiple filters are specified, target devices that match any of the specified criteria will use the credentials. Credentials matched through a filter are tried before unfiltered credentials. This option is only used with the --add or --match parameters. |
### Options

<table>
<thead>
<tr>
<th>Options</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>--filter-names</strong></td>
<td>If this credential should only be used for a limited set of target devices, you can specify the device names of target devices here as a comma-separated list. For example: accounts-laptop,finance-desktop</td>
</tr>
<tr>
<td><strong>list</strong></td>
<td>If multiple filters are specified, target devices that match any of the specified criteria will use the credentials. Credentials matched through a filter are tried before unfiltered credentials. This option is only used with the <strong>--add</strong> or <strong>--match</strong> parameters.</td>
</tr>
<tr>
<td><strong>--filter-netbiosdomains</strong></td>
<td>If this credential should only be used for a limited set of target devices, you can specify the NetBIOS domain names of target devices as a comma-separated list of domain names. If multiple filters are specified, target devices that match any of the specified criteria will use the credentials. Credentials matched through a filter are tried before unfiltered credentials. This option is only used with the <strong>--add</strong> or <strong>--match</strong> parameters.</td>
</tr>
<tr>
<td><strong>list</strong></td>
<td>This parameter only applies to accounts of type OracleDatabase. If this credential should only be used for a limited set of target devices, you can specify a comma-separated list of the Oracle service names to which the credential applies. Use only with the OracleDatabase and OracleListener account types. For example, ORA001,TestORA</td>
</tr>
<tr>
<td><strong>--filter-oracleservicenames</strong></td>
<td>If multiple filters are specified, target devices that match any of the specified criteria will use the credentials. Credentials matched through a filter are tried before unfiltered credentials. This option is only used with the <strong>--add</strong> or <strong>--match</strong> parameters.</td>
</tr>
<tr>
<td><strong>list</strong></td>
<td><strong>Tip:</strong> Oracle names may match on individual parts of the service name. It may be helpful to specify the fully qualified service name in the Oracle service names filter to avoid unintentional matches. To use a filter to match service names with multiple suffixes, you can specify each fully qualified service name in the filter, separated by commas.</td>
</tr>
<tr>
<td><strong>--help</strong></td>
<td>Displays a list of parameters.</td>
</tr>
<tr>
<td><strong>--list</strong></td>
<td>Lists all credentials within the password store. All elements are shown (logical name, account name, and password) with the password displayed in masking characters. If the optional Logical-name for a credential is supplied, the utility displays the credential with the specified logical name.</td>
</tr>
<tr>
<td>Options</td>
<td>Notes</td>
</tr>
<tr>
<td>------------------</td>
<td>----------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
</tbody>
</table>
| `--matches`      | Identifies all the credentials in the Password Manager that match (and therefore may be applied to) a device. To narrow the specification, you may add the `--type` option with one valid value, and any of the filter options (also described in this listing):  
  - `--filter-names`  
  - `--filter-dnsnames`  
  - `--filter-dnsdomains`  
  - `--filter-netbiosdomains`  
  - `--filter-ipaddresses`  
  - `--filter-macaddresses`  
  - `--filter-oracleservicenames`. |
| `--password`     | Specify the password to use. Only permitted for the default FlexNet Beacon vault (that is, omit when `--vault CyberArk` is specified).  
  Note that if you do not wish to see the password echoed in plain text on the command line, you may omit this parameter, and the utility will prompt for it, and mask it as it is entered.  
  Passwords are required for the OracleListener account type, and are optional for all other account types.  
  This option is only used with the `--add` parameter. |
| `--privatekeyfile` | The name and location of a source file containing the private key for SSH, for use with the default FlexNet Beacon vault. (This parameter is not relevant when `--vault CyberArk` is specified.)  
  Using the default FlexNet Beacon vault, the private key file is read from the specified path, and added to the Password Manager. The private key can be in the OpenSSH project's format (generated using `ssh-keygen`) or the PuTTY format (generated using `PuTTYgen.exe`).  
  The corresponding public key must be in place on the target device before SSH login using a private-public key pair. If you are using OpenSSH on target devices, the public key is expected in `~/.ssh/authorized_keys`. Use `mgspswd.exe --list logical-name` to obtain the public key to add to `~/.ssh/authorized_keys`. Other SSH implementations may require that the public key be stored elsewhere.  
  This option is only used:  
  - With the `--add` parameter  
  - For the SSHKeyPair type of credential  
  - When the vault is not CyberArk. |
### Options

<table>
<thead>
<tr>
<th>Option</th>
<th>Notes</th>
</tr>
</thead>
</table>
| **--privilege-cyberark-query** | Specify the exact query string expected by CyberArk for it to return the credential required to escalate privileges on the target device. Of course, the escalation credential itself (account name and password pair) must already exist as a separate credential in the appropriate CyberArk vault and safe. If the query string contains any white space, it should be enclosed in double quotation marks (otherwise, these are optional). (See also `cyberark-query`).
This option is only used:  
  • With the `--add` parameter  
  • When the parameter `--vault CyberArk` is included in the command line  
  • For the `SSHPassword` or `SSHKeyPair` types of credential. |

<table>
<thead>
<tr>
<th><strong>--privilege-password password</strong></th>
<th>You can specify that login should be attempted with elevated privileges on target devices running UNIX-like operating systems. This is the password used to gain those elevated (root) privileges. (See also <code>--privilege-password-prompt</code> and <code>privilege-prefix</code>, which are used in conjunction with this.)</th>
</tr>
</thead>
</table>

*Tip: If `sudo` on the target device(s) is configured to allow escalation of privileges without requiring an interactive password, just omit this parameter.*

This option is only used:  
  • With the `--add` parameter  
  • For the `SSHPassword` or `SSHKeyPair` types of credential  
  • When the vault is not CyberArk.
### Options

<table>
<thead>
<tr>
<th>Option</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>--privilege-password-prompt text</td>
<td>For UNIX-like devices on which login should be attempted using elevated privileges, specify the exact prompt for which FlexNet Beacon should wait before issuing the value of the --privilege-password parameter.</td>
</tr>
</tbody>
</table>

**Tip:** The `sudo` tool typically issues a prompt similar to this:

```
[sudo] password for userName:
```

You could enter this entire value, since you know the **User** name for this login, in the `--privilege-password-prompt` parameter; but (assuming that this credential is reused across multiple servers) this approach is at risk because of variations across different versions of UNIX-like operating systems. A risk-free alternative is to use the following special settings:

1. Supply the elevation command with an option to declare a specialized password:

   ```
   --privilege-prefix "sudo -p flxpwd:"
   ```

   The `-p` option instructs `sudo` to issue the specified prompt (for a password) when it is invoked by the FlexNet Beacon engine.

2. For this parameter, enter

   ```
   --privilege-password-prompt "flxpwd:"
   ```

   (or exactly the prompt value you specified in the field described above).

3. Be sure to also specify the `--privilege-password` password parameter.

   When invoked by the FlexNet Beacon engine, `sudo` now issues a known prompt, which in turn is recognized by the FlexNet Beacon engine, and inventory collection can proceed.

This `--privilege-password-prompt` option is only used:

- With the `--add` parameter
- For the SSHPassword or SSHKeyPair types of credential
- When the vault is not CyberArk.

---

### --privilege-prefix

Prefix

For UNIX-like devices on which login should be attempted using elevated privileges, specify the valid privilege elevation command (such as `sudo` or `priv`) here. This option is ignored if the credential matches any Windows devices. This option is only used:

- With the `--add` parameter
- For the SSHPassword or SSHKeyPair types of credential
- When the vault is not CyberArk.
<table>
<thead>
<tr>
<th>Options</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>--recrypt</td>
<td>Decrypts all passwords in the Password Manager vault using the current master password (security key), replaces the master password with a new one, and re-encrypts all the passwords in the Password Manager vault with the new security key, using the strongest available algorithm. For more information, see Password Manager Security Overview.</td>
</tr>
<tr>
<td>--reset</td>
<td>Clears the Password Manager vault on this inventory beacon, and resets the internal security key.</td>
</tr>
<tr>
<td>--type type</td>
<td>The credential type. This must be one of:</td>
</tr>
<tr>
<td></td>
<td>• OracleDatabase: to connect to an Oracle Database instance</td>
</tr>
<tr>
<td></td>
<td>• OracleListener: to connect to a server running Oracle listener services (for this type, a password is mandatory and no account name can be defined)</td>
</tr>
<tr>
<td></td>
<td>• OracleVMManagerApiAccess: an account that can access the API for Oracle VM Manager</td>
</tr>
<tr>
<td></td>
<td>• SSHKeyPair: to connect to managed devices using SSH, when SSH on the target devices is configured to require a key-value pair for login</td>
</tr>
<tr>
<td></td>
<td>• SSHPassword: to connect to managed devices using SSH, when SSH on the target devices is configured to require a password for login</td>
</tr>
<tr>
<td></td>
<td>• VMwareESX: to connect to a VMware ESX server</td>
</tr>
<tr>
<td></td>
<td>• VMwareVirtualCenter: to connect to a VMware Virtual Center server</td>
</tr>
<tr>
<td></td>
<td>• WindowsDomain: when tasks being remotely executed on Windows devices should run as a domain user</td>
</tr>
<tr>
<td></td>
<td>• WindowsLocal: when tasks being remotely executed on Windows devices should run as a local computer user.</td>
</tr>
<tr>
<td></td>
<td>This option is only used with the --add or --matches parameters.</td>
</tr>
<tr>
<td>--vault vault-type</td>
<td>The kind of vault used for storing the credentials. May be omitted when CyberArk integration has not been detected on this inventory beacon (in which case the FlexNet Beacon vault is used). When CyberArk is available, the vault-type must be one of:</td>
</tr>
<tr>
<td></td>
<td>• CyberArk (the normal choice in a production environment where CyberArk has been detected)</td>
</tr>
<tr>
<td></td>
<td>• FlexNetBeacon (note: no white space).</td>
</tr>
</tbody>
</table>

**Tip:** Values are case insensitive.  
This option is only used with the --add or --matches parameters.
**Example 1:** Set a new record to retrieve the credential for a Windows domain (account and password) saved in CyberArk (this command is entered all on one line):

```bash
mgspswd --add WDomain07 --vault CyberArk --type WindowsDomain --cyberark-query Safe=PasswordSafe;Folder=Root\Applications;Object=WinDomain07-DLPW
```

Because the domain name is a property of the credential returned from CyberArk, no specification of the domain is needed in this command line, and you rely on naming conventions in the *logical-name* to track the purpose of this credential.

**Example 2:** Specify the same credential saved in the FlexNet Beacon vault (when CyberArk integration has not been detected on this inventory beacon):

```bash
mgspswd --add WDomain07 --type WindowsDomain --account ourDomain\winSvcAcct --password qwerty1
```

Notice that you cannot specify the domain name as a distinct command line parameter, but you can specify it as part of the account data as shown. You may choose to enter the password interactively (with character masking) by omitting it from the command line.

**Example 3:** Using the default FlexNet Beacon vault (when CyberArk integration has not been detected on this inventory beacon), save a local account on a target device named `myDevice`:

```bash
mgspswd --add myDevicePW --type WindowsLocal --account svcUser --password qwerty1 --filter-names myDevice
```

Each call to *mgspswd* with the `--add` parameter (and using the default vault) stores on the inventory beacon:

- A logical name for the account/password pair (when this is a new logical name, a new entry is created; and when it is an existing logical name, the current entry is updated)
- Optional filters to restrict the use of this credential to specific target devices (in this example, the `filter-names` parameter ensures that this credential is attempted only on the device of the matching device name)
- An account name (or username) on the target device
- The account password on the target device, encrypted using a private key unique to each inventory beacon, with the private key stored as a private data object on the inventory beacon. The private key is automatically initialized with the first save to the Password Manager on each inventory beacon.

**Example 4:** Register the same local credentials, saved in CyberArk, for use on the target device named `myDevice`:

```bash
mgspswd --add myDevicePW --type WindowsLocal --filter-names myDevice --vault CyberArk --cyberark-query Safe=PasswordSafe;Folder=Root\Applications;Object=LocPW-myDevice
```

In this case, the account name (username) and password are already saved within CyberArk, and we supply the query string that returns this credential for use. Notice that the same filter now means that the
inventory beacon only attempts to retrieve this credential from CyberArk when it is targeting the matching device.

Notes

💡 **Tip:** For Windows-based computers, use `net use \machineName\ipc$` to test that login credentials work before adding them to Password Manager.
Customizing Dashboards for FlexNet Manager Suite

FlexNet Manager Suite includes Flexera Analytics, a technology that allows you to prepare reports and to customize dashboards, either for your enterprise or for personal use. Each dashboard may contain one or many widgets, which graphically represent selected aspects of the underlying information saved in the system.

The system ships with a library of widgets pre-configured with useful data. Any widget you like can be ‘pinned’ in the personal pin list of widgets that you prefer, and then included in custom dashboards. For each one, you can customize the data visualization, as well as what data is displayed.

This chapter provides a brief introduction to Flexera Analytics, how you can create and customize dashboards and control the way the data is updated.

Launching Flexera Analytics

Accessing Flexera Analytics requires that the operator is assigned to a role that includes the Analytics User privilege. To check, navigate to the system menu ( in the top right corner), click Accounts, select the Roles tab, and identify a role (or more than one if required) that allows the Analytics User privilege in the Business reporting portal section. By default, 60 operators may be assigned to roles that grant this privilege. (If you need more, please contact your Flexera representative.) Switch to the All Accounts tab and check the Role column for the operators of interest to ensure that they are assigned to a role conveying this privilege.

These operators can directly access Flexera Analytics within FlexNet Manager Suite.

To launch Flexera Analytics within FlexNet Manager Suite:

1. In the web interface for FlexNet Manager Suite, click Reports at the top of the navigation bar.

   The product is now in Reports mode.

2. In the menu bar, hover over Analytics to display the menu, then click the name of the dashboard you want to open:
- **Software Asset Management**—This dashboard displays widgets related to managing your software assets, including information about products at risk, unlicensed installations, unauthorized installations, and licenses at risk of over-consumption.

- **Hardware Asset Management**—This dashboard provides data to help you manage your hardware assets, including information about assets by type, new assets, and inventory devices with duplicate names.

- **My Analytics home**—You can set your home page to display one of the existing dashboards, or you can set the My Analytics home page to display a customized dashboard. (By default, My Analytics home is set to display the Software Asset Management dashboard.)

### Using the Widget Library

Flexera Analytics includes a library of commonly used widgets that can be used on customized dashboards. Pin or save the widgets to your **My Pins** list, and reference these widgets later when creating or modifying a dashboard.

---

#### To open the Widget Library and pin widgets:

1. In the side navigation bar, click **Team Content**, then click **Flexera Boards**

2. Click **Widget Library**.

3. To pin a dashboard widget, click the white background (not on a graph or other data representation) of the widget to select it, and click the Pin icon (thumbtack) that appears beside the widget.

   A message appears briefly at the top of the page, confirming that the item has been added to your **My Pins** list. You may now use your pinned items when creating a new dashboard (see Creating a Dashboard).

### Creating a Dashboard

Flexera Analytics allows you to create dashboards that display real-time data about applications, software licenses, assets, and inventory.

---

#### To create a dashboard:

1. In the side toolbar, click **New** (with the plus sign), then click **Dashboard**.

   This displays the **Select a template** page

2. From the **Dashboard** pane, select a page-layout type, then select a layout template from the right pane, and click **OK** (or you can double-click the template).

   A blank template appears on the screen.

3. If necessary, click the **Sources** icon from the side toolbar to display the **Selected sources** fly-out.

4. Click the **Add a source** icon (plus sign) to add a source.

5. In the dialog that appears, ensure that **Team Content** is selected on the left, and click **Flexera Data Models**.
6. Ignore any text saying that the folder is empty, and click **Open**.

The Flexera Data Models folder (containing the Flexera Relational Model and the Flexera Dimensional Model) appears in the **Selected sources** pane.

7. Click the **Pins** icon (upper-right, in the toolbar) to display previously saved or pinned widgets.

8. To add a pinned widget, select the widget and click **Add** (at the bottom of the **My pins** panel), or drag and drop the widget onto the template.

   **Tip:** You can also drag and drop data model attributes to a widget to customize the way data is displayed on the dashboard. See Customizing a Dashboard for more details.

9. To save your new dashboard:
   a. Click the disk icon (upper left, in the toolbar) to display the **Save as** dialog.
   b. On the left side, choose either:
      - **Team content** to save your dashboard where others can access it
      - **My content** to save your dashboard in a private area.
   c. In the **Save as** field, give the dashboard a meaningful name.
   d. Click **Save**.

**Customizing a Dashboard**

Once you add a widget to a dashboard, Flexera Analytics provides functionality to customize it. You can filter, sort, and change appearance for a widget. Each widget has its own set of parameters that you can customize. (See the Analytics online help for more about using the general user interface.)

In addition, some widgets allow you to affect the data presented in other widgets. For example, the **Publisher filter** widget enables you to filter which publishers’ data will appear in other widgets that report on certain application measures. The following procedure provides an example of how to customize a widget.

---

**To customize widgets on a dashboard:**

1. Ensure you are in edit mode (click the pencil icon in the upper-left corner).

2. Select the widget by clicking its background, then click the arrow in the upper-right corner of the box.

   The box expands showing additional parameters to customize.

3. Click an item on the right side (such as **Categories** or **Value**) to expose a fly-out with icons for additional control. Use these icons to filter, sort, summarize, or change the way information appears in the widget.

For example, here’s how you can customize the **Publisher filter** widget, which then acts on the data available in other widgets. Still in edit mode:

   a. Select the **Publisher filter** widget, and click the arrow in the upper-right corner of the box that outlines the widget.

      The box expands showing additional parameters to customize.
b. Select the Publisher parameter, then choose one or more of the following menu items:

- **Sort** icon—This menu item allows you to sort the list of publishers in an ascending or descending order if desired.

- **Filter** icon—This menu item allows you to select or clear publishers that appear in a filtered list. There are five publishers in the filtered list by default. If you limit the list to one publisher, you must change the visualization type to **Hierarchy**. Use the **Visualization types** icon in the lower-right corner to do this.

- **Top or Bottom**—This menu item allows you to maintain an extensive filtered list but only report on the top five/ten or bottom five/ten values.

You may also add attributes from the data model to add additional filtering to this widget. For example, you might continue as follows.

c. In the side toolbar, ensure that the **Flexera Data Models** are visible in the Sources fly-out, and click the arrow-head beside **Flexera Dimensional Model** to expand it and display its members.

d. Similarly, expand **Applications**, then expand **Application Classification**, and then drag the **Application Classification** attribute to the **Local Filters** field on the right of the expanded widget.

e. Use the menu to select the specific type of application you want to include. The filter excludes those that you do not select.

f. To edit the title of a widget, click its background to expose the menu of icons, and choose the pencil (**Edit the title**). Type your replacement title, and click elsewhere to finish.

g. When you are satisfied with all your changes, save them by clicking the arrow in the upper-right corner of the box enclosing the expanded widget, and then click the diskette icon top left (**Save**).

### Flexera Analytics Data

The data used by Flexera Analytics is automatically copied from the compliance database to the data warehouse database. There are 4 ways that updating this data is triggered.

- The **Inventory import and license reconcile** scheduled task. At the completion of this task, a separate task will be triggered to copy the appropriate data from the compliance database to the data warehouse database.

- The **Data warehouse export** scheduled task.

- The **BatchProcessTaskConsole** executable. Using the **BatchProcessTaskConsole.exe** with the appropriate command line options can trigger the copying of data from the compliance database to the data warehouse database. For example:  
  ```
  C:\Program Files (x86)\Flexera Software\FlexNet Manager Platform\DotNet\bin\BatchProcessTaskConsole.exe run FnmsDashboardUpdate
  ```

- **Partial exports**. Creating, editing and deleting of some objects in the interface for FlexNet Manager Suite will trigger the partial copying of data from the compliance database to the data warehouse database. By default FlexNet Manager Suite will poll for changes every 60 seconds and if a change, or changes to data have been
detected in the compliance database, a partial export will be triggered to copy those changes to data warehouse database; unless a partial export has been executed within the last 15 minutes.

You can control whether partial exports are enabled and how often they are executed using the following registry keys:

**Table 7: Flexera Analytics Partial Exports**

<table>
<thead>
<tr>
<th>Key</th>
<th>Default</th>
<th>Minimum</th>
<th>Maximum</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>HKLM:\SOFTWARE\Wow6432Node\ManageSoft Corp\ManageSoft\Compliance\CurrentVersion\BatchScheduler\DashboardAutoUpdateEnabled</td>
<td>True</td>
<td>False</td>
<td>True</td>
<td>Controls whether partials exports are enabled (True) or disabled (False).</td>
</tr>
<tr>
<td>HKLM:\SOFTWARE\Wow6432Node\ManageSoft Corp\ManageSoft\Compliance\CurrentVersion\BatchScheduler\DashboardJobPollTimeSeconds</td>
<td>60</td>
<td>0</td>
<td>3,600</td>
<td>Controls the frequency at which the system checks for changes to compliance data.</td>
</tr>
<tr>
<td>HKLM:\SOFTWARE\Wow6432Node\ManageSoft Corp\ManageSoft\Compliance\CurrentVersion\BatchScheduler\DashboardJobCooldownTimeSeconds</td>
<td>900</td>
<td>0</td>
<td>86,400</td>
<td>Controls the frequency at which partial exports are executed if changes are detected.</td>
</tr>
</tbody>
</table>
Importing Inventory Spreadsheets and CSV Files

Among many supported methods of importing software and hardware inventory details, FlexNet Manager Suite supports the import of inventory information in either comma-separated value (`.csv`) files, or Microsoft Excel spreadsheets (`.xlsx` files). To differentiate these from other imports of spreadsheet information (such as for purchases, enterprise groups, and user assignments), these are called ‘inventory spreadsheets’, a convenient term covering both file formats (unless specifically excepted).

Inventory spreadsheets can be imported in either of two ways:

- A ‘one-off’ import through the web interface of FlexNet Manager Suite
- A repeatable, scheduled import through an inventory beacon.

This chapter covers the processes for both kinds of imports of inventory spreadsheets.

The formats of these imported files are fixed, and defined by downloadable templates. The documentation of each of these templates, and the mapping of all the spreadsheet columns to the compliance database, is included in the Inventory Spreadsheet Templates chapter of the companion volume, FlexNet Manager Suite Schema Reference.

Overview of Inventory Spreadsheets

You can upload inventory data from spreadsheet files to FlexNet Manager Suite in two ways:

- A one-off, one-time upload that you might need to do for workflow validation, demonstration or proof-of-concept purposes.
  The data will be saved on the application server and created as a unique connection. Once data from this connection is processed, the connection is disabled (and cannot be re-enabled). Inventory from this connection ages, and eventually appears in the Out-Of-Date Inventory list. To clear the stale data, delete the connection: everything imported (only) from that connection is then removed from the operations databases.

- Ongoing import of spreadsheet inventory data.
  To set up this workflow, you must use an inventory beacon. This workflow allows scheduled, repeated imports, and data updates, in just the same way as regular inventory imports from other (non-spreadsheet) data sources.
**Tip:** Importing .xlsx files requires that you have installed a 32-bit version of Microsoft Access Database Engine on the inventory beacon that performs the import. (This requirement does not apply to .csv files.)

**Remember:** The complete set of inventory data should be uploaded whenever updating the data previously imported from a pre-existing spreadsheet. That is, all original rows, along with the new rows of inventory data, get imported every time the data has to be updated. As with all other inventory imports, records that disappear from the source connection (in this case, your spreadsheets) are automatically removed from the operations databases to maintain synchronization with the data source.

If you need to collect inventory from a source to which FlexNet Manager Suite cannot directly connect (for example, a source inaccessible for security or any other reasons), you can export this software, hardware or virtualization data from your source into a comma-separated value (.csv) or Excel (.xlsx) file. This inventory spreadsheet acts as an intermediate file for data upload through an inventory beacon. For repeated use, you can use custom, in-house scripts to populate these spreadsheets with current data, saving them to your chosen upload folder. You can then schedule regular imports from your upload folder to keep the data current.

The following inventory types are supported:

- Computers and VMs
- CAL usage inventory, called access evidence (see **Introduction to Client Access License** for details)
- Installation evidence
- File evidence
- Windows Management Instrumentation (WMI) evidence
- Oracle evidence
- Virtual machine (VM) pool data
- Cluster evidence
- Cluster group data
- Cluster host affinity rule data
- File evidence and installer evidence for remote access (use these templates for lists of all users who can access a cloud-based service, or virtual desktops and applications).

Each type of inventory has a fixed file format, and you can access the corresponding inventory templates in either of two ways:

- You can download them from the web interface of FlexNet Manager Suite
- You can open them from an inventory beacon, where local copies are automatically synchronized with the central application server.

You can then populate your chosen templates with your inventory data, and import the completed files back into FlexNet Manager Suite.
One-Off Import of an Inventory Spreadsheet

You can manually upload your inventory data from a spreadsheet to FlexNet Manager Suite.

The Inventory Data One-Off Upload page (accessible through the Inventory Data tab of the Data Inputs page) is for a single import of inventory data from spreadsheets. If you need to repeat the inventory data import (for example to make a data correction), you must first delete the previously set-up connection (the corresponding server-side copy of the spreadsheet is automatically deleted as well). For details, see Deleting Spreadsheet Inventory Data from the Database.

Each one-off upload creates a separate import connection. This is true even if two uploads have an identical name: updates are not possible through the web interface, and two uploads of the same name produce two identically-named connections, functioning separately.

**Important:** Do not allow two or more one-time connections for inventory spreadsheets to exist at the same time, even with different import names. Data from every upload is persisted on the central application server, and is imported afresh from the central spreadsheet copies into the operations databases for every inventory import and license calculation. Having multiple connections to spreadsheets that contain the same computers (for example, from the mandatory Computer spreadsheet, reflected in lists of inventory devices) can cause data ‘toggling’ between imported values, based on which connection for spreadsheet data was most recently processed. Therefore you must delete the previous one-off upload connection before uploading a newer batch of inventory data.

Scheduling regular imports of inventory spreadsheets is not supported through the web interface: it is a one-time connection. Once data from this connection is processed, the connection is disabled (and cannot be re-enabled). Inventory from this connection ages, and eventually appears in the Out-Of-Date Inventory list. To clear the stale data, delete the connection: everything imported (only) from that connection is then removed from the operations databases. (In contrast, you can arrange regularly scheduled spreadsheet imports through an inventory beacon, as described in Setting Up Scheduled Imports of Inventory from Spreadsheets.)

**Tip:** One-off import of an inventory spreadsheet in the .xlsx file format requires that you have installed a 32-bit version of Microsoft Access Database Engine on your central batch server (or central server fulfilling that function). In a multi-server implementation, the import request is received by the web application server, placed in the MSMQ message queue, and then executed by the batch server — which is why the driver must be on the batch server. (This requirement does not apply to .csv files.)

The data from an individual spreadsheet file may affect several database tables in FlexNet Manager Suite. For more details about the template’s column names and their corresponding database fields, see the corresponding section in FlexNet Manager Suite Schema Reference. You can download this document from the title page of the online help.

**Remember:** Within your spreadsheets, the column names and column order cannot be modified from those supplied in the template files. Any such change results in an import failure. (Here, for a one-off import, you may rename the spreadsheet files themselves, since their purpose is made clear by the field through which you identify and upload each spreadsheet. In contrast, when the same templates are used on an inventory beacon for scheduled uploads, the file names as well as the column names and column order must all be maintained.)
To perform a one-off upload of an inventory spreadsheet:

1. Navigate to the system menu (amiliar in the top right corner), and click **Data Inputs**.

2. Click the **Inventory Data** tab, and ensure that the inventory data **Name** which is marked as **Primary** has a **Task status** of **Completed**.

At least the first occurrence of the primary inventory import must have completed successfully before any secondary source (including the one-off inventory spreadsheet) can be imported. If you attempt a one-off import of an inventory spreadsheet before the first successful primary import, it results in an error - Inventory import failed because data has not been imported from the primary data source. This is because of the rules for data merging, explained in more detail in [Making a Data Source Connection the Primary One](#). By default, the primary connection is the internal inventory connection, named **FlexNet Manager Suite** in this list. If it has not yet completed, a member of the Administrator role can run an import and compliance calculation manually by navigating to **License Compliance > Reconcile** (in the **Events** group). Be sure to select **Update inventory for reconciliation** (available only to administrators) before clicking **Reconcile**.

3. Click **One-off upload**.

4. Download the InventoryTemplates-version.zip file, and populate the template that you need with the inventory data.

**Tip:** When you process spreadsheets uploaded through the **Application virtualization** section, there are two possible paths:

- You may want to record consumption against existing users on their computers that are already recorded in the operations databases. In this case, be certain that the user’s ID from the central database is exactly recorded in the **UserID** column in (either or both of) the spreadsheets used for **Application virtualization**, which are identified in the **Access shown by file evidence** or **Access shown by installer evidence** fields of this **Inventory Data One-Off Upload** page. When the user is matched, the installation is recorded against a computer that the user ‘owns’ (that is, is linked as either the assigned user or calculated user).

- You may want to create new records for remote devices and remote users who are not already recorded in your operations databases. To do this, make sure that both these statements are true:
  - The **Computer spreadsheet** (identified in the **Computers and VMs** field) contains data in both the **ComputerName** and **LastLoggedOnUser** columns.
  - The value in that **LastLoggedOnUser** column matches the value in the **UserID** column in (either or both of) the spreadsheets used for **Application virtualization**, which are identified in the **Access shown by file evidence** or **Access shown by installer evidence** fields.

5. In the **Upload name** field, enter a name for this inventory data upload.

   It is best practice to specify an easily recognizable name, because this name is used in lists of data connections. In particular, when the time comes to delete the connection to this one-off import, you will value a self-evident name. Perhaps consider a name space prefix, such as OOIIS- or some other convention to help you isolate one-off imports of inventory spreadsheets.

6. From the **Spreadsheet type** drop-down list, select the inventory file format you are going to upload.
Attention: The files are processed depending on the option you selected from the Spreadsheet type list. Therefore in a single upload, you can include several distinct inventory files (one of each of the kinds listed on this page), but within a single upload all of the uploaded files must be of the same spreadsheet type.

7. For each kind of inventory that you wish to import from spreadsheets:
   a. Next to the field for the appropriate data type, click Browse, and select the matching .csv or .xlsx template-based file containing your inventory data.

   Restriction: As a minimum, you must upload one file through the Computers and VMs field. This file is mandatory because it contains computer names and serial numbers, plus the Processor Cores field required for license optimization.

   b. Next to each identified data file, click Upload.

   "File uploaded successfully" message is displayed.

   c. Repeat the identification and upload process for all files included in this named upload.

8. Scroll down to the bottom of the web page, and click Start processing.

   The name of your inventory connection is added to the table at the bottom of the page, and In progress gets displayed in the Status column. When the inventory file is fully processed, and the license reconciliation is finalized, Completed is displayed instead. Note that all inventory sources area reconciled, regardless of type.

   Depending on the file type you imported, its data is available from the corresponding area of the web interface. For example, if you imported computer-related data, navigate to Discovery & Inventory > All Inventory to view the uploaded records.

   Note: License reconciliation does not imply that there are no validation errors: you might need to click in the Task/Step name column to see the results of individual steps. If there are any errors, click the hyperlink and troubleshoot as needed. For example, an error that occurred during the Import into staging step indicates an issue with the staging, in-memory tables or an invalid spreadsheet type. File-import tasks with the Failed status are displayed below the menu, and are indicated with a red dot:

You can also view a detailed log of any step within the inventory import: click to expand its task, and in the Logs column for the step in question, click Download log.
Setting Up Scheduled Imports of Inventory from Spreadsheets

On an inventory beacon, you can set up a repeatable, automatic uploading of selected spreadsheet files of inventory data to FlexNet Manager Suite.

**Tip:** Importing .xlsx files requires that you have installed a 32-bit version of Microsoft Access Database Engine on the inventory beacon that performs the import. (This requirement does not apply to .csv files.)

**Important:** If it is not the first time that you are importing a spreadsheet file into FlexNet Manager Suite, the values already imported with the previous file will be updated and overwritten accordingly. Any update of a previously uploaded spreadsheet file:

- Updates the data saved from any modified rows.
- Inserts data found in new rows.
- Deletes the data from the operational database that was previously imported from rows that have since been removed from the new spreadsheet file.
- Deletes duplicate rows. If a duplicate row is identified, only a single entry is created. Identification is based on matching the values in key columns. For example, if the keys match, but some of the other data is different, the first row of the two is kept, while all duplicate rows that follow are discarded.

Templates are available through the inventory beacon (as described below), or can reuse templates downloaded for one-off uploads through the web interface of FlexNet Manager Suite (provided that these have not been renamed).

**To schedule regular imports of inventory spreadsheets:**

1. Start FlexNet Beacon.

   **Note:** To run FlexNet Beacon, you must have system administrator rights.

2. In the **Data collection** group, click **Inventory systems**.
3. Click the arrow on the **New** button, and click **Spreadsheet**.
4. From the **Spreadsheet Type** drop-down list, select the type to be used.
5. To prepare your inventory spreadsheets:
   a. Click the **Templates** hyperlink displayed in the **Create Spreadsheet Source Connection** dialog box.
   b. Populate the template(s) you choose with the appropriate type of inventory data.

   When scheduling an automatic, scheduled inventory import, you can populate and update spreadsheet files either by a purpose-built script, or through a work flow applicable to your organization. It is good practice to edit spreadsheet files in a work folder separate from your upload.
folder. This prevents a clash between file updates and file uploads that could result in incomplete data being processed.

**Important:** Remember to always use the latest template rather than one you may have saved previously. Also keep in mind that you cannot change the file name, nor any columns (number, names, or order) supplied in the template.

c. Create an upload folder, and save your completed inventory spreadsheet files to that folder. All spreadsheet files located in the one folder are included in the scheduled uploads.

**Note:** The folder can also be located on a shared network drive (make sure that an account running the inventory beacon has **Read** permissions on the folder).

6. In the **Connection Name** field, type in a name for this inventory data upload.

7. In the **Connection Folder** field, browse to the folder with inventory spreadsheets you created in the steps above.

**Tip:** If you do not want to import the inventory data as yet, select the **Connection is in test mode (do not import results)** check box. (Remember that data from any secondary inventory source, including this one, cannot be imported until after the first successful import from your primary inventory source.)

8. Select the overlapping inventory filter that you need.

9. Click **Save**.

The new connection is added to the list of available inventory connections.

10. Select the new connection, and either:
    - Click **Execute Now**.
    - Click **Schedule...**, and choose the schedule on which to run repeated imports from the **Connection Folder**. (For details on creating schedules, see the online help for the inventory beacon.)

### Making a Data Source Connection the Primary One

If you import hardware inventory fields from multiple sources, some fields duplicated across the sources may receive conflicting data. A common case is that one inventory tool returns a particular hardware property, while another tool does not collect the same property and returns a null. There are also differences in the ways tools collect inventory, so that sometimes values vary across tools.

**Tip:** This section applies only to hardware inventory values. Software inventory is always merged across all sources regardless of any source being marked as primary.

FlexNet Manager Suite resolves conflicting hardware data in two ways:

- A non-null value received from an inventory connection designated as primary is never overwritten. (Nulls can be replaced.)
- Among values received from secondary sources, generally data with the most recent inventory date is used.
Note: There are some other settings for the secondary sources (related to whether duplicate inventory should be merged, ignored, or ignored only if older than x days).

For example, suppose you have three inventory sources that report these values for a single device A:

<table>
<thead>
<tr>
<th>Source</th>
<th>Primary</th>
<th>Last inventory date</th>
<th>Cores</th>
<th>Threads</th>
</tr>
</thead>
<tbody>
<tr>
<td>Source 1</td>
<td></td>
<td>10 May 2015</td>
<td>4</td>
<td>16</td>
</tr>
<tr>
<td>Source 2</td>
<td>Yes</td>
<td>12 May 2015</td>
<td>8</td>
<td>NULL</td>
</tr>
<tr>
<td>Source 3</td>
<td></td>
<td>14 May 2015</td>
<td>6</td>
<td>NULL</td>
</tr>
</tbody>
</table>

All non-null hardware properties from Source 2 are given priority, because it is the primary source. Thereafter, based on date, Source 3 is used, and finally Source 1. The final record for Device A shows 8 cores and a total of 16 threads.

An inventory spreadsheet is treated exactly like any other inventory connection in this regard. You can use a repeated import of an inventory spreadsheet to correct specific values reported incorrectly by other inventory tools.

Tip: You cannot make a one-off inventory spreadsheet upload primary. After a single upload, this source is disabled, and its inventory data ages. Only a repeated upload of an inventory spreadsheet through an inventory beacon should be considered as a possible primary source. Even then, you cannot make it primary until after its first import, so that the source is recognized by the central application server.

To make a source connection the primary one, click Make primary displayed on its row on the Inventory Data tab of the Data Inputs page of the web interface.

Viewing Validation Errors for Uploaded Inventory Spreadsheets

Diagnose the source of any spreadsheet validation errors.

A page is available that analyzes validation errors in all uploaded inventory spreadsheets (both one-off through the web interface, and scheduled through an inventory beacon). This page is not directly available through the menus, but you can reach it in either of the following ways:

To review upload validation errors:

1. To access through the Inventory Data One-Off Upload page:
   a. Scroll to the bottom to the Last 5 uploads list.
   b. If necessary, click the + expander in the Task/Step column to reveal individual steps in the processing until the error is revealed.
   c. In the Summary column, click the Validation errors hyperlink.
The Inventory Upload Validation Errors page is displayed.

2. To access through the Data Inputs page:
   a. Navigate to the system menu ( in the top right corner), and click Data Inputs.
   b. Click the Inventory Data tab.
   c. Identify the connection for your inventory spreadsheet import, and click the expander arrow on its far right.
      The Last completed import section shows the count of validation errors. You may click the count (if it is more than zero).
   d. If necessary, click on Show/hide task status and history to expose the matching panel.
   e. In the Summary column, click the Validation errors hyperlink.
      The Inventory Upload Validation Errors page is displayed.

3. Use the diagnostic information to locate and fix the problem. (See the online help for this page for further details.)

4. Repeat the upload using the modified spreadsheet(s).

   Important: For a one-off upload, remember that you must delete the connection for your previous upload before attempting another.

Deleting Spreadsheet Inventory Data from the Database

To remove data imported from an inventory spreadsheet, delete its connection.

When any inventory data source is removed from FlexNet Manager Suite, the data imported exclusively from that source is removed from the database as well.

   Tip: Any data imported from multiple sources remains until its last source is removed. This means that if you want to delete from the database those inventory records that you imported only from a spreadsheet, you need only remove the connection to that inventory spreadsheet.

You may want to delete the connection to an inventory spreadsheet for several possible reasons:

• You made a mistake with some values in a one-time import of an inventory spreadsheet. To correct this, you must first delete the previous connection to that spreadsheet, and then do a new one-off upload of the amended inventory spreadsheet.

• A one-time upload failed in some way, and is now disabled. You must delete this connection to retry.

• You accidentally have multiple connections to one-time inventory spreadsheet imports existing to exist at the same time. All but one of these must be deleted.

• Inventory imported from a one-time spreadsheet import has aged, and you want to remove it from the Out-Of-Date Inventory listing.
You want to change details about a scheduled import of inventory spreadsheets through an inventory beacon. You can delete the connections separately for:

- One-time data uploads (for details about one-off uploads, see One-Off Import of an Inventory Spreadsheet). These connections are deleted only in the web interface.
- Scheduled, repeated uploads through an inventory beacon (for more information about these uploads, see Setting Up Scheduled Imports of Inventory from Spreadsheets). Connections established on an inventory beacon must be deleted both in the web interface and separately in the FlexNet Beacon interface.

To delete a connection to an inventory spreadsheet:

1. Navigate to the system menu ( ) in the top right corner) in the web interface for FlexNet Manager Suite, and click Data Inputs.
2. Click the Inventory Data tab.
3. Click the light-gray triangle displayed at the far right of your data connection’s row:
   A panel expands to reveal more details about the connection.
4. Inside this panel, click Delete connection.
5. Click OK on the confirmation dialog.
6. If this is a scheduled inventory spreadsheet import (that is, one running through an inventory beacon):
   a. Log in to the appropriate inventory beacon (for example, through Remote Desktop Connection), and start FlexNet Beacon.
      Tip: You must log in with an account that has administrator privileges on the inventory beacon.
   b. Ensure that the Inventory systems page is selected, and select the connection from the list.
      Your connection shows Spreadsheet in the Type column.
   c. Click Delete, and on the confirmation dialog, click OK.

The saved copy of your spreadsheet is removed (from the central application server for one-off uploads, or from the inventory beacon for repeatable uploads). At the next import and compliance calculation, the records created from that spreadsheet are removed from the database.
Sub-Capacity Licensing with IBM PVU

When an application runs on a virtual machine, some points-based licenses take into account the kind of server the virtual machine is running on. In those cases, the license rules might require that either:

- The application on the virtual machine must be licensed for the full power of the underlying server (such as counting all its processors, or cores, or threads to work out how many points to consume from the license). This is called full capacity licensing.

- The license may take account only of that fraction of the capacity of the host server that is assigned to the virtual machine. For example, on a 16-core host server, a particular virtual machine may be limited to using only 2 cores. You then work out the license points to consume using only that fraction of the host server’s capacity, and this is called sub-capacity licensing.

IBM have tight requirements in their license agreements for sub-capacity licensing using IBM PVU licenses. Most basically, you must choose between:

- Using ILMT (or related IBM tools like IBM SUA, Tivoli Asset Discovery for Distributed [TAD4D], and IBM BigFix — for simplicity this chapter focuses on ILMT). This option includes the possibility of importing results from ILMT to incorporate them into your global license management view within FlexNet Manager Suite.

- Using FlexNet Manager Suite to calculate sub-capacity license consumption.

This chapter first gives you a high-level overview of the requirements for the two approaches, to help you make the technology choice (see Two Ways to Collect Inventory).

However, for many enterprises, this is not so much an "either-or” question as it is a “both-and”, or more precisely, first one and then the other. Therefore the chapter next provides a conceptual framework for understanding the overall process of transitioning from one tool to the other (see Understanding the Transition).

Whether you are implementing just one approach, or are changing over from one to the other, there is a lot of overlap in required actions and detailed processes. Because of the overlap, the remaining topics in the chapter can be read from either point of view:

- If you are implementing only one approach, choose either Using ILMT or Using FlexNet Manager for IBM, and step through the procedures there, ignoring any sections about transitioning tasks.

- If you are changing from ILMT to FlexNet Manager Suite, you may use all the topics in the order provided to ensure a smooth transition and an effective outcome.
Two Ways to Collect Inventory

Like all license consumption calculations, sub-capacity licensing using IBM PVU licenses relies on incoming software and hardware inventory. IBM authorizes any of the following approaches:

- Collect inventory using the FlexNet inventory agent, and under tightly-prescribed conditions, import into FlexNet Manager Suite which performs the sub-capacity calculations and provides appropriate reporting.

- Collect inventory using ILMT, which performs the sub-capacity calculations; and then import the resulting licenses into FlexNet Manager Suite to achieve a ‘single pane of glass’ for compliance management.

- Use either product for full capacity licensing, usually with the resultant increase in licensing costs. This option is not investigated further in this chapter, which focuses entirely on your options for sub-capacity licensing.

The following table highlights the different requirements for the two approaches to sub-capacity licensing.

<table>
<thead>
<tr>
<th>Requirement</th>
<th>FlexNet Manager Suite</th>
<th>ILMT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Licensing</td>
<td>Use a current version of FlexNet Manager Suite.</td>
<td>ILMT is licensed. Assign a commercial DB2 license to ILMT. Use a current version of FlexNet Manager Suite. Be sure that you have licensed the FlexNet Manager for IBM product. (This supports the IBM PVU license type and appropriate reporting.)</td>
</tr>
<tr>
<td></td>
<td>Note: IBM approval requires that you are using a version later than 2015 R1. You are currently reading documentation for release 2018 R2. Be sure that you have licensed the FlexNet Manager for IBM product. (This supports the IBM PVU license type and appropriate reporting.)</td>
<td></td>
</tr>
<tr>
<td>Approval</td>
<td>Obtain a contractual variation from IBM to modify the IBM PVU license allowing the substitution of FlexNet Manager Suite for ILMT. (A standard application form is available.)</td>
<td>The standard IBM PVU license applies.</td>
</tr>
<tr>
<td>Agents</td>
<td>Install the FlexNet inventory agent on all application servers running software under IBM PVU licenses; and also on any Hyper-V hosts that may have guest VMs running software licensed under IBM PVU.</td>
<td>Install the ILMT agent on all application servers running software under IBM PVU licenses.</td>
</tr>
<tr>
<td>Drivers</td>
<td>Nothing additional required.</td>
<td>Where ILMT is using a DB2 back-end, install a DB2 driver on each applicable inventory beacon. (No separate driver is required for an underlying Microsoft SQL Server database.)</td>
</tr>
<tr>
<td>Requirement</td>
<td>FlexNet Manager Suite</td>
<td>ILMT</td>
</tr>
<tr>
<td>---------------------</td>
<td>----------------------------------------------------------------------------------------</td>
<td>----------------------------------------------------------------------</td>
</tr>
<tr>
<td>Credentials</td>
<td>Normal requirements for the installed FlexNet inventory agents. Additional credentials may be required (as usual) for inventory collection from VMware virtual hosts.</td>
<td>Create a read-only account in the database (either DB2 or SQL Server) for data collection.</td>
</tr>
<tr>
<td>Configuration</td>
<td>Configure FlexNet inventory agent to collect the relevant data every 30 minutes.</td>
<td>The standard ILMT configuration collects data every 30 minutes.</td>
</tr>
<tr>
<td>FlexNet Beacon</td>
<td>Normal operation for data uploads from the FlexNet inventory agents to the central application server.</td>
<td>Remote data collection by the inventory beacon.</td>
</tr>
<tr>
<td>License management</td>
<td>Licenses can be entirely managed in FlexNet Manager Suite, using all your normal processes.</td>
<td>Licenses are created in ILMT, and may be imported into FlexNet Manager Suite as finished works. To maintain synchronization, FlexNet Manager Suite automatically creates its license records to match the imported license data from ILMT.</td>
</tr>
</tbody>
</table>

There are following sections that provide guidance through the processes required for each of these methods. In both cases, we assume that you have already licensed the appropriate products, and proceed from there. Either method may be used independently and without reference to the other, starting from a fresh implementation.

However, the more common scenario is that you may have ILMT already operational, and you wish to transition to using FlexNet Manager Suite for sub-capacity IBM PVU license calculations. Since the descriptions of the independent approaches overlap with description of the transition, we start with an understanding of the transition process. If this is not relevant to you, you can skip directly to whichever approach you have chosen to use.

### Understanding the Transition

The golden rule for managing a switch from ILMT as the reporting tool for IBM PVU sub-capacity licensing over to FlexNet Manager Suite as the replacement reporting tool is this: there can only be one source of truth at any given moment. IBM PVU licenses can track their peak consumption calculated by exactly one tool.

Having a single source of truth must be the case, because the calculation of peak consumption must account for all devices within a single calculation. You may not get the same result from two sub-capacity calculations for a few machines here and a few others there, simply summed (for example, how would you track VM reassignments that transitioned across tool boundaries?); and far more damage may come from overlapping calculations, where one or more servers are included in two different sets of peak calculations, double counted. So the principle is: a single source of truth.

However, this is not the same as saying that both tools cannot be present within the same ‘sphere of influence’ within your enterprise. Your operations may be divided across several ‘spheres of influence’. Each of these may be:
• A separately managed region
• A distinct subsidiary in your company structure
• The time period before transition day, and the future after transition day — at first you have only ILMT providing the peak consumption calculations, and after "throwing the switch" you have only FlexNet Manager Suite providing the calculations.

Regardless of how you may divide up your enterprise, you may have both tools present within any individual sphere of influence. Having both tools present at once is possible because of this feature of FlexNet Manager Suite: where it has access to the data imported from ILMT and its own calculations from FlexNet inventory, by default it gives preference to the ILMT imported results. Therefore, both tools may be present, but there is still a single source of truth: the ILMT calculations.

This allows for a change-over process that, at the high level, looks like this:

1. Initially only ILMT is in use. Of course, it must cover all inventory devices where sub-capacity calculations apply. ILMT sub-capacity peak consumption reports are supplied to IBM at each reporting interval (typically, each quarter). If you also have products that must be licensed at full device capacity, you can record these separately (in theory, even on a spreadsheet if you wanted). So each quarterly report consists of sub-capacity peak value plus any separate full capacity value.

2. FlexNet Manager Suite is now introduced. At first, it simply connects to the ILMT database, and imports inventory data, licenses (and attached software), and peak consumption results. ILMT remains the source of truth, even though seen through the lens of FlexNet Manager Suite.

3. Now you deploy the FlexNet inventory agent to those same target device where sub-capacity calculations apply. As usual, the installed FlexNet inventory agents gather their inventory daily, uploading it to the central application server. However, although FlexNet Manager Suite now starts calculating results from its own inventory, it does not publish these results because, by default, it honors the results calculated by ILMT and publishes those in the web interface. (In fact, once both the ILMT agent and the FlexNet inventory agent are uploading data, and the daily import from ILMT is operational, FlexNet Manager Suite provides a report where you can compare, for every device, both full- and sub-capacity calculation results from each of the two tools.) ILMT is still the source of truth.

4. When the agent coverage across target devices is the same for both ILMT and FlexNet Manager Suite, you metaphorically “flick the switch”. This includes changing the installed FlexNet inventory agents into high-frequency mode, so that they can track hardware changes every 30 minutes as IBM requires; and also changing the default so that results no longer come from ILMT imports, but from calculations by FlexNet Manager Suite. From now on, the results calculated from FlexNet inventory are the source of truth.

Here is the same process summarized into tabular form:

<table>
<thead>
<tr>
<th>Project phase</th>
<th>ILMT is source of truth</th>
<th>FNMS is source of truth</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. ILMT only</td>
<td>Covers all subcap devices; provides reports.</td>
<td></td>
</tr>
<tr>
<td>2. Integrated presentation</td>
<td>ILMT data is imported into FlexNet Manager Suite. ILMT provides reports.</td>
<td></td>
</tr>
<tr>
<td>Project phase</td>
<td>ILMT is source of truth</td>
<td>FNMS is source of truth</td>
</tr>
<tr>
<td>---------------</td>
<td>------------------------</td>
<td>------------------------</td>
</tr>
<tr>
<td>3. Rollout</td>
<td>FlexNet inventory agent is locally installed on the same complete set of subcap devices. ILMT provides reports.</td>
<td></td>
</tr>
<tr>
<td>4. Switch</td>
<td>Turn on high-frequency mode, and invert default to prefer results from FlexNet inventory. FlexNet Manager Suite provides reports.</td>
<td></td>
</tr>
</tbody>
</table>

We’ve already noted above that your operations may be bounded within certain ‘spheres of influence’. If this applies to you so that you have several such spheres to deal with, you can undertake phases 1-3 of the above transition process in one sphere, and then move on to another sphere, and continue until all required areas have the FlexNet inventory agent fully deployed. Then you can move your entire FlexNet Manager Suite implementation into phase 4 in one step (there is a single setting that controls high-frequency mode for an entire implementation at once).

This chapter does not cover your implementation of ILMT. Indeed, it is possible that you may never implement ILMT, if FlexNet Manager Suite is your first inventory and license management tool. In what is perhaps the more common case, it is assumed that you have already implemented stage 1, using ILMT as a free-standing system. You may then start with **Using ILMT** (and its subtopics) for details about stage 2, the integrated presentation of ILMT result within FlexNet Manager Suite.

**Using ILMT**

This overview assumes that you have already licensed both FlexNet Manager Suite and FlexNet Manager for IBM. If not:

- For installation details, see *Installing FlexNet Manager Suite 2018 R2 On-Premises*, a PDF file which is available through:
  - The Flexera Product & License Center
  - The online Customer Community
  - The title page of the online help for on-premises implementations.

- Validate your license for FlexNet Manager for IBM by navigating to the system menu in the top right corner of the web interface for FlexNet Manager Suite, and selecting **FlexNet Manager Suite License**. If the card for FlexNet Manager for IBM is grayed out, contact your Flexera representative for assistance.

The process overview (with appropriate pointers to the online help) covers the following:

- **Operation Using ILMT**
- **Set Up Connections**
- **Advanced Configuration**.
Operation Using ILMT

**Note:** Integration with ILMT normally requires that you hold a commercial (paid) license for the underlying DB2 database. Your license from IBM has to be sufficient to allow third-party access to the database. Suitable examples include DB2 Workgroup Server Edition, or (for advanced features of DB2) DB2 Enterprise Server Edition, or Advanced Enterprise Server Edition. The free, bundled DB2 license for ILMT does not include these third-party access rights.

When you are using ILMT as the calculator and reporter for sub-capacity consumption of IBM PVU licenses, the majority of your effort is in ILMT (deploying the ILMT agent, potentially licensing a commercial version of DB2, and so on), for which see the documentation from IBM. The integration of the two systems, in summary, is as follows:

1. According to your configuration of ILMT, the ILMT agent collects inventory regularly, and ILMT creates license records, and tracks your historical and peak consumption for those licenses.

2. Using an inventory beacon, you configure a connection to your ILMT database, and on the schedule you configure, FlexNet Manager Suite collects a full set of data from ILMT into the staging tables of the compliance database:
   - Inventory evidence
   - Software titles (or, in the terminology used for FlexNet Manager Suite, applications, including bundles)
   - Inventory devices running the licensed software
   - The licenses covering these devices and software.

**Note:** In this scenario, ILMT performs all required high-frequency hardware tracking, and typically reviews the data and updates peak consumption calculations only once a day. Therefore the import from ILMT to FlexNet Manager Suite does not need to be a high-frequency action: typically, a daily import of the ILMT results is all that is required.

3. Honoring your configuration in the inventory **Settings** page to make ILMT the source of truth for IBM PVU sub-capacity licensing (that is, the **Enable frequent hardware scanning for IBM PVU license calculations** is not selected), at the next full license reconciliation FlexNet Manager Suite provides special behaviors:
   - It imports the ILMT data from the staging tables, and integrates it for presentation within your overall inventory and license compliance picture.
   - FlexNet Manager Suite creates IBM PVU license records that replicate the license data imported from ILMT. One way to identify license records created in this way is to check the **History** tab of the license properties, where the **Created by** field displays the operator name followed by (Auto generated).

**Note:** FlexNet Manager Suite does not recalculate individual device consumption imported from ILMT on these licenses, but simply attaches the values calculated by ILMT. In addition, any manual entry in the **Overridden consumption** column (on the **Consumption** tab of the license properties) is ignored for rows where **Calculated by** displays ILMT. Think of this as a “copy/paste” operation from ILMT into the license properties in FlexNet Manager Suite — nothing changes the consumption figures calculated by, and imported from, ILMT for each individual inventory device.
**Important:** Licenses created in this way are still 'live' license records, just like all others. As examples:

- It is possible for an inventory device that is *not* imported from ILMT to become attached to an imported license where this is the best match for installation data. Naturally, this impacts the total consumption on the license, since, while all consumption for individual inventory devices imported from ILMT remains the same as recorded in ILMT, the additional device(s) increase the total consumption on the license. You can correct this, if it happens and is not the desired result, by creating a clone license with a changed name (for example, adding from FNMS inventory to the license name) and using group assignments or individual allocations to prioritize these non-ILMT devices onto this separate license record.

- You can still apply an exemption to an inventory device in such a license. Naturally, if you did this in FlexNet Manager Suite but not in ILMT, you would produce different totals in the two products: the consumption for the inventory device is still imported from ILMT, but that amount is exempted from the license total in one product and not the other. Best practice (in this mode) is to make such configuration changes only in ILMT, your chosen source of truth. The next import into FlexNet Manager Suite causes the records there to be updated appropriately, because devices exempted in ILMT provide an individual consumption figure of zero. (The exemption settings themselves are also imported from ILMT, and are automatically displayed in FlexNet Manager Suite as Covered by related product for the appropriate devices in the Consumption tab of the license properties. If you are transitioning from ILMT to FlexNet Manager Suite, you will use these exemptions as the basis for setting your own exemptions within FlexNet Manager Suite, as detailed in Additional Transition Steps.)

- FlexNet Manager Suite may also create or update other records as required to keep data aligned. For example, if an application is reported from ILMT that has not previously been identified from inventory within your enterprise (and the application exists in the Application Recognition Library [ARL]), an application record is linked to the license on import.

**Note:** Applications must exist in the ARL, or matching records must have been previously created within your enterprise, for those applications to be automatically linked to the automatically-created licenses. Where ILMT is the only source of information about an application, that application is not reproduced within FlexNet Manager Suite. You may request that such an application be added to the ARL. In another example of 'live' license records, if you download an updated ARL that now contains the newly-added application record, and subsequently import again from ILMT, the previously-missing application is now automatically linked to the existing license record.

4. After each import from ILMT and the subsequent full license reconciliation, FlexNet Manager Suite displays the latest **Peak consumed** figure in the license properties, and reflect this value in the **Consumed** column of license listings.

**Tip:** Keep in mind that the **Peak consumed** figure is a high-water mark that automatically is only ever increased, not decreased. If you happen to make a manual change within ILMT (such as adding an exemption for a server) that legitimately lowers the peak calculated by ILMT, you may also need to manually adjust the **Peak consumed** value recorded in license properties in FlexNet Manager Suite. Make any such adjustment with care, remembering that the value recorded in FlexNet Manager Suite may be the sum of the sub-capacity value calculated by ILMT and some full capacity results calculated from other inventory sources. It is best practice, when making any manual adjustment to the **Peak**...
consumed figure, to record audit-ready documentation justifying the change, either as a comment in the Notes on the Identification tab, or by attaching a document to the Documents tab, of the license properties.

Set Up Connections

To gather data from ILMT, FlexNet Manager Suite must make a direct connection to the database used for ILMT. This connection is made by an inventory beacon, which imports the necessary data, and uploads the file to the central application server for processing and display.

To configure a connection to ILMT:

1. Move to the appropriate inventory beacon, and using an account with adequate privileges on the local device, open the Windows start menu, right-click Inventory Beacon, and select Run as administrator.

2. If you do not already have a convenient schedule for connecting to ILMT, set the schedule first (so it is easier to link to it later).
   a. From the Data collection group in the navigation bar, choose Scheduling, and click New....
   b. Make the unique Schedule name distinguishable within the first few characters (for use in narrow display columns).
   c. Typically, select the radio button for daily data collection, and set the preferred time for the connection (this is local time on the inventory beacon).
   d. Click OK to add this schedule to the list on the Scheduling page.

3. Set up the connection from the inventory beacon to your ILMT database.

   ILMT supports either a DB2 database or a Microsoft SQL Server database. Choose the connection type to match your configuration:

   Using a DB2 database:

   a. Select the Inventory systems page in the FlexNet Beacon interface.
   b. Below the list of connections, click the down arrow on the right of the New split button, and choose Other:
   c. Give the connection a useful name that makes sense in listings of several connections, and for Source type, choose ILMT.
   d. Set up the Connection String similarly to the following (but all in one line):

      ```
      Provider=driverCode.DB2COPY1;Password=password;
      Persist Security Info=True;User ID=db2admin;
      Data Source=TLMA;Location=servername:50000;
      Extended Properties=""
      ```

   where
   - The Provider value consists of:
A fixed string literal determined by the driver (for example, IBMDB2 using the IBM driver, or DB2OLEDB using the Microsoft driver)

A period (separator)

The database copy (instance) registered name.

**Note:** Including the database copy name may be optional after DB2 Version 9.7 Fix Pack 8 is applied, but its use resolves an earlier problem with accessing DB2.

- Password is the password that the inventory beacon should use when accessing the DB2 database
- User ID is the account name that the inventory beacon should use when accessing the DB2 database (read-only privileges are sufficient)
- Location includes the name of the server running the database, and the access port (typically 50000, unless locally reconfigured).

### Using a Microsoft SQL Server database

**a.** Select the **Inventory systems** page in the FlexNet Beacon interface.

**b.** Click **New**. (If you clicked the down arrow on the split button to reveal all the options, choose SQL Server.)

**c.** Give the connection a useful name that makes sense in listings of several connections, and for **Source type**, choose **ILMT SQL**.

**d.** In the **Server** field, identify the database host server:

- Use either the hostname or FQDN, or an IPv4 address
- If the database is on this same inventory beacon server, use the special value *(localhost)* including the parentheses.
- If the database instance you need is not the default one on the server you identify, add the instance name, separated with a backslash character. Example:

  ```plaintext
  (localhost)\myInstance
  ```

**e.** Specify the **Authentication** details for the database connection.

Select one of:

- **Windows Authentication** — Select this option to use standard Windows authentication to access the database server. The credentials of the account (on the inventory beacon) running the scheduled task for importing inventory are used to access the SQL Server database. This account must be added to an Active Directory security group that has access to the database.

- **Windows (specific account)** — Use the following two fields (enabled when you make this choice) to specify an account on the inventory beacon that can make a connection to the SQL database.
• **SQL Authentication** — Use the following two fields to specify an account and password registered as a user with database access on SQL Server. This account is used to access the database, regardless of the local account running the scheduled task on the inventory beacon server.

f. Identify the **Database** instance.

When you entered the **Server** details earlier, the inventory beacon attempted to connect and identify the database instances present there. If this was successful, you can pull down the list and select the appropriate database. If the appropriate database name is not available, you can enter it directly in this field.

4. If necessary, configure the **Overlapping Inventory Filter**.

This filter has effect even when you have declared that this connection to ILMT is to be your primary inventory source. In normal operation, to ensure that details imported from ILMT cannot be blocked by overlapping inventory from another source, select **Import the inventory from this source for possible merging**.

5. Use the **Test connection** button to validate the details provided and ensure that the connection can operate (if not, correct the problem before proceeding), and then click **Save** to add this connection to your list.

6. Select your new connection from the list, and click **Schedule...** (below the list).

7. In the **Select schedule** dialog, choose the appropriate schedule, and click **OK**. The **Next run** column shows the projected run time for the connection.

8. At the bottom of the panel, click **Save** to store your connection details and schedule.

The connection is now ready for regular imports from ILMT. By default, the license consumption figures calculated by ILMT have priority, and are displayed in the web interface for FlexNet Manager Suite. If you are transitioning from ILMT to FlexNet Manager Suite, this completes phase 2 of the process outlined in **Understanding the Transition**. Some additional steps, applying only to the transition project, now help to ensure that corresponding data eventually appears in both systems. These are described in **Additional Transition Steps**.

**Advanced Configuration**

This topic is not required for normal operation of imports from ILMT. These advanced configuration options are for those who want to override the automated processes, and manage the required data manually. Because this requirement is so rare, the configuration options are not available through the web interface for FlexNet Manager Suite, and modifying the settings requires direct intervention in the compliance database.

Two settings are available to modify the behavior of FlexNet Manager Suite when importing from ILMT:

- **AutoCreatePVULicenses** is a **Boolean** (values 0 or 1, default value 1).

  ◦ When **AutoCreatePVULicenses = 1**, if an application imported from ILMT is matched by an existing application record (either one from the Application Recognition Library or one created earlier within your enterprise), but this application is not yet linked to an IBM PVU license, a new license record is created in FlexNet Manager Suite and linked to the application. The individual devices recorded in ILMT as having this application installed are also imported and listed on the **Consumption** tab of the new license properties.

Because sub-capacity points are **not** being calculated by FlexNet Manager Suite, the points consumption is
also imported from ILMT and recorded on this license record. Automatic creation of the license is highly
desirable because, in FlexNet Manager Suite, consumption can only be recorded a license; and application
bundles are also recorded against licenses (keeping in mind that a given application may be licensed on its
own, or as part of a bundle, so that the license is the logical home for bundling information, recorded in a
multi-product license). It is best practice to leave this default value in place.

- When AutoCreatePVULicenses = 0, missing licenses are not created during an import from ILMT.
(However, if an IBM PVU license for the application already existed prior to the import, and sub-capacity
points are not being calculated by FlexNet Manager Suite, this setting does not prevent the update of
consumption figures or consuming devices on the pre-existing license.) Since the missing license is not
automatically created, there is nowhere to record related consumption results or consuming devices, nor
to record any bundling information. This results in data loss from the import. However, if the ILMT import
revealed bundling relationships, these are stored internally in the database (although nowhere visible
through the web interface). If, subsequently, you manually create a license for the primary product, and a
second and separate license for the supplementary product, this second license automatically defaults to
zero consumption because the linked application is known to be a supplementary product in a bundle
within ILMT, where it consumes zero points.

- ImportILMTBundle is a Boolean (values 0 or 1, default value 1). This setting only has meaning when
AutoCreatePVULicenses = 1, and its value is ignored when AutoCreatePVULicenses = 0. Therefore,
when AutoCreatePVULicenses = 1, and:
  - When ImportILMTBundle = 1, and the import from ILMT shows applications in a bundle relationship, the
    created license is a multi-product license, and both applications are linked to it (the one for which ILMT
    consumed points is primary, and the one(s) for which ILMT consumed zero points are supplementary). If
    the import from ILMT does not include any bundling information, a single-product license is created. It is
    best practice to leave this default value in place.
  - When ImportILMTBundle = 0, created licenses are always single-product licenses, and any bundling
    information from ILMT is discarded. This results in data loss from the import.

To change preference values:

1. On your database server, in SQL Server Management Studio, open your compliance database.

2. To prevent import of bundling data from ILMT, run the following SQL command to set ImportILMTBundle
to zero (false):

   ```sql
   update ComplianceTenantSetting set SettingValue = 0 where SettingNameID = 181;
   ```

   Remember that, for this setting to have any effect, AutoCreatePVULicenses must be set to 1 (the
default).

3. To prevent the creation of missing IBM PVU licenses during imports from ILMT, run the following SQL
command to set AutoCreatePVULicenses to zero (false):

   ```sql
   update ComplianceTenantSetting set SettingValue = 0 where SettingNameID = 90;
   ```
Additional Transition Steps

The following steps apply only if you are transitioning from ILMT to FlexNet Manager Suite as your source of truth for sub-capacity calculations for IBM PVU license consumption.

Steps to smooth the transition process:

1. If you have not already done so, it is time to deploy the FlexNet inventory agent to all target inventory devices where sub-capacity IBM PVU points may be consumed. This includes any Hyper-V hosts that may have guest VMs running IBM PVU software.

   For details, see the Gathering FlexNet Inventory PDF file, available through the title page of online help. You may use either the Adopted model or the Agent third-party deployment model. Be clear that IBM requires that you deploy the full FlexNet inventory agent (not any subset), and that it is locally installed on the target inventory device in question — a combination that excludes the other models in that PDF file. Rolling out the FlexNet inventory agent moves you into phase 3 of your transition project (as summarized in Understanding the Transition). During this phase, calculations by ILMT continue to have priority; and if a report for IBM falls due during your roll-out, supply a report from ILMT.

2. Update all the device exemptions imported from ILMT in FlexNet Manager Suite.

   Specific exemptions that prevent consumption on certain devices (such as backup servers) that you have recorded in ILMT are imported into FlexNet Manager Suite as Covered by related product exemptions on the matching devices. However, the sad news is that, when you later remove your ILMT connection, all information that was imported only from this source is automatically cleaned up as well, and this clean-up removes the exemptions that came only from ILMT. (A special exemption is made for license records that were created to match imports from ILMT: these license records are preserved after the ILMT connection is removed. By that time, those licenses should also be receiving FlexNet inventory and consumption calculations from FlexNet Manager Suite.)

   To prevent the automatic clean-up of exemptions imported from ILMT, manually visit each one and switch the exemption type to a different value that better describes the purpose of the hardware device. Here’s one way you could do this:

   a. For each affected IBM PVU license in turn, open the license properties and choose the Consumption tab.

   b. If necessary, drag the Calculated by column from the column chooser into the header row of the list of devices.

   c. If the simple filter row is not already visible below the header row, click the blue filter icon (above the listing).

   d. Enter ILMT in the filter field for the Calculated by column, click the filter icon to its right, and from the drop-down menu, choose Contains.

   After a moment, the list is refreshed (as a flat list now, with the hierarchy no longer visible) to show only those devices whose consumption was calculated by, and imported from, ILMT. These are the only devices you need to amend, since if devices show Internal (that is, calculated by FlexNet Manager Suite), any exemptions applied to them are not linked to ILMT as the inventory source.
e. In a similar way, set a filter on the **Exemption reason** column where this value **Contains related product**.

Again the list refreshes, showing only those consumption rows imported from ILMT with an exemption of **Covered by related product**.

**Tip:** If you have many such devices, so that the list runs over multiple pages, it is handy to edit the **rows per page** value (above the list, left side) to see all these target devices in a single page.

f. At the left end of the **header** row, tick the selection box to select all the inventory devices visible in the current page.

When you make any selection from the list, the **Exemption reason** button above the list is enabled. Scan down the list to identify any device(s) that you think should not share the **same** exemption reason, and deselect the check box on the left of their individual row(s) (for example, some machines are **Backup, disaster recovery devices** and others are **Development devices**). Keep adjusting your selections from the list until you have a homogenous set of devices that all share the same exemption reason.

g. Click the **Exemption reason** button, and choose the appropriate item from the list. Notice that you can also add a custom exemption reason using the same drop-down, but be careful to reflect accurately the terms of your IBM license agreement.

All selected inventory devices are assigned the same exemption reason, and in future **FlexNet Manager Suite** calculations of consumption for this license, these devices consume zero points. Making the exemption in this way, directly in the **Consumption** tab of an individual license, naturally affects only this one license (whereas exemptions by **Device role** can conveniently cover multiple licenses). If you need to apply a different exemption reason to other devices in this list, ensure that the correct set of devices is selected, and use the same technique to apply the new **Exemption reason**.

h. Repeat for all remaining IBM PVU licenses that were both imported from ILMT and using sub-capacity calculations.

After processing all the IBM PVU licenses in this way, you have locally-set exemptions for all your relevant devices. Consider whether you need any audit trail of reasons that may cause you to add notes or separate documents to any of these license records.

3. **Exceptional corner case:** If you require separate licenses for sub-capacity and full capacity licenses for the same product(s), plan your approach now.

Typically, for a product entitled to use sub-capacity license calculations, the rows on the **Consumption** tab of the license properties provide a mix of devices, some of which use sub-capacity calculations and other full capacity, for reasons like the following:

- **Sub-capacity licensing applies (of course) only to virtual machines.** If the same software is installed on a stand-alone physical server, that device is calculated at full consumption; but typically this is attributed to the same license as sub-capacity calculations for virtual machines.

- **IBM authorizes a very limited set of tools for sub-capacity calculations, and for the related inventory collection.** If inventory for a particular device is returned either by ILMT or by the **FlexNet inventory agent**, this device may use sub-capacity calculations (from either one source or the other); but if the
same device appears only in inventory collected from another source (say, BMC Discovery), then the same device must use full capacity calculations (except by special IBM permission).

For these scenarios, there is no need to separate the consumption rows so that all the sub-capacity calculations apply to only one license, and all the full capacity calculations apply to a separate license. Typically, the only real reason for separating licenses for full- and sub-capacity licensing is when an enterprise (perhaps through mergers and acquisitions) has some divisions using licenses with sub-capacity entitlements, and other divisions that must use full capacity licensing. If this applies to you, plan how to implement this. An approach that typically works well is to use two orthogonal kinds of enterprise groups:

- Use locations to represent (or roll up into) the three regions required by IBM for separate reporting (for details, look ahead to Configuring Regions for IBM)
- Use corporate units (or less commonly, cost centers) to create separation between the relevant company divisions.

Assuming that both kinds of division span multiple of the IBM-defined regions, you need separate regional licenses in each of your FullCap Division and your SubCap Division. Assigning inventory devices (and optionally, license purchases) to the appropriate intersection of region-per-division provides the correct roll-up results. But you may find it more attractive to swap to Plan B: negotiate with IBM to move FullCap Division to sub-capacity licensing as well!

**Using FlexNet Manager for IBM**

This overview assumes that you have already licensed both FlexNet Manager Suite and FlexNet Manager for IBM. If not:

- For installation details, see *Installing FlexNet Manager Suite 2018 R2 On-Premises*, a PDF file which is available through:
  - The Flexera Product & License Center
  - The online Customer Community
  - The title page of the online help for on-premises implementations.

- Validate your license for FlexNet Manager for IBM by navigating to the system menu in the top right corner of the web interface for FlexNet Manager Suite, and selecting **FlexNet Manager Suite License**. If the card for FlexNet Manager for IBM is grayed out, contact your Flexera representative for assistance.

The process overview (with appropriate pointers to the online help) covers the following:

- The legal and technical prerequisites for operating in the mode where FlexNet Manager Suite is both the inventory source and the calculator for sub-capacity license consumption (often called “high-frequency” for short, based on the requirement for hardware inventory checks every 30 minutes), described in Requirements for FlexNet Manager Suite Sub-Cap
- An overview of how high-frequency mode works (see Operation in High-Frequency Mode)
- Applying for an amendment to the International Passport Advantage Agreement (see Applying for IBM Approval)
• Preparing to report license status for each of the three Regions declared by IBM (see Configuring Regions for IBM)

• Setting up and initializing the appropriate IBM PVU licenses (see Configure Appropriate Licenses)

• Seeding the automatic checking of hypervisors for changes in VMs that may impact these licenses (see Set Up Virtual Inventory Tracking)

• Initializing inventory collection from target devices where software linked to an IBM PVU license may run (see Set Up and Collect Inventory, and Reconcile)

• At last, turning on the automated management of high-frequency mode and sub-capacity license calculations by FlexNet Manager Suite (see Turn on High-Frequency Mode)

• Archiving reports and associated materials for possible use in a future audit (see Reporting to IBM).

Requirements for FlexNet Manager Suite Sub-Cap

The full set of requirements for using FlexNet Manager Suite to calculate sub-capacity license calculations for IBM PVU licenses divides into two groups: the legal conditions that IBM writes into the amended license agreement; and the mechanical requirements imposed by the product. An understanding of these requirements helps to guide you through the processes described in the subsequent pages.

IBM requirements for sub-capacity licensing

Using FlexNet Manager Suite data (derived from the 2015 release or later) to determine an IBM PVU license position on IBM software may be acceptable by IBM for sub-capacity reporting in place of IBM License Metric Tool (ILMT), Tivoli Asset Discovery for Distributed (TAD4D), IBM Software Usage Analysis (SUA), or IBM BigFix Inventory. This requires all of the following:

• You must be using FlexNet Manager Suite 2015 or later. (This documentation is for 2018 R2.) This product must be installed, configured and maintained correctly.

• You must have licensed (and use) the FlexNet Manager for IBM product.

• Inventory must be collected by the FlexNet inventory agent, which must be installed directly on the device(s) running (or that may run) the software that is linked to an IBM PVU license. The method of installation of the FlexNet inventory agent does not matter, and installation may be achieved (for example) by any of:
  ◦ Adoption, using separate inventory rules targeting the servers in question to trigger the adoption
  ◦ Deploying the FlexNet inventory agent independently, using your own preferred infrastructure tools
  ◦ Including the FlexNet inventory agent in the base image used to clone virtual machines that may run relevant software
  ◦ Installing the FlexNet inventory agent manually.

• You must increase the frequency of hardware inventory scanning on the target device so that it is performed every 30 minutes. The IBM PVU scanning section of the Inventory Settings page contains the settings for the required increased frequency of hardware scanning.
• On the same frequency, you must check the virtual hosts (VMware vCenter and Hyper-V servers) for any changes affecting VMs running the software attached to an IBM PVU license.

**Product prerequisites for higher frequency processing of IBM PVU licenses**

The following technical conditions must be satisfied before you can use this facility:

• **Permission:** You have licensed the FlexNet Manager for IBM product.

  **Tip:** Although this mode of operation includes scanning for VMs managed by VMware vCenter or Hyper-V, sufficient functionality is enabled by the base license for FlexNet Manager Suite, and separate licenses for FlexNet Manager for VMware or FlexNet Manager for Microsoft are not required.

• **Inventory:** Inventory must be collected by the FlexNet inventory agent locally installed on the devices that are (or may be) running software attached to IBM PVU licenses. While you may use targets to trigger adoption of these devices, you may alternatively use any deployment method. For example, you might install the FlexNet inventory agent in your base image used to clone virtual machines.

• **License with consumption:** You have at least one IBM PVU license linked to one or more applications that have installations shown in inventory.

• **Reconciled:** You have run a Reconcile since inventory was collected, triggering consumption from the above license. The initial gathering of this inventory and calculation of consumption is used to trigger operation of two specialized and normally hidden targets, described next.

• **Targets:** FlexNet Manager Suite automatically maintains two relevant targets that cannot be edited:

  ◦ Servers running VMware vCenter — these servers (which may also manage clusters) do not expose their VM management to a locally-installed FlexNet inventory agent. For FlexNet Manager Suite to gather data about the VMs under management, this target must be used for inventory gathering by the inventory beacon remotely accessing the management API (this is called ‘direct’ inventory gathering, since it does not involve any form of the FlexNet inventory agent). Note that the list of these servers is not presented in the web interface: its use is controlled through a check box in the IBM PVU Scanning section of the Inventory Settings page. When the check box is selected, this automated inventory, used to track the movement of virtual machines, is collected on the same frequency as the inventory of the devices running software attached to an IBM PVU license. It is not possible to use alternative targets for this purpose; nor do you need to define a rule for this automated process. However, this hidden target is populated from the discovered device records, so you must ensure discovery of all relevant servers before the hidden target becomes effective.

  **Remember:** Remote inventory gathering from virtual hosts requires that you have saved credentials for these servers in the Password Manager on the inventory beacon accessing the servers. (For details about using the Password Manager, see Password Management Page.)

  **Tip:** IBM also allows that, in addition to VMware hosts, several other virtual hosts are acceptable for sub-capacity consumption of IBM PVU licenses. However, these hosts do not require the same direct inventory gathering as the VMware vCenter servers described above. For example:
For Hyper-V hosts, the FlexNet inventory agent locally installed on the host server is able to collect all required information about the deployment of VMs. These hosts are automatically included in the target described below, rather than in the target for direct inventory.

For partitioned technologies other than Solaris zones, the FlexNet inventory agent gathers sufficient information from the partition, and separate inventory of the host is not required for IBM PVU sub-capacity calculations (although, of course, you may have the FlexNet inventory agent installed on the host to gather regular software and hardware inventory for that device). As you expect, partitions reporting inventory from the FlexNet inventory agent are also included in the automatic target described below.

For Solaris zones, it is critical that the FlexNet inventory agent is installed in the global zone as well as in the non-global zones. Only the global zone inventory reports the required number of processors and cores. If inventory from the global zone is missing, the non-global zones on this host do not contribute to the peak consumption calculations (because of the missing core and processor counts), and this represents an audit risk. When the FlexNet inventory agent is correctly installed in all zones, they are all automatically included in the following target.

- Computers running software attached to an IBM PVU license (a target called All devices consuming IBM PVU points) — these computers require the FlexNet inventory agent installed locally (called 'adoption' when you are defining targets, although you may use other methods of deployment). In production, use of this target is required for compliance with IBM’s conditions.

**Tip:** The special target All devices consuming IBM PVU points is not displayed in the targets page for discovery and inventory rules. It is available only in the Inventory settings page, and only when you have first selected Enable frequent hardware scanning for IBM PVU license calculations and clicked Save to store this option.

- These two automated targets rely on data already reaching the central application server. To 'seed' these automated processes, you need rules that execute the initial discovery actions on the target devices. Naturally, these rules require additional targets manually prepared:
  - A target for discovery of the servers running VMware vCenter (do not allow adoption on these devices).
  - A target for discovery and inventory of devices running software attached to an IBM PVU license. In the case of (only) this target, you may also choose to configure the target for 'adoption' of devices (that is, automatically installing the FlexNet inventory agent locally on the target devices); or you may prefer alternative deployment methods.
  - Hyper-V hosts may be included in the previous target; or you might prefer a separate target for managing these virtual hosts. You could allow adoption of these devices; or use third-party methods to install the full FlexNet inventory agent locally on the Hyper-V host.

- During development or testing, you may need extra targets in special circumstances, such as:
  - Your inventory management team is ahead of your licensing team, and wants sign-off that they are collecting all required inventory, even though IBM PVU license set up is not yet complete. The system cannot use consumption against the missing IBM PVU licenses as a data source to update the list of computers that need special, more frequent hardware scans. If the inventory team knows of computers that have relevant software installed, which in due course will be linked to an IBM PVU license, you can
create a temporary target for those computers so that frequent hardware scans start as quickly as possible, for compliance with IBM’s requirements.

- Your licensing team is ahead of your inventory team. The IBM PVU licenses all exist, and a complete list of the computers to manage with frequent hardware scans could be generated; but permission for increased hardware checks on some of the target devices has not yet arrived. In this case, do not use the built-in target All devices consuming IBM PVU points, but instead manage your own targets that include only computers where hardware inventory gathering is permitted. This could be a politically useful temporary measure; but you should not allow it to continue, as it does not meet IBM’s conditions. You can identify computers that are consuming from IBM PVU licenses, but not yet subject to high-frequency scanning, in the **IBM PVU Out-Of-Date Inventory** report (see below).

- **Enabled:** When all else is ready, you must enable high-frequency inventory mode for IBM PVU licenses.

## Operation in High-Frequency Mode

Later topics give details about how to set up high-frequency inventory checking and peak consumption calculations for IBM PVU licenses, allowing you to use FlexNet Manager Suite to calculate sub-capacity license consumption.

Before starting on those details, here is an outline of the normal operation of this process, starting from when set-up is completed. This overview helps you understand the set-up steps in the following topics.

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**Note:** For simplicity, parts of this description apply to full high-frequency mode, when you have designated FlexNet Manager Suite as the source of truth for sub-capacity calculations of IBM PVU license consumption. Earlier parts may apply to the time of transition.

1. As part of your preparation, you have deployed the FlexNet inventory agent to all target inventory devices where sub-capacity licensing applies. To get matching results from the two inventory systems, you need matching coverage with the two separate agents (at least during transition).

   - **Remember:** The FlexNet inventory agent must also be installed on the host for Hyper-V and in the global zone for Solaris zones.

2. When you enable the high-frequency facility (as will be described in **Turn on High-Frequency Mode**), you choose one or more targets that identify the inventory devices running software attached to IBM PVU licenses. In normal operation, you require only one target, since this target is automatically maintained to include all devices known to be running this software.

3. As the facility is enabled, the device policy is updated for all those devices within your chosen target(s), and downloaded to all inventory beacons (technically, the setting BIBMPVUEnableScanning=true setting is added to the BeaconSettings.xml file, which embodies the change to inventory beacon policy). By default, the inventory beacons are updated every 15 minutes, an interval you can modify in the **Beacon settings** section of the **Inventory Settings** page (**Discovery & Inventory > Settings**).

4. As each installed FlexNet inventory agent requests its latest policy, each inventory beacon updates any instances from which a request was received (that is, policy updates are not restricted by the subnets assigned to each inventory beacon).
5. This policy update triggers the installed FlexNet inventory agent to check for changes to the hardware configuration on the device where it is installed, and to report any changes in a hardware inventory file uploaded on the schedule you selected (the IBM requirement is every 30 minutes).

- By default, an inventory file is uploaded only when there is a change in a relevant hardware property.

- Each device also has a blacklist of hardware properties for which changes do not trigger an inventory upload. If need be, you can customize the list of ignored hardware changes (provided that you do not conflict with your amended license from IBM). For details, see Advanced Agent Configuration.

- If there is changed hardware, but a transient failure causes the resulting inventory upload to fail, the archived inventory file (.ndi.gz) is stored locally on the inventory device. Further hardware changes in the same day overwrite this stored data with the latest inventory; but more typically, every 30 minute check finds no further hardware change, and the stored inventory archive persists until the uploader component (ndupload) of the FlexNet inventory agent attempts a scheduled catch-up overnight.

Note: The uploaded data is time-stamped at the date and time it is resolved into the inventory database, not at the time the inventory was collected on the target inventory device. Network up-time is a valuable asset in this mode.

- On Hyper-V hosts and Solaris global zones, the locally-installed FlexNet inventory agent uploads details of the guest VMs managed by the host.

6. The uploaded hardware inventory data travels up through the hierarchy of inventory beacons to the central application server, where it is immediately resolved into the inventory database.

7. On the same high-frequency schedule, appropriate inventory beacons remotely access your VMware virtualization hosts, and check for any changes to VM hosting. Any relevant inventory is also uploaded to the application server and resolved into the inventory database. (This inventory rule uses a separate, hidden, and automatically-maintained target of all relevant VM hosts identified from the All Discovered Device listing.)

8. At your chosen interval (normally once every 30 minutes), the IBMPVULicenseUpdate task is triggered by the batch scheduler on the central application server (or, in larger multi-server implementations, your batch server).

9. While the high-frequency calculation for IBM PVU licenses uses the latest hardware and VM inventory staged in the inventory database, it is unlike a full license calculation process because it does not update the compliance database with these inventory results (and therefore any recently-uploaded hardware changes are not displayed in the web interface as a result of this high-frequency process — as usual, the latest inventory changes are visible only after the next full inventory import, normally part of the next full compliance calculation). Nor does it recalculate the links between inventory devices and licenses, visible in the Consumption tab of the license properties. Instead, the high-frequency calculation relies on the following:

- The links between inventory devices and IBM PVU licenses that were determined in the most recent full license reconciliation (which in this mode must happen once a day, and happens, by default, overnight).

- Exemptions for specific devices are handled in two different ways, depending on how you created the exemptions:
The role-based exemptions given to certain devices, that were in place at the most recent full license reconciliation are used (role-based exemptions made after the last full reconciliation are ignored). The roles granted exemption are recorded in the license properties on the Use rights & rules tab, and the assignment of an individual inventory device to a Device role happens in the General tab of the inventory device properties.

Individual exemptions for inventory devices set on the Consumption tab of the license properties, unlike role-based exemptions, are taken into account whenever they were made, including those made after the last full license reconciliation.

- Any individual allocations of devices to licenses that force consumption made by an operator through the web interface are always used, including those made subsequent to the last full license reconciliation. There are two ways that allocations can force consumption:
  - On the Consumption tab of the license properties, you can make a permanent allocation to a device, which always consumes an entitlement regardless of any inventory results.
  - You can make an ordinary allocation (Allocated) in the same location, while on the Use rights & rules tab of the same license properties, in the License consumption rules section, the check box Allocations consume license entitlements is selected.

Only allocations that force consumption are taken into account in this way: ordinary allocations (without the Allocations consume license entitlements check box selected), and those Awaiting inventory, come into play only after the next full license reconciliation.

10. FlexNet Manager Suite then calculates a new points consumed figure for the existing IBM PVU licenses that takes into account the latest available hardware changes and VM details. Like the changed hardware details themselves, this calculation is not reflected in the web interface (specifically, neither the Raw consumption nor Calculated consumption on either of the Compliance or Consumption tabs of the license properties is updated. These are updated only by full compliance calculations.)

11. The new consumption figure is compared with the current value of the Peak consumed field on the Compliance tab of the license properties:

- If the new figure is less than or equal to the previous peak high-water mark, no change is made to the consumption values in the web interface. (You can check the System Tasks page to check the success of Reconciliation for IBM PVU tasks.)

- If the new figure is greater than the previous peak, the value of Peak consumed is updated to establish a new high-water mark.

Tip: Because you are now in high frequency scanning mode, consumed points for IBM PVU licenses calculated by ILMT are no longer used to calculate license consumption within FlexNet Manager Suite. However, while ILMT remains available as an inventory source, the consumed points imported from ILMT are available for comparison in the ILMT and FlexNet Manager License Positions report (in the License Compliance, Compliance group when you are in Reports mode), which can compare the sub-capacity consumption calculated by ILMT with the current calculations by FlexNet Manager Suite.

12. For IBM PVU licenses, the value of Peak consumed is always reflected on the All Licenses page in the Consumed column, being the license metric of interest to IBM for this license type. (If the peak value is updated while the All Licenses page is open in another tab, you may need to force a refresh of that
browser tab [Ctrl + F5] to update the performance-related data snapshot that is populating the license listing.)

13. Once per day, the full license reconciliation process is performed:

a. Software data and hardware data from all inventory sources are imported and merged. For accurate merging, it is critical in this mode that FlexNet inventory is registered as the primary data source.

b. The optimal assignments of installed software to available licenses are calculated.

c. For every inventory device now linked to an IBM PVU license, the FlexNet process now calculates two consumption figures:
   - The full capacity consumption by that device for the license
   - The sub-capacity consumption for the device. (For stand-alone physical devices that are not eligible for sub-capacity calculations, this is a duplicate of their full capacity figure.)

d. Consumption is then summed, taking into account the settings in the license properties sheet, on the Use rights & rules tab, in the Rights on virtual machines and hosts area:
   - If the radio button Always use full capacity license calculations is selected, the full capacity consumption figure is used for every inventory device.
   - If the radio button Use sub-capacity license calculations where available is selected, for every device where inventory was collected by the full (and up-to-date) FlexNet inventory agent locally installed, the subcapacity consumption is included in the summing process. For inventory devices found in any other source, the decision rests on the additional check box:
     - If Allow sub-capacity licensing for sources other than approved IBM tools and FlexNet Manager Suite is clear (not selected), the figure used for inventory devices from other (non-approved) inventory sources is their full capacity number.
     - If Allow sub-capacity licensing for sources other than approved IBM tools and FlexNet Manager Suite is selected (checked, or ticked), the figure used for each inventory device linked to this license is its subcapacity number.

Important: Use this setting with care. It is not normally an option approved by IBM. If you have due cause and approval for this setting, be sure to archive written justification that can be provided in an audit.

e. The sum of consumption across devices for the license becomes the new Raw consumption figure, and is compared with the current value of Peak consumed value. If the new figure is greater than the previous peak, the value of Peak consumed is updated to establish a new high-water mark (that is, the peak value is updated as required by both the high-frequency hardware inventory check and the full compliance calculation).

14. As a business process, regularly check IBM PVU licenses for any new devices in the Consumption list, and ensure that any applicable optimizations are applied promptly.

For example, suppose your Peak consumed value has been tracking for some time at 100. You run up a new warm standby system, after which the next inventory and license reconciliation show an increased Peak consumed value. Apply the necessary exemption to the new server in the Consumption tab, and then edit the Peak consumed value to its steady-state value of 100. Validate that the value is correct after
the next compliance calculation. On no account should the Peak consumed value be edited to anything lower than the value shown in the most recent monthly or quarterly report snapshot.

15. At the end of each reporting period (typically a month, but at most a quarter), access each of the following reports or data views:

- **Reports > License Compliance > Licenses > IBM PVU License Consumption**: Lists the software covered by IBM PVU licenses and the license consumption resulting from inventory imports.

- **Reports > Discovery and Inventory > Inventory > IBM PVU Overridden Inventory**: Lists computers consuming from IBM PVU licenses where the computer inventory has been manually modified. As noted below, you may need documentary support for each change.

- **Reports > Discovery and Inventory > Inventory > IBM PVU Out-Of-Date Inventory**: Lists computers with incorrectly configured FlexNet inventory agents, or those for which there has been no inventory gathered in the previous time interval you select for the report.

- **Management > License Compliance > All Licenses**, filtered by License type = IBM RVU: Lists consumption for RVU licenses, which may also be required as part of an audit of PVU licenses, to validate appropriate use of license types.

- **Management > License Compliance > Unlicensed Installations**, filtered by Publisher = IBM: Lists installations of IBM software for which an applicable license has not been identified.

Further details about archiving materials for IBM are available in Reporting to IBM.

16. Optionally, after each set of reports is archived safely, you may choose to manually reset the Peak consumed value of each IBM PVU license to zero. Your historical peak is recorded in your IBM reports; this reset allows you to compare your peaks in different reporting periods. These may, for example, take account of recently-recorded bundling or device exemptions.

## Applying for IBM Approval

IBM acceptance is required if you intend to use FlexNet Manager for IBM as a sub-capacity reporting alternative to ILMT. Because this is a well-established requirement, IBM provides a formal registration and contract amendment process.

**Tip:** If you believe that you already have agreement from IBM but cannot produce the written contract modification, it is best practice to confirm with IBM that they have you registered in this relatively new process.

### To apply for an IBM license variation:

1. Obtain the PDF document *Amendment to the International Passport Advantage Agreement*:

   a. Advise your IBM account team that you wish to use FlexNet Manager Suite in place of ILMT for sub-capacity calculations for IBM PVU licenses.

   b. Your IBM account team raise your request with the IBM Compliance / License central office.

   c. The IBM Compliance office send you the current version of this amendment document.
Tip: The request through the account team (as described above) is the approach preferred by IBM as of this writing. If there are roadblocks, an alternative path is to email your request to CLREG@us.ibm.com.

The amendment, which is effective only when signed by all parties:

- Allows use of FlexNet Manager Suite release 2015 R1 or later (this documentation is for release 2018 R2), which you must keep properly installed, configured and maintained at all times
- Gives IBM or its third-party partner the audit right to validate that installation and configuration
- Requires a minimum scan frequency of 30 minutes
- Allows you to gather inventory with the FlexNet inventory agent or by integrating with ILMT, TADd, or IBM Big Fix
- Specifically excludes any other third-party inventory tools.

2. Complete and sign the form, and if necessary scan it for electronic delivery.

3. Have your Project Manager attach a written acknowledgment that the requirement for 30 minute scanning frequency has been communicated and understood.

4. Email the two completed documents to CLREG@us.ibm.com.

5. Await your approval from IBM.

Tip: If you feel that there are unreasonable delays, you may alert your Flexera representative, who can check through our Alliances team for further information. If you do not receive this approval from IBM, you must either:

- Use only ILMT for sub-capacity IBM PVU licensing
- Use full capacity licensing for IBM PVU licenses.

6. Archive the countersigned agreement for safekeeping and possible use in a future audit.

One possibility is to create a contract record in FlexNet Manager Suite, and attach the PDF to the Documents tab of the contract properties.

Configuring Regions for IBM

To prevent ‘follow-the-sun’ licensing, IBM requires that you separately license target devices in each of three regions that it defines:

- Region 1: North America and South America
- Region 2: Europe and Africa
- Region 3: Asia and Australia.

The best way to achieve this is to configure locations (a type of enterprise group) to represent IBM’s regions. These locations can then be used to ‘scope’ each license, and each device, and optionally each purchase (if you want to report regional consumption against regional purchases) by the appropriate enterprise groups. Of course, you may also set up an entire structure of locations, where a region contains countries that contain states that contain cities that contain offices that are part of your enterprise. The level of sophistication you implement...
is entirely up to you: in all structures, FlexNet Manager Suite rolls up the purchase and consumption data to provide correct regional total for your reporting to IBM.

**Note:** You cannot separately control the change-over from ILMT to FlexNet Manager Suite one region at a time. While you need to report by regions, your entire enterprise gets its points consumed results from one source or the other, and makes the change-over at the same time.

This summary assumes that you do not already have appropriate locations specified.

**To create a region-based enterprise structure:**

1. In the web interface of FlexNet Manager Suite, navigate to Enterprise > Locations.
2. In the Actions column of the Locations row, click the + icon.
   
   A new row appears, with editable fields for the Name and Description columns.
3. Type new values in these two fields.
   
   For example, your first entry may be:
   
   • **Name:** IBM Region 1: Americas
   
   • **Description:** Licensing roll-up for IBM PVU license management.
4. When satisfied, hit Enter in either field, or click the blue disk (save) icon at the right end of the row.
5. Repeat to create the remaining two top-level regions.
6. Optionally, locate these regions again (they may be in a later page than is currently displayed, so click through the pages to find them again — if you search, you change the tree into a flat list, and can no longer add child locations until you revert to the unfiltered page display), and in each of their rows in turn, click the + icon to add child locations within a region. Repeat as often as needed to create your initial hierarchy of locations that roll up into the IBM regions.

This structure may now be applied to any local purchases, to the licenses you are about to create (see Configure Appropriate Licenses), and to your inventory device records (editable in the Ownership tab of the inventory device properties). For example, to set a single regional location value for many inventory devices at one time:

1. On a suitable inventory listing (such as the All Inventory page), search and filter to an appropriate set of devices.
2. Make sure that all the displayed devices are of the same type. For example, filter the Inventory device type column to a single value (say, VM Host).
3. On the left, select the devices that belong in the same location (but do not mix rows where the Connection name is blank with others where it is non-blank).
4. Click Open to display a property sheet of properties common to the selected devices.
5. Select the Ownership tab, and enter (or search for) the common location for these devices.
6. Click Save, and repeat as required for other groups of inventory devices.
Configure Appropriate Licenses

Naturally, you require appropriate license records of type IBM PVU for all relevant IBM software. Less self-evident is that the license(s) must be operational (that is, have consumption recorded against them) before you can configure them to meet IBM’s special requirements for high-frequency scanning. This makes it convenient to have the license(s) in place before you collect your first (or next) inventory from the computers running the relevant IBM software. In this way, the initial inventory collection and license reconciliation can immediately make your IBM PVU license(s) operational, showing consumption against the linked application(s), and enabling the special configuration required for sub-capacity licensing.

You may already have licenses in place, for example if they have been created automatically based on data imports from your ILMT server.

Tip: If you deleted a license record that had been created to match imports from ILMT, this license is not recreated on subsequent imports from ILMT. If you need to ‘recover’ this license, create it manually.

If you do not yet have the licenses in place, you can create them in any of the usual ways. Best practice (described here) is to drive license creation through your purchase records, since this provides an acceptable audit trail of your entitlements, and allows automation to configure many of the product use rights on the license for you. This is particularly powerful if you have the correct SKU (stock keeping unit) identifying codes for the IBM products you purchased. One example is that, when the correct SKUs are available, FlexNet Manager Suite defaults to creating full-capacity licenses for applications that are ineligible for sub-capacity licensing (whereas, when creating a license manually, you have to select the appropriate full capacity or sub-capacity template for the application, perhaps making use of IBM’s Passport Advantage Sub-capacity Licensing Eligible Product Statement).

However, creating licenses from purchase records is not mandatory, and you may proceed in other ways, such as manually creating license records and linking purchase records to them later. (To create a license manually, navigate to License Compliance > Create a license, and see Creating a License in the online help.)

Important: Keep in mind that IBM requires separate licensing and reporting in each of the major IBM-defined regions:
- Region 1: North America and South America
- Region 2: Europe and Africa
- Region 3: Asia and Australia.

If your enterprise consumes IBM PVU licenses across more than one of these regions, the best way to manage this is to:

1. Ensure that you have set up enterprise groups based on location that can roll up into the appropriate IBM regions. (If you do not use locations for other purposes, it may be sufficient to set up just the top three, one per region.) For details, see Configuring Regions for IBM.

2. Replicate each IBM PVU license across each region (using the license name as a highly-visible marker to differentiate the region-based licenses).

3. Use the Restrictions tab on each of the licenses to scope its consumption to the appropriate region.

4. Assign the inventory devices consuming PVU points to an appropriate enterprise group (location), as noted at the end of Configuring Regions for IBM.
Consumption is then automatically calculated for each of the regional licenses. Any consuming device that has not been scoped to a suitable region appears in the Unlicensed Installations page. (Alternatively, you might provide a fourth, unrestricted license as a ‘safety net’ to catch unscoped devices, with the goal that this license always shows zero consumption.)

One additional factor to consider is whether to create single product or multi-product licenses (the latter are used to track software bundles). If your licenses were created automatically to match imports from ILMT, bundles are (by default) automatically matched. This is also the case if your purchase includes a SKU that identifies a bundle. A multi-product license shows applications in the Applications tab that list multiple values in the Product column (which is why it is called a multi-product license); and the Use rights & rules tab is also configured differently, showing the use rights for each product, including whether each one is primary or supplementary. Supplementary products can be configured so that they do not consume license entitlements, being covered by the licensed primary product. If you are manually configuring license use rights and restrictions, a useful resource is the License Information Document (LID) for your product. You can search for these LIDs on the IBM’s License Information Document Search page.

To create licenses by processing purchases (summary):

1. Do one of the following:
   - Import purchase records from your purchasing system using a business adapter (see the chapter on for details).
   - Download your detailed Order History from IBM Passport Advantage, and import it (navigate to Data Inputs > Business Data > One-off upload, and see Purchase Order Upload in the online help).
   - Create a spreadsheet of purchase records, and import the spreadsheet (similar place in FlexNet Manager Suite, and described in the same help page). This approach is strongly recommended if you want to clone purchases across the IBM regions, as you can duplicate rows in the spreadsheet, adjust the location value (and perhaps quantity), and import all the related purchases already scoped to the IBM regions in a single import.
   - Create a purchase record manually (navigate to Procurement > Create a Purchase, and see Creating a purchase in the online help).

   In all cases, be sure to secure the documentary evidence of your purchases against the possibility of a future audit. (One possibility is scanning the original purchase document and attaching the scan to your purchase record using the Documents tab of the purchase properties.)

2. Navigate to Procurement > Unprocessed Purchases, and select your new purchase record(s) there.

3. Click Recalculate to generate recommendations for processing the selected purchase(s). If you are happy with a recommendation, select that row and click Accept.

   If there are no recommendations (perhaps because you do not have a SKU and have not previously processed a similar purchase), select the purchase and click Process to step through the processing wizard instead.

   At the end of purchase processing, your purchase has been linked to an appropriate license. If your purchase record included a known SKU, most of the product use rights on the license have been configured for you. Typically, the license properties are now open.
4. In the properties sheet of your IBM PVU license, select the **Restrictions** tab, and search for some common text from your locations representing IBM regions (for example, search for IBM if you set up the recommended region names).

5. From the listed results, select the correct region for this license, and click **Add groups**.

   The region appears in the list of **Scope restrictions**. This prevents devices or users with different scope from consuming from this license.

6. In the properties sheet of your IBM PVU license, select the **Use rights & rules** tab, and expand the section **Rights on virtual machines and hosts**.

7. For sub-capacity licensing, make sure that **Use sub-capacity license calculations where available** is selected.

   **Tip:** Not all software is eligible for sub-capacity licensing. Check the terms of your original license agreement. (When a particular license is for an application that requires full capacity licensing, instead select **Always use full capacity license calculations** for this license.)

8. If you plan to use any exemptions based on device roles, stay on the **Use rights & rules** tab, expand the section **Exemptions**, and select any device roles for which the license agreement allows a license-free installation.

   Later, when device inventory has been collected, you can assign the correct roles to appropriate inventory devices (see **Set Up and Collect Inventory, and Reconcile**). When the roles are correctly configured, FlexNet Manager Suite automatically exempts the appropriate devices from license consumption. (An alternative approach, adding individual exemptions directly in the **Consumption** tab of the license properties, has already been described in **Additional Transition Steps**.)

   **Tip:** In an audit, you may be asked to substantiate these settings. A helpful audit trail may be, in the license properties, to add comments in the **Notes** on the **Identification** tab, or attach a scan of the relevant part of the license agreement to the **Documents** tab.

9. Check the **Applications** tab of the license properties to ensure that the IBM application you are expecting is linked to the license.

   This must be an application for which you expect to see an installation record after your forthcoming hardware and software inventory. The license must have a linked application for which entitlements are being consumed after the next inventory import and license consumption calculation.

10. In the **Identification** tab, customize the name of the license so that when it appears in other lists, you can easily identify the region it applies to.

    For example, you could add a suffix such as NaSA, EMEA, or APAC to the license name to identify its applicable IBM region.

11. Above the tabs in the **License Properties** page, click **Save** to store all your edits in the database.

12. Loop back to process the next available purchase record. Pay attention to the regions, forcing creation of a new license when the purchase region differs from region of the license proposed because of matching SKUs.

   Whether by this process or one of the alternatives, you should end up with at least three IBM PVU licenses per product, one for each IBM region; and each should be linked to at least one purchase that provides the initial
stock of entitlements. You may link additional region-based purchases to these licenses at any time, reflecting your license purchases from IBM (or its dealers).

Advanced Agent Configuration

By default, the FlexNet inventory agent is correctly configured when you turn on high-frequency mode for calculating sub-capacity consumption of IBM PVU licenses (for details, look ahead Turn on High-Frequency Mode, but do not omit the intervening topics before turning on).

For special circumstances, you may wish to change the default behavior around the checking of hardware inventory, as described below. To understand those preferences, it is also helpful to know the default command line used for the FlexNet inventory agent in high-frequency mode.

Command line

The frequent hardware scanning relies on a custom command line for the installed FlexNet inventory agent. This command line cannot be altered. It uses the options shown in the following example:

```
ndtrack.exe -o WMI=true -o Hardware=true -o ManageSoftPackages=false -o MSI=false -o PlatformSpecificPackages=false -o Software=false -o TrackProductKey=false -o IncludeRegistryKey= -o IncludeDirectory= -o EmbedFileContentDirectory= -o OnlyGenerateIfHardwareChanged=true -o PerformSymantecSFScan=false -o PerformIBMWebSphereMQScan=false -o InventorySettingsPath=""
```

Enabling uploads only on hardware change

The option OnlyGenerateIfHardwareChanged controls whether the hardware inventory is scanned for changes since the last report, or always uploaded. It is set to true in the command line above to minimize network traffic for additional uploads of hardware inventory. For more information, see the preference listing in the Gathering FlexNet Inventory PDF file, available through the title page of online help.

Blacklisting irrelevant properties

The option HardwareChangesClassPropertyBlacklist identifies hardware properties that should be ignored in the check for hardware changes (that is, these values may change without triggering an upload of hardware inventory for this computer). This option has no effect if OnlyGenerateIfHardwareChanged is false.

The option has a string value made up of semi-colon-separated WMI classes. Each entry may be a simple class name, or a class name with trailing class property/properties (using a dot separator).

The option and its value may be stored in the Windows registry or, for UNIX-like platforms, in the config.ini file. It takes effect from there because it is not being overridden in the command line shown above. (For more details, see the preference listing in the Gathering FlexNet Inventory PDF file, available through the title page of online help.) If the option is not specified, the following default value is automatically used (wrapped here for readability):
Set Up Virtual Inventory Tracking

IBM's requirements include that you can track movement of any relevant virtual machine when it moves between hosts. To do this, you also need to configure inventory gathering on virtual hosts. Three different approaches apply, depending on the methods that FlexNet Manager Suite can use to gather information about guest VMs:

- **Agent on host:** Where data about guest VMs is available to the FlexNet inventory agent locally installed on the host (as is the case with Microsoft Hyper-V), simply deploy the FlexNet inventory agent locally on the server, as you do to all other devices that may run software under IBM PVU licenses. In this case, the virtual host is added to the target All devices consuming IBM PVU points, and is managed on the same high-frequency schedule that applies to all installations of FlexNet inventory agent on devices running software licensed under IBM PVU.

- **Agent on guest:** Where data about the VM/host relationship is available within the VM itself (as is the case for LPARs, vPARs, nPARs, containers and zones), the only requirement is to deploy the FlexNet inventory agent locally on the VM. This also automatically joins the All devices consuming IBM PVU points target and the hidden rule for high-frequency inventory scanning.

- **Direct inventory of host:** For technologies where a locally-installed FlexNet inventory agent cannot access VM deployment details, but where there is an API available that exposes this data, FlexNet Manager Suite automatically maintains a separate target of such targets that require 'direct' inventory collection by an inventory beacon accessing the API. For these, you only need to configure discovery manually, since once a virtual host is discovered, it is automatically added to the (hidden) rule for high-frequency inventory gathering from these devices.

**Tip:** Sufficient functionality for gathering inventory from VMware VirtualCenter or Hyper-V Servers is available within the standard implementation of FlexNet Manager Suite. It is not necessary to license additional products to integrate with the suite. Specifically, neither FlexNet Manager for VMware nor FlexNet Manager for Microsoft are required for this functionality.

**To set up discovery (and the resulting automatic inventory gathering) on virtual hosts:**

1. For Microsoft Hyper-V virtual hosts, install the FlexNet inventory agent locally on the host server. (In addition, you should also install the FlexNet inventory agent in the master image for the VMs, so that these also report relevant software inventory.) For Solaris zones, ensure the FlexNet inventory agent is installed in the global zone, as well as in the non-global zones.
2. For partitioning technologies, ensure that the FlexNet inventory agent is installed locally on each partition. This provides both the inventory results (for software and hardware) and also the relationships between host and guests.

3. For VMware, in the web interface of FlexNet Manager Suite, ensure that every subnet containing a vCenter Server is assigned to an inventory beacon:
   a. Navigate to Discovery & Inventory > Beacons.
   b. Choose the appropriate inventory beacon and click the edit icon on the right-hand end of its data row.
   c. Click the Subnets tab.
   d. Either search for a subnet, or enter the subnet IPv4 address in the Find subnets to add field.
   e. Select one or more subnets, and click Add subnets.

4. Set up the credentials to allow future inventory gathering from vCenter Server (managing ESX servers):
   a. On the appropriate inventory beacon, log in to FlexNet Beacon using an account with administrator privileges on the local device.
   b. Open FlexNet Beacon, and in the navigation bar, select Password management. In the resulting page, click Launch Password Manager.
   c. In the FlexNet Beacon Password Manager, click New, and set up credentials for any vCenter hosts.
      For vCenter hosts, use an Account Type of Account on VMware VirtualCenter. When satisfied, click Apply.
   d. Repeat for any other virtual hosts accessible from this inventory beacon (or any others). Be sure that you can reach all hosts that a relevant virtual machine can possibly move to.
   e. When credentials have been established for all necessary virtual hosts, click Exit to close the Password Manager; and you may also exit FlexNet Beacon.

5. Back in the web interface, set up a target that covers all relevant hosts for virtual machines.

   Once the virtual hosts are discovered, FlexNet Manager Suite automatically maintains a separate target of all relevant 'direct inventory' virtual hosts, and automatically runs an inventory check on them at the same frequency that you specify for IBM PVU license peak calculations. To seed this process, you first need to ensure discovery of all VMware vCenter virtual hosts.
   a. Navigate to Discovery & Inventory > Discovery and Inventory Rules, click the Targets tab, and click Create a target.
   b. Provide a useful Target name and Description that will assist your future maintenance.
      For example, PVU Virtual Hosts and Initial Discovery may help you identify this target for ongoing management. For example, since this target is used for discovery only, you may wish to leave the related rule running once a day into the future, so that it automatically picks up any new VMware vCenter hosts, and automatically integrates them into the high-frequency scanning protocol.
   c. Use the Define machines to target controls to specify the target virtual hosts (or the subnets in which they are connected). Add as many definition lines as required to cover all applicable virtual hosts. See the help for that page for further details.
d. For the Adoption options, choose Do not allow these targets to be adopted.

A locally-installed FlexNet inventory agent cannot access the management APIs necessary for tracking VMs. Instead, this target is used to specify direct inventory gathering, where an inventory beacon remotely accesses the hypervisor for data about the VMs it manages.

e. When satisfied, click Create to save the target definition.

6. Create an action to trigger discovery of the targeted virtual hosts:

a. Switch to the Actions tab, and click Create an action.

b. Give your action a unique Name, and a Description that assists your future maintenance work.

For example, Virtual host discovery and Use this daily to capture any newly deployed virtual hosts where IBM PVU licenses may be consumed.

c. For Action type, select Discovery only.

After discovery, a separate (hidden) target is automatically maintained for inventory collection from discovered servers on the appropriate frequency.

d. Under Discovery of devices, choose your preferred method(s) to identify the host servers.

For most networks, you can use an ICMP echo test (ping) to specified ports by selecting Network scan and nominating one or more ports. If your VMware vCenter server(s) run on Microsoft Windows Server, you might choose (either instead or as well) Microsoft Computer Browser Service.

e. Under Discovery actions, expand VMware infrastructure, select Discover VMware infrastructure, and add/edit ports if required.

f. Click Create (scroll down to the bottom right corner of the page) to save the action definition.

7. Combine the target and action into a rule, and schedule its initial execution.

Keep in mind that this rule exists only to seed automatic processes that take over at the right time. Specifically, you need this rule to succeed only once for each new set of target virtual hosts. This is not a rule you need to schedule every 30 minutes.

a. Switch to the Rules tab, and click Create a rule to open the Rule builder area.

b. Switch back to the Actions tab (or click an Actions hyperlink in the rule builder), scroll to find your saved action, and at the right-hand end of its row, click Add to rule builder.

Because a rule may have only one action, all Add to rule builder buttons are now disabled, and a label for your chosen action appears in the rule builder.

c. Switch to the Targets tab (or click a Targets hyperlink in the rule builder), scroll to find your saved target, and at the right-hand end of its row, click Add to rule builder.

Notice that this time, you may insert more than one target into the rule.

d. In the rule builder, click Schedule, and nominate your preferred schedule for this rule.

Suggestion for the initial discovery:

• Frequency: As soon as possible
Commence within: 10 minutes.

After the initial discovery, you may prefer to change this schedule to once daily at a quiet time, just as a safety net to catch additional hosts that may be deployed in future.

e. In the rule builder, click Save as, and provide a Rule name that will remain meaningful in a long list of rules.

f. Ensure that the next field displays Enabled, and click Save.

The following steps now occur:

- A new policy for inventory beacons is prepared and downloaded soon (by default within 15 minutes, although this interval may be customized by navigating to Discovery & Inventory > Settings and scrolling down to the Beacon settings section).

- The policy is downloaded to all operating inventory beacons, each of which checks to see whether your rule needs to be executed by it (that is, whether there is any overlap between its assigned subnets and the target[s] declared in the rule). Unaffected inventory beacons, of course, ignore the policy change.

- Each affected inventory beacon applies your schedule, then (on schedule) triggers the action specified in the rule. Depending on subnet sizes, it may take a little while to complete the discovery process.

- Finally, the resulting discovery (.disco) files are uploaded to the central application server, and resolved into the inventory database. There they wait until the next full inventory import and license reconciliation, which happens by default overnight (although an operator in a role with Administrator privileges may trigger one sooner).

- After that, the discovered VMs and their hosts are visible in the All Discovered Devices page, and the automatic maintenance of special hidden targets and automated rules are ready to run as required (once you turn on high-frequency mode, as described in Turn on High-Frequency Mode).

- Thereafter, inventory is gathered from the target hosts automatically on the high-frequency schedule you enable.

Check Schedule and Primary Source

In high-frequency mode where FlexNet Manager Suite is responsible for your sub-capacity calculations on IBM PVU requirements, there are two mandatory requirements for inventory gathering:

- FlexNet inventory must be your primary inventory source. This means that other sources may be used to fill gaps where you have not installed the FlexNet inventory agent (or any of its related forms, such as the lightweight FlexNet Inventory Scanner); but none of these other sources can ever overwrite the data collected in FlexNet inventory.

- The schedule for your full inventory import and license reconciliation must run daily. It does not matter what time of day you choose to run this import and compliance calculation (the default is to run it overnight); but it must run once each day.

The default settings are satisfactory for high-frequency mode, but it is worth a quick check to validate that no one has modified these defaults before commencing high-frequency operations.
To check the daily inventory schedule and source priority:

1. On your central application server (or, in a larger, multi-server implementation, on your batch server), open Microsoft Task Scheduler and check the schedule for the Inventory import and license reconcile task. The default value is 2am daily. Any daily schedule that suits your business processes is adequate.

2. Navigate to the system menu (in the top right corner), choose Data Inputs, and in the resulting page, select the Inventory Data tab. This page lists all known inventory sources.

3. Locate the source named FlexNet Manager Suite (which covers FlexNet inventory), and ensure that on the right-hand end of its header row, there is a disabled button displaying Primary, marking it as the primary data source for inventory collection and data merging. If not, click the Make primary button for this row.

You may also click in this header row to reveal more details about FlexNet inventory collection.

You may close the Data Inputs page. Everything is now in place to use an initial inventory collection to seed the automatic processes for high-frequency mode, as described next.

Set Up and Collect Inventory, and Reconcile

The IBM approval for using FlexNet Manager Suite for sub-capacity license calculations is dependent on you using the full FlexNet inventory agent, locally installed on each IBM server (that contains software with IBM PVU licensing), for high-frequency inventory gathering.

As well, operation of two hidden (and automatically maintained) targets for inventory gathering requires that discovery and inventory processes have run at least once, so as to provide 'seed' data to start the automated processes.

To help meet these requirements, this process summary covers deploying the FlexNet inventory agent, and triggering the first inventory upload and license compliance calculation. Also take note of the requirement for the full import and license reconciliation process to run on a daily schedule.

To initiate inventory collection:

1. Install the FlexNet inventory agent on each IBM server.

   You may achieve this through your preferred method, as described in the Gathering FlexNet Inventory PDF file, available through the title page of online help:
   • You may use the built-in 'adoption' process (see the topic Automated Adoption Summary in the above document)
   • You may use an alternative deployment technology of your choosing (for which, start with the topic Self-Managed Deployment: Collecting the Software in the same document)
   • You can even deploy by hand, if you so choose.
Important: Be sure to deploy the entire FlexNet inventory agent, and not just a subset of executable files.

In those processes, you identify (usually in a bootstrap or configuration file) the inventory beacon to which each installed FlexNet inventory agent should initially report.

2. Wait.

The installed FlexNet inventory agent contacts its preferred inventory beacon, and downloads its default policy. This includes gathering standard hardware and software inventory (but not tracking application usage, which is not required for IBM PVU licenses). The default policy also distributes the standard schedule for inventory collection. You can see the schedule settings in the web interface of FlexNet Manager Suite by navigating to Discovery & Inventory > Settings and reviewing the Agent inventory schedule section. The default is that the FlexNet inventory agent collects inventory at a random time within a one hour window, commencing at 5:45am local time on the target inventory device. As soon as the inventory collection is completed, the data is uploaded to the inventory beacon. Once successfully staged on the inventory beacon, it is uploaded to the central application server (and there is an overnight catch-up scheduled upload to recover from any temporary network problems). On the application server, a web service receives the file and resolves it into the inventory database (or, if the web service is overloaded, temporarily saves the file in the Incoming folder, and then imports it to the inventory database as soon as possible). Once staged in the inventory database, the data is included in the next full inventory import and license consumption calculation, which by default runs at 2am daily. In short, using the default schedules, if you install the FlexNet inventory agent today, you can expect to see first results of the automated processing the day after tomorrow.

If the automated processes are not fast enough for your current requirements:

a. Log into the target server using an account with local administrator privileges. (A target server is any one that may run software licensable under an IBM PVU license.)

b. Start a command line window using the Run as administrator option.

c. Issue the following commands:

   • On Microsoft Windows servers:
     ```
     ndschedag -o ScheduleType=Machine
     ```
     In the pop-up window that appears, run Generate Inventory.

   • On Unix-like servers (such as AIX):
     a. Open the file `/var/opt/managesoft/scheduler/schedules/sched.nds` with a text editor.
     b. Find the line that defines the inventory collection event in the file, and copy the `eventId` associated with the event.
     c. Complete the following command line, pasting the `eventId` on the command line inside double quotes: `ndschedag -x "eventId"`
     d. Wait about 20-30 minutes for the inventory gathering, upload, and resolving process to complete. (This resolution is into the inventory database.)
e. As an operator in the Administrator role, in the web interface for FlexNet Manager Suite, navigate to License Compliance > Reconcile.

f. Clear the check box for Reconcile all publishers, and use the search control that appears to select IBM and Add publisher.

g. Select the check box for Update inventory for reconciliation (only available to operators who are members of the Administrator role).

This is the switch that causes your uploaded inventory, waiting in the inventory database, to be imported for the license calculations.

h. Click Reconcile.

The license reconciliation process is scheduled, and runs as soon as the batch processor is free.

i. On the right-hand side, Ctrl+click View more in System Tasks.

The System Tasks page opens in a new tab. You can expand the entry for your process, and see separate rows for Import inventory devices and Reconcile licenses. The page refreshes automatically, or you can update the page with a manual refresh action.

When the import is completed, and license consumption has been calculated (in the reconciliation process), you can inspect the license(s) you created in Configure Appropriate Licenses and see the relevant inventory devices listed on the Consumption tab of the license properties.

3. Manage exemptions applicable to any inventory devices.

In Configure Appropriate Licenses, you set up the license exemptions for any device roles permitted in the license agreement. Now it is time to configure the matching device roles on any applicable devices:

a. In the Consumption tab of the appropriate IBM PVU license, locate any inventory device that requires an exemption.

b. Ctrl-click the name in the Device column.

The inventory device properties open in another browser tab. Alternatively, you can click the Open button, in which case the device properties page replaces the license properties.

c. In the General tab of the inventory device properties, select the appropriate value from the Device role drop-down, and click Save.

From the next full compliance calculation, this inventory device will no longer consume from this license (nor from any other license that allows exemptions for the same role). It remains linked to this license (in the same way as if you had made an allocation), but its consumption is zero. If you return to, and refresh, the Consumption tab of the license properties, the selected reason is displayed in the Exemption reason column.

4. Visit each new IBM PVU license (for which this is the first inventory import and license consumption calculation).

a. Review any individual device exemptions on the Consumption tab, adjusting as necessary.

b. Manually reset the Peak consumption to zero to start counting the optimized consumption from the next license reconciliation. This marks the official start of your peak tracking period. (Ideally, complete this adjustment on the same day that you turn on high-frequency sub-capacity calculations.)
The license is now functional, with at least one attached application that is showing consumption after the initial inventory import. It is now possible finally to turn on high frequency scanning to track peak usage. However, note that best practice requires that you complement the 30-minute high frequency checks with a daily full import and license compliance calculation, since:

- The high frequency checks rely on data from the full compliance process (as described in Operation in High-Frequency Mode)
- This provides for timely uptake of any new devices that are added to IBM PVU license consumption, which naturally may affect peak consumption figures.

A daily full import and reconciliation is the default schedule; and you may check and adjust your settings as follows.

5. Confirm that a full import and license compliance calculation is performed daily:

   a. Navigate to the system menu (in the top right corner), and select System Settings.
   
   b. Select the Inventory tab.
   
   c. Scroll down to the section Managing the processing queue for imports and reconciliation.
   
   d. Ensure that the following settings are in place:

      - **Frequency:** Daily
      - **Every:** day
      - **Schedule after:** (say) 11:00 pm (you may spin up an appropriate time, based on your other scheduled activities, such as inventory imports from third-party sources).

   e. If you have made changes, click Save (in the bottom right corner).

### Turn on High-Frequency Mode

Armed with your amended license from IBM, and with data flows established and populating at least one IBM PVU license (so that you can be sure that hidden targets are initialized), you are ready to switch into high-frequency mode for calculation of sub-capacity consumption using FlexNet Manager Suite as the source of calculations.

Because of the times required for all processes to reach production conditions (as described below this procedure), it is good practice to make this change at the start of a weekend when you expect the environment to be stable. This allows 48 hours or more for the switchover to stabilize.

Setting **Enable frequent hardware scanning for IBM PVU license calculations**, as described below, has the following effects:

- Adds the All devices consuming IBM PVU points target to the list of targets available for IBM PVU-related hardware scans
- Enables remote scans by appropriate inventory beacons of all known VMware vCenter servers
- Enables frequent hardware scanning of all target inventory devices where the FlexNet inventory agent is locally installed, as required by IBM (this setting is distributed to the installed FlexNet inventory agents
through the inventory beacons, which in turn receive it through the BIBMPVUEnableScanning=true setting in the BeaconSettings.xml file.

- Enables the high-frequency specialized license reconciliation process that updates the Peak consumption field on the Compliance tab of the properties for all IBM PVU licenses
- Prevents the import of points consumed from ILMT, where this remains available as an auxiliary inventory source
- Reveals additional settings in the web interface, as described below.

To configure higher frequency processing for IBM PVU licenses:

1. Navigate to Discovery & Inventory > Settings, and scroll down to the IBM PVU scanning section.

   Tip: If you cannot see this section, check that you have licensed the FlexNet Manager for IBM product.

2. Select the check box Enable frequent hardware scanning for IBM PVU license calculations to reveal the additional controls.

3. In the Perform extra inventory scanning every time-interval drop-down list, choose 30 minutes. This is the setting required by IBM. Other values are available for testing and development. Notice that this one control sets the frequency for all of:
   - Hardware inventory checks by the installed FlexNet inventory agent on target inventory devices
   - Virtualization checks
   - Peak consumption calculations and possible update (when new high-water marks are reached).

4. Ensure that the check box Perform remote scans against all known VMware vCenter and Oracle VM Manager servers is selected. This is the control that turns on use of the hidden rule for direct inventory gathering from these servers, as well as automatic maintenance of the hidden target, derived from the list of discovered devices, that is used for that rule.

   Note: Although Oracle VM Manager servers are scanned for changes, all calculations for VMs on these servers are full capacity calculations. This is because currently IBM accepts Oracle VM servers only on SPARC and UltraSPARC architectures for sub-capacity consumption, and FlexNet Manager Suite supports Oracle VM servers only on x86 platforms.

5. Click Save.

   This allows for a special, automatically maintained target to be added to the next control on the page. Continue working on this same page.

6. In the drop-down list to Enable PVU-related hardware scans by installed inventory agents within the following targets, choose the built-in target for All devices consuming IBM PVU points.

   This target, automatically updated daily, lists all computers with installed software linked to IBM PVU licenses. If you have some special reason to do so, you may add additional targets using the same controls.
• One possible reason might be to include a separate target that includes the target setting **Allow these targets to be adopted.** This has the effect of discovering new devices running software linked to an IBM PVU license. If the FlexNet inventory agent is found on these devices (the ones that have been previously discovered), inventory gathering is left to the installed FlexNet inventory agent; and if not, the appropriate inventory beacon remotely installs the FlexNet inventory agent (that is, it ‘adopts’ the target device) and then leaves it to complete inventory gathering.

• However, keeping in mind that IBM PVU mode requires maximum performance, it would be better to attach such a target to a separate rule, run on (say) a daily schedule (especially in enterprises with large subnets). This has the benefit of returning inventory from newly-discovered devices in time for the daily automated update of the hidden target All devices consuming IBM PVU points.

7. Scroll to the bottom of the page, and on the right, click **Save**.

8. Wait.

(It is assumed here that there has already been at least one daily full inventory import and full license reconciliation completed, as described in Set Up and Collect Inventory, and Reconcile.) All the following additional processes must now have time to complete:

• The creation of the new policy for inventory beacons. This is created within minutes, and lists all affected inventory devices.

• The collection of the new policy by all inventory beacons. By default, each inventory beacon checks for changed policy every 15 minutes, although this may have been modified in the **Beacon settings** section of the **Inventory Settings** page (Discovery & Inventory > Settings). To check whether inventory beacons have the latest policy, navigate to **Discovery & Inventory > Beacons**, and check the **Policy status** column, where *Up to date* means that an inventory beacon has reported having the same version of policy currently available on the central application server.

• All installed FlexNet inventory agents on the target inventory devices must individually request an update to their device policy. The policy update request happens at a randomized time once per day. Whichever inventory beacon a device contacts to request any policy updates immediately generates and downloads the updated device policy. Where applicable (that is, where the inventory device is listed in the target of devices running IBM PVU-licensed software), the updated policy includes the high-frequency schedule for hardware inventory checks.

• Each installed FlexNet inventory agent must commence executing the high-frequency hardware inventory checks. On the first occasion, and on any later occasion where there is a change to relevant hardware properties, hardware inventory is also uploaded through the hierarchy of inventory beacons. Typically the first hardware inventory collection and upload from a given device may take around ten minutes. (Keep in mind that, due to the random timing of device policy updates, some devices may not start high-frequency hardware checks until the following day.) To track devices that are not [yet] reporting as expected, navigate to **Reports > Discovery & Inventory > Inventory**, and run the **IBM PVU Out-Of-Date Inventory** report for the appropriate period. The report includes all devices linked to IBM PVU licenses, filtered by the period you choose. Two important values for the **Out-of-date reason** are:
  - The device is not running frequent inventory scans, and has not reported recently — these devices have been linked to an IBM PVU license through inventory gathering
(from any inventory source) and after a previous full license reconciliation, but are not yet included in
the internal target for high-frequency hardware scans (and it is therefore natural that they have not
yet reported high-frequency hardware inventory). This may occur in the time window between
turning on the high-frequency scanning schedule and the next full license reconciliation. These
devices should be included in the internal target after the next full license reconciliation.

- The device has frequent inventory scans enabled, but has not reported recently —
  these devices are included in the internal target for high-frequency scanning, so that their missing
uploads may be a matter of timing: they have been targeted, but have yet to start the high-
frequency scans.

- The appropriate inventory beacons must start checking virtual hosts for changes in VM details, as
described in Set Up Virtual Inventory Tracking. To check operations, navigate to the system menu (in
the top right corner), select System Health > Activity Log, and filter the page for Description
contains Discovery completed on Beacon for rule: Virtual cluster server scan for IBM
PVU. After a full reconciliation, these devices are visible in the All Discovered Devices page, as well as
in inventory listings as appropriate.

- The central application server must start the high-frequency calculations of peak values. While this
process starts shortly after you save the settings on this Settings page, results should not be
considered valid until all installed FlexNet inventory agents are reporting hardware inventory. You can
check that the high-frequency reconciliations are occurring by clicking the ‘traffic light’ indicator (at the
right-hand end of the menu bar) to open the System Tasks page, and filtering for a Task type of
Reconciliation. A Task/Step entry called Reconciliation for IBM PVU shows that this process is
running.

Note: Even though you have now commenced high-frequency operations, data from ILMT is still
imported into staging tables to allow comparison of sub-capacity results from both ILMT and FlexNet
Manager Suite. However, results calculated by ILMT are not displayed in the web interface, and you may
wish to reduce system maintenance overheads by removing the ILMT agent, as described next.

Removing ILMT as an Inventory Source

Important: Before proceeding, collect and archive a final report of IBM PVU consumption from ILMT. This
may be required for submission to IBM if it covers part of the current reporting period; and it may also be
required for an auditor to validate the future results from FlexNet Manager Suite against the past results from
ILMT.

While you were relying on ILMT as the source of truth for sub-capacity calculations for IBM PVU licenses, you
probably had two inventory agents deployed to target devices:

- The ILMT agent
- The FlexNet inventory agent.
Now that you have switched to FlexNet Manager Suite for sub-capacity calculations on IBM PVU licenses, the points calculated by ILMT are no longer reported in FlexNet Manager Suite. You now have two choices about the ILMT agents:

- You may continue to use ILMT as an inventory source from which data is integrated into FlexNet Manager Suite, but keeping in mind that no consumed points calculated by ILMT are reported now that FlexNet Manager Suite is in high-frequency sub-capacity mode. (You may also be using these ILMT agents to continue populating ILMT with data.)

- You may decide that you no longer want to maintain two agents, and therefore want to remove ILMT as an inventory source.

You achieve this by removing the inventory connection to the ILMT database. The details for deleting a connection depend on the location of the inventory beacon that manages that connection:

- If it is a free-standing inventory beacon, removing a connection is a two-stage process, where you remove details from the relevant inventory beacon, and also from the web interface for FlexNet Manager Suite. If you do only the latter, the connection is recreated every time inventory is imported from ILMT. If you do only the former, there is no clean-up of data on the central application server. Both actions are required.

- If the inventory beacon is co-installed on your application server (or, in large, multi-server implementations, your batch server), it has direct access to the database, and deletion on the inventory beacon has two flow-on effects:
  1. The record of the connection shown in the Inventory Data tab of the Data Inputs page in the web interface is deleted simultaneously.
  2. All inventory device records that appear only in inventory from this connection (and are not linked to asset records) are also deleted, along with their installed applications and (from the next compliance calculation) license consumption (but records of the licenses themselves are not removed). In this case, it may be best practice to defer deleting the connection until you can verify that the FlexNet inventory agent is successfully installed on all target inventory devices and has reported inventory at least once, so that none of these inventory device records disappear.

To remove an existing ILMT inventory connection:

1. On the inventory beacon that connects to ILMT, start FlexNet Beacon using the Run as administrator option, and select the Inventory systems page.

2. From the list of connections, select the ILMT connection, and below the listing, click Delete.

3. In the confirmation dialog, click OK.

This removes the connection data from the inventory beacon, but there is no communication about this change from a free-standing inventory beacon to the central application server, where another manual edit is required, as described in the following steps.

Tip: If this inventory beacon is co-installed on your central application server (or, in a multi-server implementation, your batch server), your process is complete. In this case, the above deletion affects both the inventory beacon and the central compliance database, and any inventory records that appeared only in the ILMT data uploads from this connection (and are not linked to asset records) are
removed from the database. (If the inventory device is linked to an asset, the inventory device is not deleted, and instead its status is set to Awaiting Inventory.)

4. In the web interface for FlexNet Manager Suite, navigate to the system menu (سلطコミ in the top right corner), and select Data Inputs > Inventory Data tab.

5. Scroll down to find the row for the ILMT connection, and click that row to expand its details.

6. Just below the Input details, click the link to Delete connection, and in the confirmation dialog, click OK.

Details of the connection to ILMT are now removed from both the inventory beacon and the application server. Inventory data previously imported from ILMT through a free-standing inventory beacon that is not covered by any other inventory source is removed from the compliance database when you delete the connection details in the Data Inputs page of the web interface. This includes any ILMT-only inventory devices and related installation records, and (after the next compliance calculation) their contributions to license consumption.

License records created to match ILMT inventory are not deleted (although, appropriately, their consumption figures may be affected).

Tip: If you had previously linked an ILMT-only inventory device record to an asset record, the inventory device is not deleted, and instead is given a Status value of Awaiting Inventory. If removal was intended, the asset record and inventory device record can both be removed manually.

You may now use your preferred company processes to remove the ILMT agent from target inventory devices.

Tip: Now, at the moment of disconnecting ILMT, and with your last ILMT report safely archived, you can choose how you want to handle the Peak consumed values on your IBM PVU licenses within FlexNet Manager Suite to complete the switch-over:

- You can make no changes, so that the last value that may have taken ILMT calculations into account is carried forward as your peak that takes into account your history for the earlier part of this reporting cycle. This approach minimizes administrative effort.

- You can edit the Peak consumed value on each of the relevant IBM PVU licenses to zero, recording an audit note on the licenses that this marks the official commencement of your reliance on the sub-capacity calculations from FlexNet Manager Suite. The advantage is that you can compare your ‘new’ system peak with your previous results from ILMT. Depending on when this change-over fits within your current reporting cycle, you may need to submit to IBM reports from each system to cover the entire reporting period in which the change-over occurred.

Reporting to IBM

FlexNet Manager Suite provides some specialized reports to assist you in reporting your IBM PVU points consumption, ready for an IBM-appointed auditor (who may demand such reports up to two years after the reporting period).

Tip: Although some of the following reports are very similar to those from ILMT, there are acceptable presentation differences between ILMT and FlexNet Manager Suite reports of sub-capacity licensing for IBM PVU licenses. IBM’s sub-capacity reporting requirements do not require exact copies of the ILMT reports (nor is FlexNet Manager Suite intended to copy ILMT).
To meet IBM’s reporting requirements, the following classes of data should be saved and safely archived for each reporting period (typically each month, but at least once each quarter). This process suggests a best practice that assists you in the event of an audit.

To archive regular reports for use with an IBM-appointed auditor:

1. Switch to Reports mode (clicking the Reports button above the main menu in the web interface).

2. Export the following reports from FlexNet Manager Suite as both PDF and XSLX (or CSV), adjusting each one for the period since your last archived report, and saving them to a convenient working directory (such as C:/temp/MonthlyReports).
   - **IBM PVU License Consumption** (in the License Compliance, Licenses group), listing the software covered by these licenses and the license consumption resulting from inventory imports.
   - **IBM PVU Overridden Inventory** (under Discovery and Inventory, Inventory), showing computers consuming from IBM PVU licenses where the computer inventory has been manually modified.
   - **IBM PVU Out-Of-Date Inventory** (in the same group), showing computers with incorrectly configured inventory agents, or those for which there has been no inventory gathered in the previous time interval you select for the report.

3. Switch back to Management mode (clicking the Management button above the main menu in the web interface).

4. Navigate to License Compliance > All Licenses, and use the column chooser to ensure that the following columns are all visible in the listing:
   - Compliance status
   - License type
   - Purchased
   - Consumed.

5. Click the simple filter icon to expose the filter row under the table header, and in the License type column, choose IBM RVU.

   **Tip:** You may like to use the Save view as link (top right) to keep a standard configuration of the page for your use in monthly reporting.

6. Use the download button (toward the left above the listing) to save IBM RVU License Consumption to your working folder in both PDF and CSV formats.

7. Navigate to License Compliance > Unlicensed Installations, apply a filter for Publisher = IBM, and ensure that at least the following columns are visible:
   - Name
   - Publisher
   - Installed
- **Unlicensed**
- **Classification** (which may help to explain why some applications are not licensable).

8. Once again, save Unlicensed IBM Application Installations to your working folder in both PDF and CSV formats.

9. If, in the current reporting period, you have manually calculated any license consumption details and stored the results in FlexNet Manager Suite, save a copy of your substantiating records to the working folder. (You may have originally saved such records through the **Documents** tab of the license properties.)

10. If, in the current reporting period, you have used any scripts or other tools (other than the standard implementation of FlexNet Manager Suite) to gather license consumption details, save copies of their outputs to your working folder.

11. Use CertUtil on Microsoft Windows (or a similar utility of your choice) to store a checksum for each CSV file so that you can demonstrate the integrity of each report under audit.

12. Zip the contents of your working folder into a dated archive (for example, **IBM_Reporting_Nov2018.zip**), and move to a safe location (such as a backup system) against a possible future audit.

Beyond these typical sub-capacity reporting requirements, your enterprise may have additional reporting required by your IBM agreements, such as License Management Option (LMO) reports, that are not addressed in this process.

**More information**

For more information about IBM sub-capacity licensing, the following IBM resources may be helpful:

- IBM Passport Advantage Agreement
- Passport Advantage Sub-capacity Licensing Eligible Product Statement
- Passport Advantage Virtualization (Sub-capacity) Licensing
- Virtualization Capacity License Counting Rules
- Manual Calculation of Virtualization Capacity
- PVU Tables
- License Information Document Search.
Introduction to Client Access License

A Client Access License (CAL) is a software license that is required to access the services of certain server products like Microsoft Exchange Server or Microsoft SharePoint Server. A CAL is required for each accessing user or device that accesses the server product unless a processor-based or core-based license is procured for the accessed server application, or an External Connector License is procured to cover the external users’ access to the server applications. A CAL provides the access rights to physical, virtual, and (sometimes) online services. Most of the Microsoft server products, including Windows Server, SQL Server, Exchange Server, SharePoint Server, and Microsoft Skype for Business Server (previously Microsoft Lync Server) require a CAL for each accessing user or device. With detailed information about CALs and CAL management, this chapter may help you in managing CALs through FlexNet Manager Suite.

CAL Types

A single (User or Device) CAL covers any number of servers for that product. For example, a user with a User CAL for Microsoft SharePoint Server can access any number of Microsoft SharePoint servers within the organization. Some Microsoft server products include client access rights in the server license itself. For products such as SQL Server, instead of buying CALs, you may choose to buy processor-based or core-based licenses for the accessed server applications instead of licensing under the server/CAL licensing model. Certain products like Microsoft SQL Server can be licensed based on the number of processors or cores in the host server.

The licensing rules for CALs differ depending on whether the accessing users are employees of the licensee organization or are external users accessing the licensed servers. Some versions of Microsoft SharePoint Server, such as SharePoint 2013 and SharePoint 2016 require CALs for employee access to those servers, but include rights for external users accessing those same servers. For example, a website powered by an external web server could be accessed by a possibly-unpredictable number of users and should be licensed via a version of SharePoint that includes external access rights or, for earlier versions, an External Connector License is required in addition to the server license. You may wish to check the usage required for servers in your environment and evaluate the various license models available for those servers before making your purchase decision.

For Microsoft servers that have underlying server system requirements, the relevant CALs are required for each server product accessed. For example, Microsoft SharePoint Server installations require both Microsoft Windows Server and Microsoft SQL Server. As such, each accessing user or device must have a Microsoft SharePoint CAL, Microsoft Windows Server CAL and Microsoft SQL Server CAL to comply with license requirements, unless access
CAL types

This section outlines the different license types used in the context of CALs. FlexNet Manager Suite only supports Microsoft User and Microsoft Device CALs via the FlexNet Manager for Microsoft product.

<table>
<thead>
<tr>
<th>License Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>User CAL</td>
<td>An alternative to a Device CAL, a User CAL is required per user per server product that requires a CAL. A user with a User CAL for a server product can access any instance of that server product within the enterprise via any number of devices. For example, if a user Peter has a single User CAL for Microsoft SQL Server product, he can access any installation of Microsoft SQL within the enterprise.</td>
</tr>
<tr>
<td>Device CAL</td>
<td>An alternative to a User CAL, a Device CAL is required per device per server product that requires a CAL. An accessing device with a Device CAL for a server product can be used by any number of users to access any instance of that server product. For example, if you have a Microsoft Device CAL for Microsoft SharePoint Server for an inventory device, any number of users can access any instance of Microsoft SharePoint from this device.</td>
</tr>
</tbody>
</table>

Other related license types

The following related license types are not directly supported by FlexNet Manager Suite. To manage any of these licenses, creation of custom license is required.

- **Client Management License (CML):** Required per management server (SCCM) that is managing devices with non-server operating system (for example, Windows 10). If you procure device CALs for those devices that access the server, you do not require a CML.

- **External Connector License:** Required per server for each server product that is to be accessed by external users (non-employees) from outside the company network. For example, if some users of an external organization have been granted access to your Microsoft Exchange Server, that server requires an External Connector license.

- **Additive CALs:** A CAL required for a specific server, in addition to a User or Device CAL. Additive CAL is required per server when some advanced server functionality is accessed, in addition to the base server functionality. For example, Windows Server Rights Management Services (RMS) CAL is required in addition to Windows Server User or Device CAL.

Selecting a CAL Type

You can buy individual CALs for each accessing user or accessing device, or you may choose to buy CAL Suites (for a user or device). To make an effective decision about which CALs you should buy, you may want to know the usage details for the server products that require CALs. Organizations typically use a mixture of CAL licensing types based on their usage needs and the profiles of their user population.
Choosing Between User and Device CALs

If you choose to license servers via the Server/CAL license model, you may choose from user-based or device-based licenses. The **User CAL** approach requires you to purchase a CAL for every user that accesses a Microsoft server product (such as Microsoft SharePoint Server), regardless of the number of devices used to access that particular product. This enables users to access the services from multiple client devices, including any computers from outside the organization. The User CAL also covers access via mobile devices, such as users checking their email via smartphones or tablets. One User CAL for a server product enables you to access any number of instances of that server product. For example, if you have purchased a User CAL for Windows Server for a user, that user can access multiple Windows Servers.

Alternatively, the **Device CAL** approach requires you to purchase a CAL for every device through which the services of a server product are accessed. With an appropriate Device CAL for a device, any number of users can access the server product through that accessing device. This is often a desirable option in environments such as call centers, retail outlets or manufacturing sites in which multiple users share a single PC or kiosk. The ability to mix Device and User CALs in a single environment depends on your license agreement terms, but you must assign individual CALs to either a device or a user.

To clarify this concept, take an example of an organization with 600 users accessing Windows and Exchange servers. These 600 users work in three shifts of 200 at any time. The organization may choose to purchase 600 User CALs for Windows and 600 User CALs for Microsoft Exchange Server. However, a simple analysis shows that at any time, only 200 users are using the same computers to access the servers. Therefore, the organization is likely to buy 200 Device CALs for Exchange Server and 200 Device CALs for Windows. However, if these same 200 users are also accessing servers via their smartphones, tablets or home computers, you may find the User CAL option to be more affordable.

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*Note: Microsoft typically recommends you not to mix User and Device CALs.*

For external users who connect to your organization’s computers (for example, guest users or business partners), you can buy additional User CALs for each accessed server or an External Connector License, if appropriate for the quantity of external users involved.

Choosing Between Individual CALs and CAL Suites

A CAL Suite is a special license providing CALs for several different server products. This may make a CAL Suite more cost effective than buying an individual CAL for each distinct server product. For example, if 100 users in your organization have access to Microsoft SharePoint, Microsoft Exchange, Microsoft Skype for Business (previously Microsoft Lync Server), and Microsoft System Center Servers, it is more cost effective to purchase 100 Core CAL Suite licenses instead of 100 standalone product CALs for each of these servers. Microsoft has the following two Server CAL Suite offerings:

- Microsoft Core CAL Suite
- Microsoft Enterprise CAL Suite

Consider the following points before you purchase CAL Suites:

- You can license these suites on per user or per device basis, and cannot split between users and devices.
- CAL Suites can only be purchased with Software Assurance (maintenance) coverage. If you do not renew the Software Assurance, the CALs are locked into the current version of each CAL available at the expiry date.
As CAL Suites contain licenses for independently-released products, CAL Suites are version-less. CAL Suites provide the right to use the most recent version of every product in the suite.

Tip: For detailed information about Microsoft CAL Suites, see the Microsoft website.

Virtualization and CALs
As CAL consumption is based on the access to a server product, it does not matter whether the server product has been installed on a virtual or a physical machine. You are required to buy CALs based on the number or users or devices accessing the server software. A User CAL grants access to any instance of that server product within the enterprise. Similarly, when you buy a Device CAL for a server product, any user can access any instance of the server product through that device.

How Does FlexNet Manager Suite Calculate CAL Compliance
To determine an installation of a server application on an inventory device, FlexNet Manager Suite uses evidence (any combination of installer, file, or WMI). An additional evidence type called access evidence is separately used to measure access to the server applications, such as Microsoft SharePoint Server.

Note: You need the FlexNet Manager for Microsoft product to create and manage CALs in FlexNet Manager Suite. To gather CAL usage inventory, you must set CAL inventory options while creating an inventory target to Allow CAL access evidence collection on these targets. For more information, see Creating a Target in the online help (Discovery and Inventory > Discovery > Discovery and Inventory Rules > Targets > Creating a Target).

When linked to an application, the access evidence records any access event to a particular server application such as Microsoft SharePoint Server 2013. An access evidence record provides information about the accessed application, accessing user, and accessing device. The access evidence information is collected in a separate file (.swacc) as a part of the discovery and inventory process. This file is only generated for the inventory devices that have the supported server products installed on Windows Server 2012 or later and for which Microsoft’s User Access Logging (UAL) capability has been enabled. Access evidence is collected through various services including User Access Logging (UAL) and PowerShell scripts for some products. FlexNet Manager Suite can collect the access evidence through any of the following methods:

- The locally-installed FlexNet inventory agent
- Zero touch inventory collection through inventory beacon(s)
- Inventory uploads from SCCM (CAL usage inventory only for SCCM)
- Manual upload of access evidence through the Inventory Data One-Off Upload page

The inventory collected from any of these sources is transferred from an inventory beacon to the central application server through regularly scheduled uploads.

For conventional device licenses, during the reconciliation process the Application Recognition Library (ARL) matches the available evidence to record an application installation. For CALs, while access evidence is linked to
an application, it is not used to recognize the linked application installation; instead, it is used to identify access to that application. Like other product licenses, a CAL is also linked to the appropriate application record. However, in the case of CALs, the compliance position is generated based on the usage data (how many clients accessed the server application). The default license priorities are used to consume the appropriate license entitlement against a piece of access evidence. The collected access evidence records are visible on the All Evidence > Access evidence page.

The following diagram illustrates how FlexNet Manager Suite manages CALs:

1. A user Peter accesses the Microsoft SQL Server 2012 installation on SQL001 database server, installed on Microsoft Windows 2012. The access event is recorded for Microsoft Windows and Microsoft SQL Server.
2. During the next inventory collection process, FlexNet Manager Suite gathers hardware, software, and access inventory for the SQL001 inventory device.
4. The collected access evidence identifies that Peter accessed Microsoft Windows Server 2012 and Microsoft SQL Server 2012 on SQL001.
5. Assuming that neither Peter nor Lap001 has already consumed a CAL for accessing any other Windows server, FlexNet Manager Suite consumes an entitlement of Microsoft User or Device CAL for each of Microsoft SQL Server and Microsoft Windows based on the set license priorities. For more details on license priorities, see How Does License Consumption Order Work? in the online help.

Variations to the above example

- If you have a per-processor or per-core license for Microsoft SQL Server on SQL001, CALs are not required.
- If Peter is an outside user (for example, a consultant on a customer site), an External Connector license may also be required.
- If this Microsoft Server Installation is used by both internal and external users, you need CALs and an External Connector license, or you can buy a Processor or Core-based license of Microsoft SQL Server. If the collected access evidence does not match a known server product, it is preserved as unrecognized evidence (visible on the Unrecognized Evidence page). By default, FlexNet Manager Suite retains the CAL usage inventory data for 90 days from the date of inventory collection, unless the value of the Number of days to keep CAL usage inventory control is changed. For details, see the System Settings > Inventory tab in the online help.
Access evidence collection methods

FlexNet Manager Suite supports multiple Microsoft Server applications for CAL management. Different underlying methods are used to collect access evidence data for different versions of these products. Here is a list of access evidence collection methods used to identify access to a server application:

- **User Access Logging (UAL):** When this access method is used, FlexNet Manager Suite collects the access evidence through the User Access Logging (UAL) service of Windows Server, enabled by default in Windows Server 2012 or later. This service records the client device and user request events used to access Windows Server and other installed Microsoft server applications (such as Microsoft SharePoint Server) into a local database. FlexNet Manager Suite collects the access evidence data through a PowerShell script that uses specific Microsoft APIs for UAL. The access events are recorded for both physical and virtual clients and servers. To use this service for a particular Microsoft server application, the UAL service should be enabled on the host Windows Server. The accessed server application should be registered with the UAL service (as happens automatically during installation). For more information about enabling the UAL service, see Microsoft documentation for the `Get-Service UALSVC` PowerShell cmdlet. For more information about products registered with UAL, see Microsoft documentation for the `Get-UALOverview` PowerShell cmdlet. The appropriate inventory beacon automatically runs specific scripts to determine which user accessed which server over the last 90 days, and through which inventory device. These scripts are run as a part of the discovery and inventory process.

- **PowerShell:** When this access method is used (for Microsoft Exchange and Microsoft Skype for Business), FlexNet Manager Suite collects access data using a PowerShell script that uses specific Microsoft APIs to track the server applications accessed by users. This data is collected as a part of the discovery and inventory process. The following details are not imported when this method is used:
  - Accessing device
  - Access date
  - Access count

  **Note:** FlexNet Manager Suite only gets the accessing user details (who accessed the server product) and not the accessing device details (the device through which the server product was accessed). These details are specific only to the date and time when inventory was collected, and not for the last 90 days. Therefore, Device CALs are not supported for this method. Also, when a supported server application (such as Microsoft Exchange, SharePoint, or Skype for Business) is installed on versions of Microsoft Windows Server prior to Microsoft Windows Server 2012 (for example, Microsoft Windows Server 2008 R2, Windows Server 2008, Windows Server 2003 and earlier), the server application will not have UAL support. In these instances, for each access to the supported server application, FlexNet Manager Suite creates an access evidence record for Microsoft Windows Server too. This is because a User or Device CAL for Microsoft Windows is also required, in addition to a User or Device CAL for the accessed server application.

- **SCCM Adapter:** The SCCM adapter has been enhanced to collect the access evidence for SCCM accesses. The operator can create the corresponding core CAL license in FlexNet Manager Suite.

- **Spreadsheet imports:** You can download the CAL usage inventory template, populate it with evidence data, and upload it to create access evidence records. This method is recommended when you cannot collect access evidence. For example, when UAL service is disabled, or for servers running versions of Microsoft Windows Server prior to Microsoft Windows Server 2008 (with no UAL support). You can also use the CAL Legacy...
license type for manual management of CALs. For more information about spreadsheet imports, see the Importing Inventory Spreadsheets and CSV Files chapter of this guide.

**CAL consumption mode**

The consumption of CALs is calculated based on the consumption mode set in the Use rights & roles tab of the license properties for each CAL. You can select one of the following two options:

- **Consume entitlements based on Access**: If you set the consumption mode to Access, FlexNet Manager Suite consumes a User CAL for all the users listed on the All Users page, or a Device CAL for all the devices listed on the All Inventory page, unless any restrictions are applied through the Restrictions tab of the license properties. If you restrict the scope of this license to a specific enterprise group, a CAL is consumed for each user (in case of User CALs) or each device (in case of Device CALs) that are members of that enterprise group. For more information on license consumption restrictions, see the online help.

  **Note:** No access evidence is required when entitlements are consumed based on access.

- **Consume entitlements based on Usage within the time limit**: If you set the consumption mode to Usage, FlexNet Manager Suite consumes User or Device CAL for users or devices whose access to a server application has been reported by the appropriate access evidence. The usage tracking must be enabled for the accessed application.

**Supported server products for CAL management**

The following table outlines the access evidence collection methods and CAL consumption modes supported for the named Microsoft Server applications.

*Table 8: Microsoft server products supported for CAL management*

<table>
<thead>
<tr>
<th>Microsoft Product</th>
<th>Product Version</th>
<th>User CALs Consumption</th>
<th>Device CALs Consumption</th>
<th>Inventory Data Source</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Access based</td>
<td>Usage based</td>
<td>Access based</td>
<td>Usage based</td>
<td></td>
</tr>
<tr>
<td>Windows Server</td>
<td>2012</td>
<td>Full</td>
<td>Full</td>
<td>Partial</td>
<td>UAL</td>
</tr>
<tr>
<td></td>
<td>2012 R2</td>
<td>Full</td>
<td>Full</td>
<td>Partial</td>
<td>UAL</td>
</tr>
<tr>
<td></td>
<td>2016</td>
<td>Full</td>
<td>See notes</td>
<td>See notes</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SQL Server</td>
<td>2012</td>
<td>Full</td>
<td>Full</td>
<td>Partial</td>
<td>UAL</td>
</tr>
<tr>
<td></td>
<td>2014</td>
<td>Full</td>
<td>Full</td>
<td>Partial</td>
<td>UAL</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

To be supported once Windows Server 2016 is released

Supported only on Windows Server 2012 or later
<table>
<thead>
<tr>
<th>Microsoft Product</th>
<th>Product Version</th>
<th>User CALs Consumption</th>
<th>Device CALs Consumption</th>
<th>Inventory Data Source</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Access based Usage based Access based Usage based</td>
<td>User CAL</td>
<td>Device CAL</td>
<td></td>
</tr>
<tr>
<td>Exchange Server</td>
<td>2016</td>
<td>Full Full Full Full</td>
<td>Partial UAL UAL</td>
<td></td>
<td>Supported only on Windows Server 2012 or later</td>
</tr>
<tr>
<td></td>
<td>2010</td>
<td>Full Partial Full Full</td>
<td>Limited PowerShell Spreadsheet Import</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>2013</td>
<td>Full Partial Full Full</td>
<td>Limited PowerShell Spreadsheet Import</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>2016</td>
<td>Full Partial Full Full</td>
<td>Limited PowerShell Spreadsheet Import</td>
<td></td>
<td></td>
</tr>
<tr>
<td>SharePoint Server</td>
<td>2010</td>
<td>Full Limited Full Full</td>
<td>See notes Spreadsheet Import Spreadsheet Import</td>
<td>Partial support to be added later</td>
<td></td>
</tr>
<tr>
<td></td>
<td>2013</td>
<td>Full Full Full Full</td>
<td>Partial UAL UAL</td>
<td></td>
<td>Supported only on Windows Server 2012 or later</td>
</tr>
<tr>
<td></td>
<td>2016</td>
<td>Full Full Full Full</td>
<td>Partial UAL UAL</td>
<td></td>
<td>Supported only on Windows Server 2012 or later</td>
</tr>
<tr>
<td>Skype for Business (Lync)</td>
<td>2010</td>
<td>Full Partial Full Full</td>
<td>Limited PowerShell Spreadsheet Import</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>2013</td>
<td>Full Partial Full Full</td>
<td>Limited PowerShell Spreadsheet Import</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>2015</td>
<td>Full Partial Full Full</td>
<td>Limited PowerShell Spreadsheet Import</td>
<td></td>
<td></td>
</tr>
<tr>
<td>SCCM</td>
<td>2012</td>
<td>Full Full Full Full</td>
<td>Full SCCM SCCM</td>
<td>Requires SCCM inventory</td>
<td></td>
</tr>
<tr>
<td></td>
<td>2012 R2</td>
<td>Full Full Full Full</td>
<td>Full SCCM SCCM</td>
<td>Requires SCCM inventory</td>
<td></td>
</tr>
<tr>
<td></td>
<td>2016</td>
<td>Full Full Full Full</td>
<td>Full SCCM SCCM</td>
<td>Requires SCCM inventory</td>
<td></td>
</tr>
</tbody>
</table>

Where:
- Full: Full support (UAL user data or SCCM data)
- Partial: Partial support (PowerShell script data or UAL device data)
- Limited: Limited support (requires spreadsheet import of access or usage data)
Note: FlexNet Manager Suite collects the access evidence from the target Microsoft Windows Server, Microsoft SQL Server, and Microsoft SharePoint Server only if the UAL service of Microsoft Windows has been enabled on each accessed server. The accessed server application should be registered with the UAL service (which happens automatically during installation).

Application usage versus CAL usage

It is important to understand the difference between application usage and CAL usage. In the above diagram, Microsoft SQL Server 2012 is an application installed on the server and recognized by FlexNet Manager Suite through imported evidence. When this application is accessed by a user (such as the database administrator) or another application installed on SQL001 device, the application usage is recorded for Microsoft SQL Server. The usage record is linked to the inventory device record of the physical server where the database has been installed.

When the service of this instance of Microsoft SQL Server is requested through a client device (for example, Lap001), the access event is recorded (by Microsoft UAL service) and collected for Microsoft SQL Server as CAL usage. The same process is used for Microsoft Windows 2012 on SQL001.

How to Manage CALs with FlexNet Manager Suite

FlexNet Manager Suite supports a number of Microsoft server applications that require CALs. This high-level process outline gives some context and guidance.

To manage CALs within FlexNet Manager Suite:

1. Ensure that the inventory import is complete, and that FlexNet Manager Suite contains evidence data (including access evidence) for the devices hosting installations of the supported Microsoft server applications that require CALs.
   
   You can verify this from the All inventory and All evidence pages.

2. To ensure that the access evidence has been collected, generate and review the CAL Usage Inventory Report.

3. To identify any server applications accessed without a CAL, navigate to License Compliance > Unlicensed CAL Usage.

   Available only after a compliance calculation, this page displays a list of server products that have been accessed without a valid CAL. For each accessed application, you can click the number mentioned in the Accessing devices or Accessing users column to access the CAL Usage Inventory Report and view the related access evidence records. It is important to note that the numbers indicate the distinct users and devices, but the report displays all access evidence records.

4. On the Access evidence tab of the All evidence page, ensure that each record of access evidence is linked to the appropriate application.
A null value for the **Name** column indicates that the evidence is not linked to the appropriate application. In such a case, link the evidence to the appropriate application. For more information, see the online help topics under **Evidence**.

5. Use the **All Licenses** page to check the usage of the existing CALs.

   You can set a filter for **License type= Microsoft User CAL or License type= Microsoft Device CAL**, and check the value of the **Consumed** and **Used** columns.

6. Use the **CAL License Summary** report to view the consumption and compliance status for licenses of the type **Microsoft User CAL** and **Microsoft Device CAL**.

   For detailed assignment information, you may check the **Consumption** tab in the license properties of a particular license. Note that some users may be accessing servers from their mobile devices.

7. For every CAL, ensure that you have selected the correct CAL consumption mode value.

   This is set with the **Consume entitlements based on** control on the **Use rights and rules** tab of the license properties. No access evidence is required if this field is set to **Access**.

8. Ensure that you have enough CALs or CAL Suite licenses to cover the usage.

   If you have some unused CALs, you can assign them to other users. You can use any of the following methods to create licenses:
   
   • **Processing purchases**: Use the **Unprocessed Purchases** page to recalculate and accept the recommendations to automatically create and link CAL purchases to the recommended CALs. For more information, see **Unprocessed Purchases** in the online help.
   
   • **Manual creation and linking**: You can create a license manually and link it to the appropriate server application. For more information, see **Creating a License** in the online help.

   **Note**: The CAL Legacy license type is still supported for backward compatibility. You can use this license type to manually manage CALs when the access evidence cannot be collected for any reason.

9. If required, configure the use rights for each CAL license, as well as for every product of a CAL Suite license.

   See the **Use Rights & Rules Tab** in the online help.

10. If required, configure the required exemptions and use rights and rules on CALs.

    See **License Properties > Use rights & rules** and **Consumption** tabs in the online help.

11. If required, you may allocate users and devices to appropriate CALs.

    Consider the following example use cases:

    • For a particular access event, you want a user to consume a CAL Suite license instead of a single-product CAL.

    • You need to exempt a user from consuming a CAL. To exempt, you need to allocate first.

    See **License Properties > Consumption tab** in the online help. Note that in the case of CALs, allocations always consume entitlements.
**Tip:** In usage scenarios where many external application users use a single server account to access a server, the Overridden consumption column value (on the Consumption tab of license properties) should be adjusted to show the actual consumption. For example, if multiple external-product users are using the same Microsoft SQL Server user to access the database, the UAL data will reveal access evidence for only one user of Microsoft SQL Server. In such cases, the usage should be adjusted to actual number of users to remain license compliant. The value of the Overridden consumption column should be edited to reflect the actual usage.

12. When consuming CALs in the Access mode, you can apply restrictions to ensure that the CALs are consumed by appropriate users or devices.

For more information, see License Properties > Restrictions tab in the online help.

13. You may use the following reports to review the CAL usage in your organization:

- CAL License Summary
- Licenses Consumed and Allocated by Enterprise Groups

**Example Use Cases for CAL Management**

This topic highlights some example scenarios for CAL management, and describes how each one of them should be managed using FlexNet Manager Suite.

**Restricting CAL consumption to a specific group**

You can restrict the consumption of a particular CAL to a specific enterprise group. For example, an installation of Microsoft SharePoint should only be accessed by users from the Support group. The following are the steps to implement this scenario using FlexNet Manager Suite:

1. Create a license of the type Microsoft User CAL for Microsoft SharePoint Server.
2. Ensure that all the required users have been added to the Support corporate group.
3. In the Restrictions tab of the license properties, search and add the Support group.
4. After the reconciliation is complete, the Microsoft SharePoint User CAL should be consumed only for the users of the added group.

**Managing User and Device CALs together**

Your CAL procurement strategy may include a mix of User and Device CALs. Consider the following example scenario:

- Out of the 150 users of Microsoft Exchange, 100 engineering users are full time, and work from dedicated devices.
- The remaining 50 users are in the Support department and work in two shifts, sharing 25 computers.

The following are the steps to implement this scenario using FlexNet Manager Suite:

1. Create two corporate units: Engineering and Support.
2. Create a license of the type Microsoft User CAL for the accessed Microsoft Exchange Server.

3. Ensure that all 100 full-time users have been added to the Engineering group.

4. In the Restrictions tab of the license properties of the Microsoft User CAL, search and add the Engineering group. The license will now be consumed only for the users of the added group.

5. Create a license of the type Microsoft Device CAL for the accessed Microsoft Exchange Server.

6. Ensure that all 25 support computers have been added to the Support group.

7. In the Restrictions tab of the license properties of the Microsoft Device CAL, search and add the Support group. The license will now be consumed only for the users of the Support group.

**Note:** If the Support department users are also allowed to access the Microsoft Exchange Server via their mobile devices, home PCs, or laptops, Microsoft User CALs may be a more cost effective option to consider.

**Managing CALs for accesses from unknown external devices**

Device details may not be available when a device running Microsoft Windows Server is accessed by external users (such as consultants away on customer sites). In such cases, the access evidence records show just the IP address of the accessing device. You can use the following steps to adjust the CAL consumption in this scenario:

1. Navigate to the Unlicensed CAL Usage page and note the number in the Accessing devices column for the accessed product (such as Microsoft Windows Server).

2. Go to the All Licenses page and search the CAL for that product.

3. Open the license properties of the license and click the Consumption tab.

4. Add the number mentioned in the Accessing devices column on the Unlicensed CAL Usage page to the count mentioned in the Allocated point for this license. This will adjust the number of unknown accesses being made to the server application.

**Managing CALs for multiple indirect accesses to a server application**

Multiple users of a web application or website may access a server application through the same account. For example, 100 users of an ERP solution may access Microsoft SQL Server through an internally-configured ErpQuery account. As only one user-account of SQL server is accessing the application, the access evidence will only indicate access by one user, instead of reporting access by 100 users. To be license compliant, you should consume 100 User CALs for Microsoft SQL Server. The following are the steps to manage CALs in this scenario:

1. Check the CAL Usage Inventory report to find a very high value in the Access Count column in an access record. This would provide a hint that multiple users are accessing a server application.

2. Using any method to record the number of indirect accesses, make a note of the number of users of the ERP application that are indirectly accessing the Microsoft SQL Server installation.

3. Go to the All Licenses page and search the appropriate User CAL license for Microsoft SQL Server.

4. Open the license properties of the license and click the Consumption tab.

5. Add the number noted in step 1 to the count mentioned in the Allocated point for this license. This will adjust the consumption for the accesses being made to the server application.
Note: The license requirements would be different in the case of unknown external users or devices accessing an Internet-facing site that is running on Microsoft SharePoint Server. If Microsoft SharePoint version 2013 or 2016 is being used, the server license itself covers unlimited external accesses, and no additional CALs are required. For Microsoft SharePoint version 2010 and earlier, you need an External Connector Licenses to cover the anonymous access.

Appendix A - Template Details for CAL Usage Inventory Upload

You can import CAL usage inventory through spreadsheet imports when you cannot collect access evidence for the accessed server applications. You can schedule regular inventory imports through the FlexNet Beacon, or you can use the Inventory Data One-Off Uploads feature (see Data Inputs in the online help) to upload CAL usage inventory spreadsheet. For more information on inventory uploads, see Importing Inventory Spreadsheets and CSV Files.

To upload CAL usage inventory, the spreadsheet template should be populated with at least all mandatory (Required) columns, and uploaded to FlexNet Manager Suite. The following table describes the columns of the CAL Usage Inventory spreadsheet template, accessible through the Inventory Data One-Off Upload page:

<table>
<thead>
<tr>
<th>Column</th>
<th>Description</th>
<th>Mandatory</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>AccessCount</strong></td>
<td>The number of times that the server application was accessed.</td>
<td>No</td>
</tr>
<tr>
<td><strong>AccessDate</strong></td>
<td>The date on which the server application was accessed.</td>
<td>No</td>
</tr>
<tr>
<td><strong>AccessingDeviceComputerName</strong></td>
<td>The <strong>ComputerName</strong> of the accessing device (through which the server application was accessed).</td>
<td>No, if <strong>AccessingUser</strong> is specified.</td>
</tr>
<tr>
<td><strong>AccessingDeviceDomain</strong></td>
<td>The domain name of the accessing device.</td>
<td>No</td>
</tr>
<tr>
<td><strong>AccessingDeviceIPAddress</strong></td>
<td>The IP address of the accessing device.</td>
<td>No, if <strong>AccessingUser</strong> is specified.</td>
</tr>
<tr>
<td><strong>AccessingDeviceSerialNo</strong></td>
<td>The serial number of the accessing device.</td>
<td>No</td>
</tr>
<tr>
<td><strong>AccessingUser</strong></td>
<td>The DOMAIN/SAMAccountName for the accessing user.</td>
<td>No, if <strong>AccessingDeviceIPAddress</strong> or <strong>AccessingDeviceComputerName</strong> is specified.</td>
</tr>
<tr>
<td>Column</td>
<td>Description</td>
<td>Mandatory</td>
</tr>
<tr>
<td>-------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td>-----------</td>
</tr>
<tr>
<td>ComputerID</td>
<td>The ComputerID of the accessed device (where the server application has been installed). It must match the ComputerID specified for this device in the Computer spreadsheet, or the row will be ignored. Uploading the Computer spreadsheet is mandatory with the CAL inventory upload.</td>
<td>Yes</td>
</tr>
<tr>
<td>Edition</td>
<td>The edition of the accessed server application as reported by the access evidence. This data is not used for access recognition.</td>
<td>No</td>
</tr>
<tr>
<td>InventoryDate</td>
<td>Inventory date of the evidence. If not provided, defaults to the current Coordinated Universal Time (UTC).</td>
<td>No</td>
</tr>
<tr>
<td>ProductName</td>
<td>The product name of the accessed application as reported by the access evidence. For all supported server applications (except SCCM), the Version and Edition (if present) is included in the ProductName. For example, Microsoft SharePoint Server 2013 Enterprise Preview</td>
<td>Yes</td>
</tr>
<tr>
<td>Version</td>
<td>The version of the accessed server application as reported by the access evidence.</td>
<td>No</td>
</tr>
</tbody>
</table>

*Note: This column should be populated only for SCCM.*
Oracle Discovery and Inventory

Discovery and inventory information is a prerequisite for performing license compliance calculations in FlexNet Manager Suite. In addition to the general inventory collection features, FlexNet Manager Suite also offers specialized features for Oracle inventory collection. With a detailed description of each of the supported methods, this chapter may help you in deciding and implementing the appropriate inventory collection method for Oracle systems in your computing estate.

The chapter begins with introductory topics comparing the different approaches to help you choose between them.

These are followed by a section covering each approach, each of which includes these parts:

1. The first topic introducing each section lists the prerequisites required for that approach.
2. Then the credentials (accounts and privileges) required for that approach are listed in detail.
3. There is a topic detailing how the particular approach operates.
4. Finally, trouble-shooting that applies to the particular approach is covered.

The concept is that, using the introductory topics, you will choose just one approach that best fits your needs, and then read only the one related section to drill into detail, without needing to work through the variations for the other approaches. This separation should reduce possible confusion about the differences between the approaches.

To reduce cross-linking, each section repeats the content that is common to other approaches, so that reading only your chosen one section gives you complete coverage. You will not miss anything by skipping over the sections that are not relevant to your approach.

The chapter concludes with a number of appendices of less commonly required details that are (in general) common to all approaches.

Introduction to Oracle Discovery and Inventory

The term Oracle discovery and inventory refers to the process of examining a network to find and collect hardware and software inventory for every device with one or more Oracle applications installed on it. FlexNet
Manager Suite performs software license compliance calculations on the collected inventory data to provide information about what software you have licensed against what software you have installed.

Oracle discovery and inventory collection, and the resulting license consumption calculations, include the following main activities:

1. **Discovery**: Identifying the devices on the network that have Oracle software installed. (Discovery is not needed for devices that either:
   - Already have the FlexNet inventory agent locally installed on them
   - Are identified in a `tnsnames.ora` file used by an inventory beacon to directly gather software inventory for the Oracle database instances listed there.)

2. **Inventory**: Collection of hardware and general software inventory, together with specific Oracle inventory.

3. **Compliance calculations**: Calculation of the number of license entitlements consumed, and comparison with the number that have been purchased.

![Tip: Discovery and inventory collection work in the same way on physical and virtual machines.](image)

At the high level, there are two main ways to collect Oracle inventory in FlexNet Manager Suite:

1. You can deploy the FlexNet inventory agent, and in particular its core inventory collection executable `ndtrack`. This is the optimal collection method, as it not only collects Oracle inventory, but also collects hardware and other software inventory at the same time. The hardware data is important for correct calculation of consumption for Oracle license types (for example, the Oracle Processor license type has specialized calculation methods used for inventory from Solaris zones, where the core and thread counts are mandatory — in fact, the absence of core and thread counts for the VM host prevents consumption from Oracle Processor licenses for software running in any guest VM on that host). Methods of deployment are fully discussed in the *Gathering FlexNet Inventory* PDF, available through the title page of online help. Relevant deployment methods for Oracle inventory include the following cases defined in that document:
   - **The Adopted case**, where the FlexNet inventory agent is deployed automatically through an inventory beacon directly onto the target Oracle server.
   - **The Agent third-party deployment case**, where you use a tool or process external to FlexNet Manager Suite to deploy (and perhaps also manage) the FlexNet inventory agent. One of these possibilities is to deploy the FlexNet inventory agent to a shared network folder, and set up a process to execute it on target Oracle servers.
   - **The FlexNet Inventory Scanner case**, where the lightweight FlexNet Inventory Scanner is used instead of the full agent.
   - **The Zero-footprint case**, where an inventory beacon temporarily downloads the FlexNet inventory agent to the target device, executes it there, and subsequently removes it again (leaving no permanent footprint).

2. You can use FlexNet Beacon on any conveniently-located inventory beacon to connect directly to the listener service for an Oracle database instance and collect inventory information through it. This method, called 'direct' inventory gathering, may be helpful, but it has the following limitations:
   - It does not gather hardware inventory. Hardware details are needed for calculating Oracle license positions; so gathering direct database inventory alone is not sufficient for Oracle license management. If
you take this path, you must augment the direct database inventory with additional hardware inventory information (which may come from third-party inventory tools).

- It cannot collect any inventory from the standby database instance in an Active Data Guard configuration (although, of course, the active database instance is inventoried as usual).
- It does not gather inventory for other Oracle applications like Oracle WebLogic that may be installed on the same server; you may plan to collect this inventory with third-party tools as well.
- Direct inventory gathering combined with a network scanning discovery method cannot operate with Oracle 12c and beyond (as explained in Direct Collection of Oracle Inventory).

For all these reasons, the recommendation is to choose your preferred method to deploy the FlexNet inventory agent, as listed above.

While FlexNet Manager Suite can also import inventory data using .xlsx or .csv file uploads, these are not normally convenient for regular updates about Oracle software. They are available as a method of last resort when simpler approaches are not possible in your environment. For details about importing data through spreadsheets, see Importing Inventory Spreadsheets and CSV Files, or see Managing Inventory Spreadsheet Connections in the online help.

Tip: When Oracle Enterprise Cloud Control is used to manage Oracle databases, be sure to collect inventory information from all database instances:

- Inventory from the database instance used as storage by the Oracle Cloud Management Pack (OCMP) is mandatory to provide data about the installed Oracle options, including those from OCMP itself. FlexNet inventory from this server includes a list of remote Oracle servers managed by OCMP and the database instances running on them; but it does not (and cannot) include detailed inventory for those remote devices or database instances. (The list of servers and the database instances they host is also included in the Oracle LMS audit report available through FlexNet Manager Suite.)
- Inventory (including hardware inventory) from each of the managed Oracle servers and the database instances they host is needed to provide:
  - Hardware data needed to calculate the license consumption for the managing installation of OCMP (this license takes account of the processor cores available on each managed server)
  - Data on any other Oracle options installed on each server
  - Complete inventory information on each database instance.

When all inventory data from all servers has been imported into the compliance database in FlexNet Manager Suite, the various inventories are merged to provide correct license consumption calculations for the database instances, the Oracle options installed on each server, and the installed options from the OCMP (taking into account the processor core counts of the managed servers). The required FlexNet inventory can be gathered by any supported method — keeping in mind that if you choose the direct inventory gathering method, you also need an auxiliary method of inventory gathering to provide the required hardware inventory. As a side benefit, the simple expedient of collecting inventory from every database instance ensures that you also correctly calculate separate license consumption for those instances that you choose to manage outside Oracle Enterprise Cloud Control (perhaps to manage the licensing costs related to those options).
Selecting an Oracle Inventory Collection Method

The selection of a particular Oracle inventory gathering method depends on your software installation policies, and your network and database access policies determined by your network and Oracle Database administrators. For example, you may prefer either

- To deploy the FlexNet inventory agent on each of your Oracle servers
- To collect database-only inventory using one or more inventory beacons connecting through a listener to each database instance (called ‘direct’ inventory).

The following diagram provides a broad overview for selection of an Oracle inventory collection method. Numbers in the diagram correspond to the description below. Further details of each inventory collection method are discussed on the following pages.

Tip: In the following discussion, the term “UNIX-like platforms” is used to group together AIX, HP-UX, all supported flavors of Linux (CentOS, Debian, Fedora, Oracle, Red Hat), OS X, and Solaris.
Oracle Discovery and Inventory

1. Licensed FlexNet Manager for Oracle?
   - Yes
   - No
     - You cannot gather detailed Oracle inventory

2. OK to install FlexNet inventory agent locally on Oracle servers?
   - Yes
   - No

3. OK to use lightweight FlexNet Inventory Scanner?
   - Yes
   - No

4. OK to use Zero footprint inventory gathering?
   - Yes
   - No
     - FlexNet inventory agent: Oracle discovery, general s/w and h/w inventory, and Oracle inventory

5. Network access from inventory beacon to Oracle server?
   - Yes
   - No
     - Record Oracle details in spreadsheets and import (.xlsk or .csv)

6. Additional data source for hardware details in licenses?
   - Yes
   - No
     - Use direct inventory gathering (with any discovery option) to inventory Oracle Database
1. To perform license management and compliance for Oracle-specific licenses, you need a license for the FlexNet Manager for Oracle product. Without this product, you can only discover Oracle infrastructure and collect basic Oracle software inventory. For more details, see Appendix F: Features Enabled in FlexNet Manager for Oracle.

2. If you can install a FlexNet inventory agent on each of the target Oracle servers, this provides the most complete solution. You may use a discovery and inventory rule to 'adopt' Oracle servers (that is, automatically install the FlexNet inventory agent on them, and continue to manage the behavior through device policy); or you may deploy the FlexNet inventory agent with the tool of your choice. On a global schedule, each of the locally-installed FlexNet inventory agents collects the inventory for its device, and uploads the results to the appropriate inventory beacon. For more information, see How Agent-Based Collection of Oracle Inventory Works.

3. The FlexNet Inventory Scanner offers a light-weight alternative to the full FlexNet inventory agent, for a moderate trade-off in functionality (for example, if the first attempt at an inventory upload across the network fails for some transient reason, there is no catch-up). You also have a little more flexibility in its set-up, as you take responsibility for its scheduling as well as its deployment. For details, see How the FlexNet Inventory Scanner Collects Oracle Inventory.

4. When local installation is not an option, you may collect inventory through the Zero-footprint method. Here the FlexNet inventory core components saved on the inventory beacon are (for Windows) executed from this file share, or (for UNIX-like platforms) downloaded, temporarily installed, executed, and then removed from the target device, leaving no permanent installation footprint. The process is managed by a discovery and inventory rule configured on the central application server for FlexNet Manager Suite, and the same rule dictates the inventory collection schedule. For details, see How Zero-footprint Collection of Oracle Inventory Works. In terms of the results achieved, this is functionally identical to the locally-installed agent option.

Tip: Any of the above three methods of using a local copy of the core inventory component (ndtrack) on the Oracle database server provide additional features that are not supported by the later options in the flowchart above:

- The local inventory component collects more detailed hardware information, to the levels required for some of the more advanced Oracle license types (for example, collecting the count of available processors, necessary for consumption calculations for Oracle Processor licenses

- Provided that the installed inventory component is version 12.4 or later (that is, released with FlexNet Manager Suite 2017 R3 or later), it can also gather inventory from Oracle database instances that are in standby (that is, MOUNTED, but not in READ mode). This includes, for example, the standby database instance in an Active Data Guard configuration.

5. If you do not have a direct network connection allowing an inventory beacon to communicate with the target Oracle server(s), the remaining option is to maintain Oracle Database inventory details in a spreadsheet format. You can then save the spreadsheet on an inventory beacon and have it automatically uploaded and included in Oracle license consumption calculations. However, maintaining data in this form over time is a high maintenance burden, and this approach is not recommended except as a last resort.

6. Since you do have network access from an inventory beacon to your Oracle server(s), you can use direct gathering of Oracle Database inventory by the inventory beacon for each Oracle database instance (called 'direct' because the inventory beacon connects directly to the Oracle database instance to gather information — although as always this remote connection is brokered by a listener). There are three different ways that the system can discover the Oracle database instances from which to gather the
inventory, and all three discovery/direct inventory combinations are detailed under How Direct Collection of Oracle Inventory Works. However, direct inventory gathering alone has two important shortcomings, the first affecting FlexNet inventory and the second relating to Oracle LMS data for a potential audit:

- For FlexNet inventory gathering, the direct method does not provide sufficient information to calculate consumption for all Oracle licenses (such as Oracle Named User Plus and Processor-based licenses), because these either require knowledge about the licensing of other Oracle options on the same server, or require additional details about the hardware that the database instance is running on. Therefore to use direct inventory gathering successfully for Oracle license management, you must have an additional source of inventory data both for the Oracle server hardware, and for any additional Oracle software (other than Oracle Database itself) that you want to manage. If you do not have these auxiliary data sources, you could revert to manual management of your data in spreadsheets, and importing those. (However, since spreadsheet maintenance is generally an unattractive option, you may wish to reconsider an alternative from earlier in the flowchart!)

- The Oracle License Management Service (LMS) provides scripts to collect both hardware and software data suitable for use in an Oracle audit. These scripts, as updated from time to time by Oracle, are distributed as required within the InventorySettings.xml file (delivered to you through the ARL updates because you have licensed the FlexNet Manager for Oracle product). The scripts are automatically executed during all methods of collecting Oracle inventory, providing data exclusively packaged for your delivery to Oracle if required. However, there is one very important limitation with the direct method of inventory gathering: of the two parts provided in the LMS scripts (hardware scripts to execute on the target Oracle server, and SQL queries to execute against each Oracle database instance), only the software data can be gathered during the direct connection to each database instance. The hardware scripts are not downloaded to the Oracle server, and so cannot be executed. If you are determined to use the direct method of Oracle inventory collection, be prepared to use alternate methods to execute the LMS hardware scripts on each Oracle server in order to complete the Oracle LMS audit requirements. Or, once again, reconsider one of first three methods from the flowchart, since each of these methods collects both hardware and software data required for Oracle LMS, without additional effort on your part.

One possibility is to combine direct gathering of Oracle inventory with local installation of either the FlexNet inventory agent or the FlexNet Inventory Scanner. At first glance, this may seem like obvious redundancy, but there is a corner case where this approach may be helpful: where your IT policies do not allow for OS authentication to be used with one or more of your Oracle Database installations. Since the absence of OS authentication prevents any locally installed inventory component from accessing the Oracle database instances on this server, it becomes a sensible compromise on such a server to use the locally-installed FlexNet inventory component to collect normal software and hardware inventory (including for other Oracle options on the server), combined with direct inventory gathering to cover the database instances on the same server.

### Comparison of Inventory Collection Methods

The following table presents a summary comparison of different inventory collection methods available with FlexNet Manager Suite. In the table:
"Y" means that the item applies to the method

"O" means that the item is optional, or its use depends on the details of your implementation.

<table>
<thead>
<tr>
<th>Feature</th>
<th>Agent-based</th>
<th>Scanner</th>
<th>Zero-footprint</th>
<th>Direct</th>
<th>Spreadsheet</th>
</tr>
</thead>
<tbody>
<tr>
<td>FlexNet inventory agent</td>
<td>Y</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FlexNet Inventory Scanner</td>
<td>Y</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FlexNet Beacon installed on an inventory beacon</td>
<td>Y Y Y Y Y</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Discovery and inventory rules</td>
<td>O</td>
<td>Y Y</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Compatible OLEDB drivers from Oracle on inventory beacon</td>
<td>Y</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The tnsnames.ora file</td>
<td>O</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The OEM Adapter</td>
<td>O</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Privileges Required**

For adoption on Windows: local or domain account (registered in Password Manager) with full access to Windows Service Control Manager on the Oracle server

For operation on Windows:
- **LocalSystem** or administrator account
- Registered in Password Manager
- Read-only access to Windows Service Control Manager on Oracle server
- Member of the Windows local security group **ora_dba** (where **LocalSystem** appears as **NT AUTHORITY\SYSTEM**).

For non-privileged operation on Windows:
- A non-privileged account to which you have given all access rights required for the discovery and inventory collection you require (this unsupported approach is not documented, as it is specific to your environment)
- Member of the Windows local security group **ora_dba** (where **LocalSystem** appears as **NT AUTHORITY\SYSTEM**)
- Has permissions to invoke the commands listed in the *Common: Child Processes on Windows Platforms* topic in the *Gathering FlexNet Inventory* PDF (available through the title page of online help).
### Feature

For adoption on UNIX-like platforms:

- Local account with `ssh` privileges that can elevate to *root*-level privileges
- Registered in Password Manager.

For operation on UNIX-like platforms: The tracker runs as *root*. (If the tracker is run as any other account, Oracle inventory is not collected.) This is true for all agent-based inventory gathering:

- The Adopted case
- The Agent third-party deployment case
- The FlexNet Inventory Scanner case
- The Zero-footprint case.

**Tip:** As always, it makes no difference whether you invoke the tracker directly as *root*, or whether you run as another account and use `sudo` (or similar) to elevate to *root* before invoking the tracker.

An account with read-only permissions on every Oracle Database for all the tables and views needed for collecting Oracle inventory.

### Collected Information

<table>
<thead>
<tr>
<th></th>
<th>Agent-Based Scanner</th>
<th>Zero-footprint Scanner</th>
<th>Direct Inventory</th>
<th>Spreadsheet</th>
</tr>
</thead>
<tbody>
<tr>
<td>General hardware and software inventory</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>O</td>
</tr>
<tr>
<td>Oracle Database inventory</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Inventory from standby database instances (with tracker version 12.4 or later)</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td></td>
</tr>
<tr>
<td>Oracle application and engineering system inventory</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>O</td>
</tr>
<tr>
<td>Oracle LMS data for audit</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>O*</td>
</tr>
</tbody>
</table>

* The direct inventory collection method collects only the *software* data required by Oracle LMS. For a complete audit data set, you will need another method to execute the LMS hardware scripts on each Oracle server.

Inventory from Oracle pluggable databases (Oracle 12c and later) — requires `InventorySettings.xml` version 27 or later.

### User Actions Required
Create a discovery and inventory rule. In the Adopted case (but not in the Agent third-party deployment case), ensure that the **Allow these targets to be adopted** option is selected in the target definition.

Create a discovery and inventory rule, and in the action definition:

- For **Action type**, choose **Discovery and inventory**
- Select **Network scan** as the discovery method
- In the **General hardware and software inventory** section, select **Gather hardware and software inventory from all target devices**

If you wish to target exclusively Oracle servers, specify appropriate IP addresses, machine name patterns, or port details to focus the settings under **Define machines to target** in the **Targets** tab.

To use a network scan, create a discovery and inventory rule with the following options selected in the action definition:

- For **Action type**, choose **Discovery and inventory**
- Select **Network scan** as the discovery method
- In the **Oracle database environments** section, select the **Discover Oracle database environments**, **Port scan** and/or **SNMP scan**, and **Gather Oracle database environment inventory** options.

To use a TNSNames.ora file, create a discovery and inventory rule with the following options selected in the action definition:

- For **Action type**, choose **Discovery and inventory**
- Select **TNSNames file for Oracle databases** as the discovery method (you may optionally combine this, for example, with **Network scan**)
- In the **Oracle database environments** section, select the **Discover Oracle database environments**, **Port scan** and/or **SNMP scan**, and **Gather Oracle database environment inventory** options.
To use manually-created data to replace discovery, create discovery device records with listener and services information for all Oracle servers; and then create a discovery and inventory rule with the following options selected in the action definition:

- For **Action type**, choose **Inventory only**
- In the **Oracle database environments** section, select the **Gather Oracle database environment inventory** option.

<table>
<thead>
<tr>
<th>Feature</th>
<th>Agent-based</th>
<th>Scanner</th>
<th>Zero-footprint</th>
<th>Direct</th>
<th>Spreadsheet</th>
</tr>
</thead>
<tbody>
<tr>
<td>Separately execute (and report results for) the Oracle LMS hardware scripts, since these cannot be executed in the direct inventory collection case.</td>
<td></td>
<td>Y</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Schedule file uploads from the FlexNet Beacon.</td>
<td></td>
<td>Y</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Interaction with Oracle Enterprise Manager**

If you are using Oracle Enterprise Manager to manage various Oracle Database installations (together with the many database instances that these may support), there are two completely separate ways that FlexNet Manager Suite can interact with your installation(s) of Oracle Enterprise Manager, using it either:

- As a discovery tool to identify database instances
- As a management reporting tool to track Oracle options/applications being remotely managed on [some of] those database instances.

These two approaches are entirely independent, and you may use both within your enterprise, if need be.

**Discovery**

The goal here is to create an authoritative listing of all the database instances running on Oracle servers within your enterprise. This discovery process helps ensure that your Oracle inventory can be complete, and avoids nasty surprises if you are ever involved in an Oracle audit.

The approach is as follows:

- A unique copy of the OEM adapter, a utility from Flexera, is associated with each installation of Oracle Enterprise Manager.
- The OEM adapter extracts the identities of all the database instances known to this installation of Oracle Enterprise Manager. It structures the data into the Oracle-standard file format, tnsnames.ora.
- The OEM adapter is also linked to a particular inventory beacon, and automatically writes its prepared tnsnames.ora file into a known path on the inventory beacon. Because the OEM adapter always writes a file with the same name into the same path, the easiest configuration is to support each OEM adapter with its own distinct inventory beacon.
In due course, the inventory beacon connects directly to each database instance identified in [all of the] .ora files waiting in the special directory, and collects Oracle inventory from each database instance (the "direct" inventory model). The inventory from each database instances is saved into an .ndi file, and uploaded to the central application server along with all other collected inventory.

You can find more insight in the topic Using tnsnames Discovery with Direct Inventory within this chapter. Details on obtaining, deploying, and configuring the OEM adapter are included in the FlexNet Manager Suite 2018 R2 Inventory Adapters and Connectors Reference PDF, available through the title page of online help.

**Reporting on management of Oracle options**

Oracle options (and management packs or applications) attached to database instances have separate licensing implications, and must be tracked. An Oracle administrator may authorize their use in either of two ways:

- She may log in directly to the database instance, and authorize use of an option locally — in inventory terms, this option is visible only in the inventory gathered locally on this Oracle server.

- She may access Oracle Enterprise Manager and authorize the option from there, acting 'remotely' on the target database instance — this option is then visible both in the local inventory gathered from the remote database instance, and also in the inventory gathered from the OEM repository (the particular database instance within which Oracle Enterprise Manager stores its management data, but here named differently to reduce confusion).

Of course, these actions may be conducted by different administrators, even on the same database instance; and things may get confusing. To help you sort out where Oracle options were authorized, FlexNet Manager Suite displays the name of the Oracle Enterprise Manager server that reports management information for a given database instance (visible in the properties of the database instance). In the same properties pages, you can see every option authorized for the database instance, and for each option see whether it was authorized locally on the database instance, or remotely by someone using Oracle Enterprise Manager.

And the good news is this requires no special set-up or configuration. It does not matter which method of collecting Oracle inventory you use:

- Agent-based, with the locally installed FlexNet inventory agent deployed either through automated adoption or with your preferred third-party tools.

- Zero-footprint, where the FlexNet inventory agent is remotely installed by an inventory beacon and removed again after its work is done.

- The light-weight FlexNet Inventory Scanner (provided that you have also deployed InventorySettings.xml to the folder where the scanner executes).

- Direct inventory-gathering from the inventory beacon accessing the listener for the database instance.

In all those cases, when inventory is collected from the database instance, it automatically includes any Oracle Enterprise Manager data that is saved in that database instance (which, as then becomes obvious, is also an OEM repository). After the inventory from all database instances is uploaded and imported, FlexNet Manager Suite identifies the managing installation of Oracle Enterprise Manager against both:

- Each target database instance, and

- The individual Oracle options on it that were authorized through Oracle Enterprise Manager.
You can see the results in the web interface for FlexNet Manager Suite by opening the properties sheet for the target database instance (for example, navigate to Discovery & Inventory > Oracle Instances, and click the chosen name in the Instance column). Look in the General tab of the properties to see the Managing OEM, the particular installation of Oracle Enterprise Manager that, within its own inventory of the OEM repository, most recently showed details about this target database instance. Switch to the Options tab in the same properties sheet to see the Oracle options associated with this database instance, and whether they were authorized locally (on This instance) or remotely (by Oracle Enterprise Manager, being that installation identified on the General tab).

Tip: One point about configuration is to ensure you are using appropriate versions. From Oracle 12c, the OEM repository may be saved in a pluggable database. If you use Oracle 12c (or later), you must also use a version of the inventory component (ndtrack) that can collect inventory from pluggable databases. This requires version 13.0.1 of the FlexNet inventory agent, which was distributed with FlexNet Manager Suite 2018 R1 hotfix 02. This (or a later) agent remains backward compatible with inventory beacons and the central application server for version 2016 and later, so that if need be, you can update only FlexNet inventory agent.

Some important points to notice are these:

- Obviously, linking the two inventory sources (local database instance and OEM repository) relies on both inventory files being imported. Furthermore, they are matched by the hostname for the database instance recorded in both inventories. If, for example, your OEM installation reports database instances not by hostname but by IP address, then the matching cannot occur. In that case, you would see separate inventories for the two database instances involved (the target database instance and the OEM repository instance), but no connection between them.

- FlexNet Manager Suite identifies the OEM installation by the Oracle Database server where the management information was found. In the normal course of events where the OEM console and the OEM repository are on the same server, this goes unnoticed, and you can easily recognize the server name. However, if you have separated your OEM console (on, say, myConsoleServer) from the OEM repository (on, say, fatOracleDatabaseServer), you may not instantly recognize the latter as the OEM server name when you have in mind the different name for your OEM Console.

- Your configuration of Oracle Enterprise Manager can become even more exotic. "Each administrator is associated with a specific repository... The repository tables can be installed in any database accessible to the Console... Also, the repositories for the administrators do not have to be in the same database." (https://docs.oracle.com/cd/A57673_01/DOC/sysman/doc/A55896_01/ch1.htm) Suppose that administrators Sam and Pat have their own separate OEM repositories, and these happen to be on different Oracle Database servers (svrSamDB and svrPatDB). Now, both Sam and Pat remotely access the same database instance ODBINS47, and both authorize some Oracle options on ODBINS47. You can see that when inventory is imported from svrSamDB, the properties of ODBINS47 are updated to show that svrSamDB is its managing installation of OEM; and later, when inventory is processed from svrPatDB, the properties of ODBINS47 switch over to reveal its new managing installation of OEM. In such a fluid environment, the properties of each database instance show management by the installation of OEM most recently imported. The behavior of linking the latest import from an OEM repository works well if you are actually switching management from one installation of OEM to another. The new management OEM is displayed after the very next Oracle inventory import (typically part of the overnight full inventory import and license consumption calculations). However, if you really are allowing multiple administrators working from separate OEM repositories to manage
the same database instance, the assigned Managing OEM field reveals only the most recent import from an OEM repository. In less fluid, “normal” environments, where each database instance is managed by a single installation of OEM using an OEM repository on a single database server, you can rely on the stable presentation of these facts.

For more information, see the online help for the Oracle database instances properties sheet.

Agent-Based Collection of Oracle Inventory

This section provides details about Oracle discovery and inventory using a local instance of FlexNet inventory agent. In this context, ‘local’ means that FlexNet inventory agent is installed and executing on the target Oracle server.

Except as noted in following topics, it does not matter how the FlexNet inventory agent was deployed. In the terms defined in the Gathering FlexNet Inventory PDF, the concept of ‘local agent-based inventory collection’ covers:

- The Adopted case
- The Agent third-party deployment case.

Prerequisites for local agent-based inventory collection

The following must be in place for collection of Oracle inventory by a local copy of the FlexNet inventory agent installed on the target Oracle server:

1. The installed Oracle Database must be release 9i or later on UNIX-like platforms; and on Windows platforms, release 10g or later is preferred.

2. You have licensed the FlexNet Manager for Oracle product (for details, see Appendix F: Features Enabled in FlexNet Manager for Oracle).

3. You have deployed and configured one or more inventory beacon(s) in your network, such that at least one inventory beacon can access each of your target Oracle servers. For detailed information about inventory beacons, their deployment, and configuration, see the topics under What Is an Inventory Beacon? in the online help. You initiate deployment of an inventory beacon by navigating to Discovery & Inventory > Beacons.

4. If you intend to use the capabilities of FlexNet Manager Suite to discover Oracle servers on the network and automatically install the FlexNet inventory agent on them (a process called ‘adoption’), you also require the following:
   - Your organizational site and subnet hierarchy is recorded through the Discovery & Inventory > Subnets page of the web interface (see Subnets in the online help).
   - You have assigned the defined subnets to inventory beacon(s) through the Discovery & Inventory > Beacons page of the web interface (see Assigning a Subnet to a Beacon in the online help).

5. You have set up the accounts required for operation, and (in the Adopted case) possibly separate accounts for adoption of the target Oracle servers. Details of the accounts for different platforms are in Credentials for Local Agent-Based Inventory.
6. You have deployed the FlexNet inventory agent to the target devices, ensuring that for UNIX-like systems, you have authorized or installed version 13.0.1 of the FlexNet inventory agent (earlier versions of the FlexNet inventory agent may fail to collect Oracle inventory on UNIX-like systems where permissions prevent global access to Oracle directories or files):

- In the Agent third-party deployment case, following the guidelines starting from the Agent third-party deployment: Implementation topic within the Gathering FlexNet Inventory PDF
- In the Adopted case, following the guidelines in the Adopted: Implementation topic in the same PDF file.

Tip: When you know the names or network locations of the Oracle servers you want to adopt, you can declare a single rule in the web interface for FlexNet Manager Suite to target and adopt these known machines. If you are unsure where all your Oracle databases may have been installed, you can use a more generalized discovery rule to find and identify those devices, and subsequently adopt them.

Credentials for Local Agent-Based Inventory

The required accounts and their privilege levels vary across different types of operating system, and they are also different for the initial deployment (in the Adopted case) and subsequent steady-state operations. (The accounts you may need for deployment in the Agent third-party deployment case are left to your own management, and not described here.)

For the Windows platform:

- **Adoption** requires an account that:
  - May be either a local account on the target Windows device, or a Windows domain account
  - Has full access to the Windows Service Control Manager on that target Windows device (specifically, the account must have the SC_MANAGER_ALL_ACCESS access right)
  - Is registered in the secure Password Manager on the appropriate inventory beacon before running the discovery task that includes the adoption action.

Once the FlexNet inventory agent is correctly installed (through the adoption process), this level of privilege is no longer required.

- **Operation** (after the FlexNet inventory agent is correctly installed) requires an account on the target device that:
  - Is the LocalSystem account on the target device (but for Oracle Database version 9i, see the following note)
  - Has read-only access to the Windows Service Control Manager (this allows discovery of Oracle services)
  - Is a member of the Windows local security group ora_dba (in which context, the LocalSystem account is displayed as NT AUTHORITY\SYSTEM)
  - Uses local OS authentication to take inventory; which means that the SQLNet.AUTHENTICATION_SERVICES property must be set to (NTS) in the sqlnet.ora file located in the %ORACLE_HOME%/network/admin directory (and be aware that, conversely, disabling OS authentication for your Oracle Database prevents the
locally installed FlexNet inventory agent from gathering inventory from Oracle database instances). By default, Oracle disables OS authentication on Windows platforms.

**Note:** Operation with Oracle Database 9i is an exceptional case. To collect Oracle 9i inventory on Windows, you **must** run ndtrack as a non-LocalSystem user account. This is only possible if you trigger the tracker with a custom command line, using your preferred scheduling tool (such as Microsoft Task Scheduler). This makes the local agent cases (whether the Adopted case or the Agent third-party deployment case) rather unsuitable for taking inventory for version 9i. In both these cases, the tracker runs under policy as LocalSystem (in which case it reports a failure to collect inventory from an Oracle 9i database instance); and if you run it again with a custom command line as a different account, you get inventory results. The combination of positive results gained with negative failure notifications is bound to produce confusion! For these reasons, if you have instances of Oracle Database 9i, it is better to consider the lightweight FlexNet Inventory Scanner, for which you can more easily manage your own command lines (see FlexNet Inventory Scanner Collection of Oracle Inventory); or even the Core deployment approach (for which see the Gathering FlexNet Inventory PDF).

For **UNIX**-like platforms:

- **Adoption** requires an account that:
  - Is local on the target device
  - Has ssh privileges
  - Can elevate to root-level privileges to complete the installation
  - Is registered in the secure Password Manager on the appropriate inventory beacon before the adoption process is run (and the additional details for elevation of account privileges with your preferred tool, such as sudo or priv, are also registered there).

- **Operation** (after the FlexNet inventory agent is correctly installed) requires an account on the target device that:
  - Must be root — otherwise local Oracle inventory collection is disabled
  - May impersonate other trusted accounts with lower privilege levels — as discussed in detail in the **Common: Child Processes on UNIX-Like Platforms** topic in the Gathering FlexNet Inventory PDF, along with coverage of the following preferences in the config.ini file that may affect the choice of account to impersonate:

  **Tip:** With neither of the following preferences specified, the default behavior is for FlexNet inventory agent to impersonate the account currently running the database instance, which is assumed to be a member of the dba group. This is the most straightforward configuration, with no settings needed. If, instead, you intend to specify the OracleInventoryUser preference, it must be an exact match for any Oracle user name that:
  - Is also an operating system account
  - Has OS authentication enabled (and as well, OS authentication, which defaults to enabled for UNIX-like platforms, must not have been disabled using the SQLNet.AUTHENTICATION_SERVICES property in the sqlnet.ora file located in the %ORACLE_HOME%/network/admin folder)
- Is a member of `oinstall` (or equivalent group, granting execute permissions for `sqlplus`)
- Is either a current member of the `dba` group on the UNIX host server; or has adequate permissions for inventory gathering (as outlined in this table).

<table>
<thead>
<tr>
<th>OracleInventoryAsSysdba</th>
<th>OracleInventoryUser</th>
<th>Impersonation</th>
<th>Connection/Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>True (or omitted)</td>
<td>Configured</td>
<td>The account nominated in <code>OracleInventoryUser</code> is impersonated</td>
<td>Database connection is made as <code>sysdba</code> (and account must be a member of the <code>dba</code> group)</td>
</tr>
<tr>
<td>True (or omitted)</td>
<td>Not configured</td>
<td>The account running the database instance is impersonated</td>
<td>Database connection is made as <code>sysdba</code></td>
</tr>
<tr>
<td>False</td>
<td>Configured</td>
<td>The account nominated in <code>OracleInventoryUser</code> is impersonated</td>
<td>Database connection is made as that same account (which in addition to the prerequisites above, must be configured with adequate read-only privileges as detailed in Appendix C: Oracle Tables and Views for Oracle Inventory Collection)</td>
</tr>
<tr>
<td>False</td>
<td>Not configured</td>
<td>None</td>
<td>Oracle inventory collection does not proceed</td>
</tr>
</tbody>
</table>

**Note:** On a UNIX-like platform, the tracker attempts to use `setuid` to impersonate the appropriate account to gather Oracle inventory. If you are using eTrust Access Control on this server, by default it does not permit this impersonation, and inventory gathering fails. The fix is to change the configuration of eTrust to include `ndtrack` in the `LOGINAPPL` class. For more information, see the eTrust Access Control Administration Guide ([https://supportcontent.ca.com/cadocs/0/g007711e.pdf](https://supportcontent.ca.com/cadocs/0/g007711e.pdf)).

- The impersonated account may need an environmental variable set within its login profile. This applies only in the case where:
  1. A target Oracle database instance is running on a UNIX platform, and
  2. This account (operating system user) was the one used to start the database instance, and
  3. The start-up specified an `ORACLE_HOME` path which included a symbolic link.
This use of the symbolic link can hide the database instance from inventory collection by the installed tracker (ndtrack). Either of the following workarounds may be used to ensure that the local tracker can collect inventory from this database instance (and both workarounds may be implemented together without issue):

- The account running the database instance (say OSUser4Oracle) may set an environment variable within its login profile specifying the ORACLE_HOME path (including the symbolic link) which was used to start the database instance. To test this setting, the following command should display the correct ORACLE_HOME path:

  ```bash
  su \
  OSUser4Oracle -c "echo \n  "$ORACLE_HOME"
  ```

  **Tip:** If this environment variable is set for any account on the database server, it is applied to all database instances started by the same account on this server. Any mismatch between the (non-empty) environment variable, and the actual path used to start any of these database instances, prevents the collection of database inventory from the mismatched instance by the locally-installed inventory component (ndtrack). Conversely, you can prevent the environment variable option being used for all accounts on the target Oracle server by setting the UserDefinedOracleHome preference (details of this preference are included in the Gathering FlexNet Inventory PDF, available through the title page of online help).

- You can ensure that the Oracle home specified in the /etc/oratab file represents the ORACLE_HOME path used to start the database instance.

## How Agent-Based Collection of Oracle Inventory Works

In local agent-based inventory collection, FlexNet Manager Suite collects Oracle inventory through the FlexNet inventory agent installed on each Oracle server within your network. This method is simplest in operation, as each FlexNet inventory agent performs discovery and inventory for its respective Oracle server, and the various processes are managed automatically.

The installation of the FlexNet inventory agent is detailed in the Gathering FlexNet Inventory PDF for either the Adopted case or the Agent third-party deployment case. This topic summarizes operation after deployment.

The following diagram shows an example scenario for a single inventory beacon.
The diagram shows three database servers, two in Subnet1 and one in Subnet2. An instance of FlexNet inventory agent has been installed on each of these database servers. The inventory beacon has been assigned to cover both of these subnets and can connect to every Oracle server. All the prerequisites outlined in Agent-Based Collection of Oracle Inventory are satisfied.

The process for local agent-based Oracle inventory collection runs like this:

1. By default, every 15 minutes each inventory beacon checks for any updates its own policy, from which it derives policy to share with the devices it is managing. (To adjust this download schedule, see Inventory Settings Page > Beacon Settings Section in the online help.) This policy may:
   - Update the schedule for the installed FlexNet inventory agents if this has been changed (see Inventory Settings Page > Agent Inventory Schedule Section in the online help)
• Update the InventorySettings.xml file, if this has been changed by a recent download of the Application Recognition Library (this file includes specialized actions for gathering Oracle inventory).

2. When the global schedule for inventory collection by the installed FlexNet inventory agents triggers, each FlexNet inventory agent performs discovery on its local device (recorded in a .disco file). This process is run by the tracker component of the FlexNet inventory agent (ndtrack executable). For Oracle, the discovery process tries to identify one or more paths for $ORACLE_HOME, using all of these platform-dependent methods in order (and combining the resulting dataset):

<table>
<thead>
<tr>
<th>UNIX-like platforms — Oracle discovery</th>
<th>Windows platforms — Oracle discovery</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. The tracker scans the file system for any oracle executables.</td>
<td>1. The tracker looks for a registry entry under HKLM\SOFTWARE\Wow6432Node\Oracle\ (or, on 32-bit systems, HKLM\SOFTWARE\Oracle). On success, this returns the %ORACLE_HOME% path.</td>
</tr>
<tr>
<td>• This scan honors the global settings for file system scans in the File Inventory section of the Inventory Settings page of the web interface, which may limit search paths or even disable file scanning entirely.</td>
<td></td>
</tr>
<tr>
<td>• On success, this search returns the file path ($ORACLE_HOME) and the executable ID.</td>
<td></td>
</tr>
<tr>
<td>2. The tracker looks for an oratab file (installed in either /etc or /var/opt/oracle during database installation). On success, this provides the $ORACLE_HOME path, the executable ID for the oracle executable, and the System ID (SID) for each database instance listed in the oratab file. (See also note below.)</td>
<td>2. The tracker interrogates the Windows Service Control Manager. On success, this provides the %ORACLE_HOME% path, the System ID (SID) for the database instance running in that process, and the name of the related Oracle listener. (No step 3 for Windows.)</td>
</tr>
<tr>
<td>3. The tracker examines process listings for matches to ora_smon_* . On success, this provides the $ORACLE_HOME path and/or the executable ID for the oracle executable, as well as the SID for the running database instance and the user account running it. (See also note below.)</td>
<td>(No step 4 for Windows.)</td>
</tr>
<tr>
<td>4. The tracker examines process listings for tns1snr. On success, this provides the $ORACLE_HOME path, the executable ID for the oracle executable, the name of the related Oracle listener, and the user account running the listener.</td>
<td></td>
</tr>
</tbody>
</table>

**Note:** If a symbolic link was used in the $ORACLE_HOME path to start a particular Oracle database instance on a UNIX-like platform, this can ‘hide’ the database instance from inventory collection by the locally-installed tracker (ndtrack component). To ensure inventory collection from a database instance started with a symbolic link, use either (or both) of the following workarounds:
You can ensure that the Oracle home specified in the /etc/oratab file represents the ORACLE_HOME path used to start the database instance.

The account running the database instance (say OSUser4Oracle) may set an environment variable within its login profile specifying the ORACLE_HOME path (including the symbolic link) which was used to start the database instance. To test this setting, the following command should display the correct ORACLE_HOME path:

```
su - OSUser4Oracle -c "echo \$ORACLE_HOME"
```

**Tip:** If this environment variable is set for any account on the database server, it is applied to all database instances started by the same account on this server. Any mismatch between the (non-empty) environment variable, and the actual path used to start any of these database instances, prevents the collection of database inventory from the mismatched instance by the locally-installed inventory component (ndtrack). Conversely, you can prevent the environment variable option being used for all accounts on the target Oracle server by setting the UserDefinedOracleHome preference (details of this preference are included in the Gathering FlexNet Inventory PDF, available through the title page of online help).

3. Next, the tracker gathers general hardware and software inventory (recorded in an .ndi file) from the local device. This is the standard inventory gathering that the tracker gathers on every device where it is running.

4. If the tracker discovered one or more Oracle database instance(s) on the device, and all the required settings and account privileges are in place, the tracker also gathers inventory from all accessible Oracle database instances.

**Tip:** The definition of “accessible” changed at version 12.4 of the tracker (released with FlexNet Manager Suite 2017 R3):

- For versions 12.3 and earlier, “accessible” excluded all Oracle database instances that are in standby mode
- For versions 12.4 and later, the locally-installed tracker also collects inventory from Oracle database instances that are in standby (that is, MOUNTED but not in RUN mode), such as the standby instance in an Active Data Guard configuration.

The processes for gathering Oracle inventory on different types of platform are as follows.

- For UNIX-like platforms, the tracker impersonates an appropriate account, determined by the configuration of the preferences shown below.

**Note:** On a UNIX-like platform, the tracker attempts to use setuid to impersonate the appropriate account to gather Oracle inventory. If you are using eTrust Access Control on this server, by default it does not permit this impersonation, and inventory gathering fails. The fix is to change the configuration of eTrust to include ndtrack in the LOGINAPPL class. For more information, see the eTrust Access Control Administration Guide (https://supportcontent.ca.com/cadocs/0/g007711e.pdf).
Each column in this table shows a set of conditions in the first three rows, followed by the resulting behavior in the last two rows. Once a valid user account is determined, the tracker invokes the Oracle-supplied sqlplus utility, giving it either of the command line parameters shown in the last row as appropriate:

<table>
<thead>
<tr>
<th>UNIX-like platforms — Conditions</th>
<th>Option 1</th>
<th>Option 2</th>
<th>Option 3</th>
<th>Option 4</th>
<th>Option 5</th>
</tr>
</thead>
<tbody>
<tr>
<td>If the executable runs as</td>
<td>root</td>
<td>root</td>
<td>root</td>
<td>root</td>
<td>Any other account</td>
</tr>
<tr>
<td>and OracleInventoryAsSysdba =</td>
<td>True</td>
<td>True</td>
<td>False</td>
<td>False</td>
<td>n.a.</td>
</tr>
<tr>
<td>and OracleInventoryUser =</td>
<td>Valid user</td>
<td>Not set</td>
<td>Valid user</td>
<td>Not set</td>
<td>n.a.</td>
</tr>
<tr>
<td>Then: Impersonated account is</td>
<td>That user (see Tip below)</td>
<td>Process owner</td>
<td>That user (see Tip below)</td>
<td>Not supported</td>
<td>n.a.</td>
</tr>
<tr>
<td>Command line parameters for sqlplus</td>
<td>&quot;/ as sysdba&quot;</td>
<td>&quot;/ as sysdba&quot;</td>
<td>&quot;/ &quot;</td>
<td>No inventory</td>
<td>No inventory</td>
</tr>
</tbody>
</table>

**Tip:** If you intend to specify the OracleInventoryUser preference, it must be an exact match for any Oracle user name that:

- Is also an operating system account
- Has OS authentication enabled
- Is a member of oinstall (or equivalent group, granting execute permissions for sqlplus)
- Is either a current member of the dba group on the UNIX host server (when OracleInventoryAsSysdba=True or is unspecified); or has adequate permissions for inventory gathering (when OracleInventoryAsSysdba=False).

- For Windows platforms, the tracker normally runs as LocalSystem, but may be run by another account that has administrator privileges (that is, is a member of the Administrators security group). In either case, the same account that is running the ndtrack executable is used to invoke the Oracle-supplied utility sqlplus, using the command line parameter "/ as sysdba". This remains true even if the Oracle database instance is running as a service user, as is possible from Oracle Database 12c; so that binaries controlled by the service account are now executed as LocalSystem (or at least with administrator privileges). It is, of course, best practice to ensure that any service account running a database instance is well secured, so that the binaries it controls are protected.

5. Where Oracle inventory is collected, the tracker also executes scripts provided by Oracle License Management Services (LMS) to gather software and hardware information about the servers where Oracle Database is installed. (These scripts, as amended from time to time, are downloaded to the tracker from the InventorySettings.xml file. They are used only for the preparation of an Oracle audit report, available to
operators who have appropriate access rights in the Discovery & Inventory > Oracle Instances page, with more details available in the help for that page.)

6. The tracker records the software and hardware results of the Oracle inventory gathering in a separate .ndi file.

Tip: Notice that the installed FlexNet inventory agent responds to settings in the Inventory Settings page of the web interface, and does not follow the rules or schedules in the Discovery and Inventory Rules page, which are used by inventory beacons. This means that you do not need to set a particular rule to cause the installed FlexNet inventory agent to perform these discovery and inventory-gathering actions, as (subject to its local settings in the Windows registry, or config.ini file on UNIX-like platforms) it always does these, including checking for and collecting Oracle inventory on its local device.

7. Immediately on completion of inventory gathering, the tracker uploads the .disco file and one or two compressed .ndi files to the appropriate inventory beacon. If some temporary network problem causes this upload to fail, there is a catch-up task to try again overnight (using the ndupload component).

8. The inventory beacon uploads all collected discovery and inventory information to the central application server (or, if it is a member of a hierarchy of inventory beacons, uploads the data to its parent in the hierarchy, and the upload is repeated until the data reaches the application server). Data is stored initially in the inventory database.

9. In due course, the inventory import (to the compliance database) and license reconciliation process runs (typically overnight, although an operator in a role granting the Configure inventory data and reconcile right can also trigger a full import and reconciliation). Progress is visible on the System Tasks page.

10. The Discovery & Inventory > Oracle Instances page lists the database inventory for all servers discovered and inventoried up to the time of the latest reconciliation calculation.

Troubleshooting Agent-Based Collection of Oracle Inventory

To troubleshoot local agent-based discovery and inventory:

1. Validate that you have licensed the FlexNet Manager for Oracle product:
   a. Navigate to the system menu (皇冠 in the top right corner) in the web interface, and click FlexNet Manager Suite License.
   b. In the Licensed products section, scroll down to see the card for FlexNet Manager for Oracle.

   Detailed Oracle inventory cannot be uploaded by the locally-installed FlexNet inventory agent without this license term registered on the central application server. If it is missing, please contact your Flexera representative for assistance.

2. Before concluding that there is a problem, ensure that you have allowed sufficient time for:
   • Discovery and inventory processes on the target device (check the global schedule for the FlexNet inventory agent)
• File upload to the inventory beacon, and from there to the central application server (typically within several minutes of the data gathering being completed)

• Inventory import from the inventory database to the main compliance database (typically scheduled overnight)

• The license reconciliation calculations (typically scheduled overnight).

If, after this process has completed, the target Oracle server does not appear in **Discovery & Inventory > All Discovered Devices**, it is time to continue troubleshooting. (If the device does appear in this listing, but the Oracle instance is not visible in **Discovery & Inventory > Oracle Instances**, skip forward to step 11.)

3. Validate that the required accounts are set up correctly (see **Credentials for Local Agent-Based Inventory** and that the required rule is correctly configured (see **How Agent-Based Collection of Oracle Inventory Works**).

   **Remember**: On UNIX-like devices, the installed FlexNet inventory agent can collect Oracle inventory only when it is running as root.

4. Validate that the FlexNet inventory agent is installed on the target device. Navigate to the **Discovery & Inventory > All Discovered Devices** page, looking for a Yes displayed in the Agent installed column for the relevant device.

   • In the Adopted case, the value is updated as soon as the automated adoption process succeeds.

   • In the Agent third-party deployment case, the value is retrospectively updated after an inventory upload reveals the installer package for the FlexNet inventory agent (which may take a little longer).

If adoption has failed on your target Oracle server (that is, the automatic installation process has failed), review the following log files on that device for evidence of the problem:

   • On Windows: $(TempDirectory)\adoption.log


If you are unable to resolve the adoption-specific errors, contact Flexera Support with the log files.

5. Validate that the InventorySettings.xml is correctly delivered to the Oracle server.

If the inventory component (ndtrack) cannot locate this file, it may log messages like the following in:

   • On Windows: $(TempDirectory)\ManageSoft\tracker.log

   • On UNIX-like devices: /var/opt/managesoft/log/tracker.log

Skipping Oracle database inventory. Failed to find inventory settings with the Oracle inventory rules. Invalid inventory settings file found, recognition rules and scripts will not be executed.

Validate the presence of:

   • On Windows: $(CommonAppDataFolder)\ManageSoft Corp\ManageSoft\Tracker\InventorySettings\InventorySettings.xml
On UNIX-like devices: 
/var/opt/managesoft/tracker/inventorysettings/
InventorySettings.xml

If the file is not present:

- Check the setting which the launcher component (ndlaunch) has saved in [Registry]\ManageSoft\Tracker\CurrentVersion\InventorySettingsPath (for more details, see the Gathering FlexNet Inventory PDF). While this value is very unlikely to have changed, use any new value you find here to check for the presence of the InventorySettings.xml file.

- Check for possible problems with policy updates to the inventory device by reviewing the policy.log and installation.log files, founded in the same platform-specific logging paths shown above.

6. When the InventorySettings.xml file exists, but (as above) the logs suggest that the inventory component (ndtrack) is not finding the file, review the values for both the CacheDirectory and PkgCacheDirectory preferences under [Registry]\ManageSoft\Launcher\CurrentVersion.

These are internal settings used by the launcher component to record and manage downloads. The defaults are:

- CacheDirectory = $(CommonAppDataFolder)/launcher/cache
- PkgCacheDirectory = $(CommonAppDataFolder)/launcher/pkgcache

Blank values may indicate a corrupted installation of the FlexNet inventory agent. In this case, try re-installation.

7. When you know that the FlexNet inventory agent was successfully installed, and that InventorySettings.xml is delivered correctly, on the target Oracle server review the contents of the following folder:

- On Windows: $(CommonAppDataFolder)\ManageSoft Corp\ManageSoft\Common\Uploads\Discovery

The presence of a discovery file (.disco) in this folder quickly validates that discovery is working, but that the upload is failing (since, after a successful upload, the file is removed from this folder). The absence of a file is therefore ambiguous: it may mean that the file creation is failing, or that upload has succeeded and that the problem is further upstream.

8. To assess whether upload is the problem, log into the relevant inventory beacon, open the
$(CommonAppDataFolder)\Flexera Software\Incoming\Discovery folder there, and look for a discovery file containing the device name of the Oracle server. If it is present, it shows that both generation and upload from the Oracle server to the inventory beacon are working, but may indicate a problem loading the file upstream, as once again it should be removed from this staging folder once the upload has succeeded.

9. When there is no evidence of stalled file uploads, you can test that discovery is working by using the following command on the target Oracle server. This performs discovery but prevents the upload of the .disco discovery file to the inventory beacon, so that it remains in the discovery folder on the Oracle server for your inspection.
- **For Windows:** `ndtrack -t machine -o Upload=False`
- **For UNIX-like devices:** `bin/sh ./ndtrack -t machine -o Upload=False`

Thereafter, inspect the discovery folder again (as described earlier).

a. When a discovery file is not created, check the log file for the `ndtrack` component:
   - **On Windows:** `${TempDirectory}\ManageSoft\tracker.log`
   - **On UNIX-like platforms:** `/var/opt/managesoft/log/tracker.log`

Verify the following events:

- The event `Uploading file <filename>.disco` indicates the generation of the discovery file has succeeded (upload is normally attempted immediately after creation of the discovery file).
- The event `File <filename>.disco` removed from upload directory indicates the successful upload of the discovery file.

b. If `tracker.log` provides no information about discovery completion, configure the target device for more detailed logging (tracing) by removing `#` from the following lines of the `etcp.trace` file in the FlexNet inventory agent installation folder on the Oracle server:

```
+Inventory/Oracle
+Inventory/Oracle/SDK
+Inventory/Oracle/Query
+Inventory/Oracle/Query/Substitution
+Inventory/Oracle/Query/Execution
+Inventory/Oracle/Listener
+Inventory/Oracle/Listener/Detail
```

Rerun the command manually (as described above) to generate the trace files, and examine them for clues.

When a discovery file was created, but on inspection in a text editor it contains no data related to Oracle services:

a. Verify the status of Oracle discovery in the following log file:

   - **On Windows:** `${TempDirectory}\ManageSoft\` for the account running `ndtrack.exe`
     (normally this is the `LocalSystem` account, so that the expanded environment variable contains `C:\Windows\Temp\managesoft.log`)
   - **On UNIX-like platforms:** `/var/opt/flexera/managesoft.log`

b. Try to remedy any problems that are logged. If the problem persists, please contact Flexera Support with details and the log files.

10. When the discovery file is being created successfully, *and* contains data about Oracle services, the original problem may have been with uploads.

a. Run the tracker again with command lines similar to the above but omitting the `-o` option, so that upload is now permitted.
b. Thereafter, check for issues related to the upload from the target Oracle server to the inventory beacon:

- **On Windows**: $(TempDirectory)\ManageSoft\tracker.log (when the tracker is running as LocalSystem, normally C:\Windows\Temp\ManageSoft\tracker.log)

- **On UNIX-like platforms**: /var/opt/flexera/managesoft/log/tracker.log.

Tip: Recalling that the original upload is attempted by the tracker immediately after inventory collection, the details appear in the tracker.log. If the full FlexNet inventory agent needs to attempt a later catch-up after a failed upload, this is logged in the upload.log file saved in the same folder.

c. If the problem may lie between the inventory beacon and its parent (potentially, the central application server), switch to the inventory beacon and check C:\Windows\Temp\ManageSoft\uploader.log (when, as is normal, the FlexNet Beacon executable is running as LocalSystem on the inventory beacon).

Once again, if you cannot resolve the problem, please contact Flexera Support with details and log files.

11. Once the target Oracle server is visible in **Discovery & Inventory > All Discovered Devices**, check for a record of the Oracle instance(s) running on that server in **Discovery & Inventory > Oracle Instances**. If not:

a. Return to the log file for the ndtrack component on the target Oracle server:

- **On Windows**: $(TempDirectory)\ManageSoft\tracker.log

- **On UNIX-like platforms**: /var/opt/managesoft/log/tracker.log

Verify the following events:

- Starting oracle inventory and Finished generating inventory indicate the start and end of the Oracle inventory collection process.

**Note:** On a UNIX-like platform, the tracker attempts to use setuid to impersonate an appropriate user to gather Oracle inventory. If you are using eTrust Access Control on this server, by default it does not permit this impersonation, and inventory gathering fails. The fix is to change the configuration of eTrust to include ndtrack in the LOGINAPPL class. For more information, see the eTrust Access Control Administration Guide (https://supportcontent.ca.com/cadocs/0/g007711e.pdf).

- Uploading file <filename (Oracle).ndi.gz> indicates the upload of the compressed Oracle inventory file.

- File <filename (Oracle).ndi.gz> removed from upload directory indicates the successful upload of the inventory file.

Troubleshooting uploads is the same as covered earlier.

b. If Oracle Database inventory gathering is failing, first ensure that the appropriate account can use sqlplus to connect to the database instance:
a. Identify the account relevant to this database instance. For example, on UNIX-like platforms:

- If you are using the OracleInventoryUser preference on this inventory device (server), use that account.
- If not, identify the account that started the database instance. For example, the following command line lists all database instances on this server in the format oraclesid_smon_ORACLESID (the placeholders are replaced with the instance's system identifier in lower- and upper-case), with each row beginning with the relevant account name for that instance:

```
ps -ef | grep smon
```

b. Validate whether the OracleInventoryAsSysdba preference (in the config.ini file for the local FlexNet inventory agent on UNIX) has been set to false. This determines the command line parameters:

```
sqlplus "/" # when OracleInventoryAsSysdba=false
sqlplus "/ as sysdba" # in all other cases
```

c. Still using UNIX as our example, log in as root (the FlexNet inventory agent runs with this level of privilege to collect Oracle Database inventory, and using this saves you providing a password with the su command), and then switch to the identified account to run sqlplus, ensuring that the environment variables are set for the Oracle home directory and the system identifier (SID) for the current database instance:

```
su accountUnderTest
export ORACLE_HOME=OracleHomeDirectory
export ORACLE_SID=OracleSID
cd $ORACLE_HOME/bin
./sqlplus "/ as sysdba" # or modified as noted above
```

If the connection is successful, sqlplus prints a Connected to: summary for the current database instance. Validate that the permissions are adequate and the database instance is fully operational with a test query such as:

```
SELECT VERSION FROM V$INSTANCE;
```

A response of the full version ID for the Oracle Database confirms that inventory collection can proceed.

If you cannot connect successfully, ask your Oracle DBA for assistance to resolve the problem. If connection was successful, continue with the following checks.

- On UNIX-like systems, check whether the OracleHomeDirectory/bin/oracle executable may have been upgraded or replaced without restarting the database instance. Remember that the tracker examines process listings, and if the original process was not restarted, it is now referencing a file that is no longer available, because it has been updated or replaced. If you cannot determine whether the executable has been changed, restart the database instance to test whether this clears the problem. Of course, if the executable has been changed, a process...
• Also on UNIX-like platforms, verify which version of the ndtrack executable is collecting inventory (versions earlier than 13.0.1 may fail to gather Oracle inventory on servers where permissions have been tightened to prevent global read access to Oracle directories or files). Use any of the following methods to verify the version of ndtrack:

◦ If you already have a discovered device record for the server, navigate to its discovered device properties, select the Inventory evidence tab and the Software sub-tab. Find FlexNet inventory agent in the listing, which includes its version. (On UNIX-like platforms, for legacy reasons, this is listed as ManageSoft for platform Managed Devices.)

◦ On the target inventory device (the Oracle server), read /var/opt/managesoft/etc/config.ini in a text editor, and validate the version of the inventory agent saved in the read-only ETCPVersion preference.

⚠️ Caution: Never edit this value manually.

◦ Examine the log file for ndtrack, as this reports the version of the agent in use. The default paths for logging depend on the inventory collection method:

  • For the locally-installed FlexNet inventory agent, see /var/opt/managesoft/log/tracker.log (or check for a custom value saved as ManageSoft\Tracker\CurrentVersion\LogFile in the /var/opt/managesoft/etc/config.ini file)

  • For the lightweight FlexNet Inventory Scanner (presented as ndtrack.sh on UNIX-like systems), and also for zero footprint inventory collection, see /var/tmp/flexera/log/tracker.log

⚠️ Tip: If ndtrack.sh is executed by a non-root account userName, the log defaults to: /var/tmp/flexera.userName/Log/tracker.log.

◦ Open an .ndi file saved on the locally-installed FlexNet inventory agent, which reports the version creating the file. Between inventory collections, the most recent inventory file is saved on the inventory device in /var/opt/managesoft/tracker/inventories, and the version appears at the top of the file as the Tracker attribute of the Inventory XML element.

◦ If you are using ndtrack.sh, this command line reports the version:

  
  cd directoryContainingScanner
  ./ndtrack.sh --version

• On all operating systems, if the preference OracleInventoryAsSysdba=true or is not specified (when the default is also true), make sure that the account running the database instance is listed in the ORADBA group (the local ora_dba security group on Windows and the dba group on UNIX-like platforms). By default this group exists, and the account running the
instance is listed in it; but it is possible that the group has been removed on [some of] your Oracle servers. For full details about alternative accounts and all account requirements, see the OracleInventoryUser and OracleInventoryAsSysdba preferences in the Gathering FlexNet Inventory PDF, available through the title page of online help.

If problems persist, please contact Flexera Support with full details and log files.

Troubleshooting Agent-Based Collection of Oracle Inventory

Before concluding that there is a problem, ensure that you have allowed sufficient time for:

• A download (checked daily by default, with downloads typically weekly) of the content libraries (ARL, SKU library, PURLs) with your license in place for FlexNet Manager for Oracle, and the subsequent distribution of the InventorySettings.xml file to target inventory devices

• Discovery and inventory processes on the target device (check the global schedule for the FlexNet inventory agent)

• File upload to the inventory beacon, and from there to the central application server (typically within several minutes of the data gathering being completed)

• Inventory import from the inventory database to the main compliance database (typically scheduled overnight)

• The license reconciliation calculations (typically scheduled overnight).

In summary, allow 48 hours after the download of the content libraries. After this process has had time to complete, it's time to continue troubleshooting if either of the following is true:

• The target Oracle server does not appear in Discovery & Inventory > All Discovered Devices

• A known Oracle database instance is missing from Discovery & Inventory > Oracle Instances.

The troubleshooting process for Oracle inventory collected by the FlexNet inventory agent locally installed on the Oracle Database server breaks into the following main sections. Use these links to skip directly to your suspected problem:

• Checking prerequisites (see below)

• Validating discovery (see Issues with Discovery)

• Checking inventory collection (see Issues with Inventory Gathering)

• Ensuring uploads (see Issues with Uploads)

• Requesting more assistance (see Requesting Further Assistance).

Checking prerequisites

Prerequisites include:

• A license for the FlexNet Manager for Oracle product (in place before the regular library updates)
Appropriate accounts are available on the target inventory device (and, if the device is first to be adopted, in the Password Manager on the appropriate inventory beacon)

A successful installation of the FlexNet inventory agent on the target inventory device (Oracle server)

A current version of InventorySettings.xml correctly located with the FlexNet inventory agent.

To validate prerequisites, choose from the following:

1. Validate that you have licensed the FlexNet Manager for Oracle product:
   a. Navigate to the system menu (in the top right corner) in the web interface, and click FlexNet Manager Suite License.
   b. In the Licensed products section, scroll down to see the card for FlexNet Manager for Oracle.

   Detailed Oracle inventory cannot be uploaded by the locally-installed FlexNet inventory agent without this license term being registered on the central application server well before the process commences. If it is missing, please contact your Flexera representative for assistance.

2. Ensure that the required accounts are set up correctly (see Credentials for Local Agent-Based Inventory). In particular, for adoption make sure that the appropriate account is configured correctly in the Password Manager on the appropriate inventory beacon.

   Remember: On UNIX-like devices, the installed FlexNet inventory agent can collect Oracle inventory only when it is running as root.

3. Validate that the FlexNet inventory agent is installed on the target device. Step through the following until success:
   a. Navigate to the Discovery & Inventory > All Discovered Devices page, looking for a Yes displayed in the Agent installed column for the relevant device.
      • In the Adopted case, the value is updated as soon as the automated adoption process succeeds
      • In the Agent third-party deployment case, the value is retrospectively updated after an inventory upload reveals the installer package for the FlexNet inventory agent (which may take a little longer, and obviously requires that at least one inventory upload from the target device has succeeded).

      For adoption, when the device is listed, you can also open its properties, and check the Status tab. Expand the Adoption section to check details.

   b. If this target inventory device was intended for automatic adoption (installation of FlexNet inventory agent), make sure that a discovery and inventory rule that includes adoption and includes the inventory device within its target has been scheduled and run.

      For details, see the topic Adopted: Implementation in the Gathering FlexNet Inventory PDF, available through the title page of online help.

   c. If this target inventory device was scheduled for automatic adoption, check that the subnet containing the target device is assigned to the appropriate inventory beacon: navigate to Discovery & Inventory > Subnets, validate the identity of the inventory beacon, and check that Status shows Enabled.
d. Check for the presence of the FlexNet inventory agent in the following paths on the target inventory device:
   • On Windows, in C:\Program Files (x86)\ManageSoft
   • On UNIX-like platforms, in /opt/managesoft.

e. Again in the adoption case, check the rule execution results. Navigate to the system menu (top right corner) and choose System Health > System Tasks, identify your adoption rule, and click See details.

f. If this target inventory device was scheduled for automatic adoption, review the following log files on the device for evidence of any problems with adoption:
   • On Windows: $(TempDirectory)\adoption.log

g. Check the following installation log for any errors downloading policy during the install:
   • On Windows: C:\Windows\Temp\ManageSoft\installation.log
   • On UNIX-like devices: /var/opt/managesoft/log/installation.log.

h. If you are unable to resolve errors specific to adoption or installation, contact Flexera Support with the log files.

4. Check access to InventorySettings.xml.
   a. Look in the tracker log for messages like this, indicating problems accessing the file:

   Skipping Oracle database inventory. Failed to find inventory settings with the Oracle inventory rules.
   Invalid inventory settings file found, recognition rules and scripts will not be executed.

   The log file is found:
   • On Windows: $(TempDirectory)\ManageSoft\tracker.log
   • On UNIX-like devices: /var/opt/managesoft/log/tracker.log

   b. Check for InventorySettings.xml in its default location:

   • On Windows: $(CommonAppDataFolder)\ManageSoft Corp\ManageSoft\Tracker\InventorySettings\InventorySettings.xml
   • On UNIX-like devices: /var/opt/managesoft/tracker/inventorysettings/InventorySettings.xml

   Tip: If the file is present, even though (as above) the logs suggest that the inventory component (ndtrack) is not finding the file, review the values for both the CacheDirectory and PkgCacheDirectory preferences under [Registry]\ManageSoft\Launcher\
CurrentVersion on the inventory device. Blank values may indicate a corrupted installation of the FlexNet inventory agent, in which case you could try re-installation. The default values are:

- CacheDirectory = $(CommonAppDataFolder)/Launcher/cache
- PkgCacheDirectory = $(CommonAppDataFolder)/Launcher/pkgcache

c. Check whether the launcher component (ndlaunch) has saved the file in a customized location by reviewing [Registry]\ManageSoft\Tracker\CurrentVersion\InventorySettingsPath.

Remember that, on UNIX-like platforms, the [Registry] details are saved in the config.ini file. While this value is very unlikely to have changed, use any new value you find here as an alternative location to check for the presence of the InventorySettings.xml file. For more details, see the Gathering FlexNet Inventory PDF.

d. If the InventorySettings.xml file is missing, check for possible problems with policy updates to the inventory device by reviewing the policy.log and installation.log files, founded with the tracker log in the platform-specific paths shown above.

With all prerequisites validated, move on to troubleshooting the remaining aspects of Oracle discovery, inventory gathering, uploading, resolving into the inventory database, and importing into the compliance database.

Issues with Discovery

Having checked the prerequisites (see Troubleshooting Agent-Based Collection of Oracle Inventory) and shown that the FlexNet inventory agent is correctly installed and can access the InventorySettings.xml file, you already know that the discovery process for initially identifying the target inventory device (the Oracle server) has worked.

However, there is a second kind of discovery involved in gathering Oracle inventory. Recall that the installed FlexNet inventory agent is policy-driven, not rule-driven (meaning that after device discovery, it is no longer affected by discovery or inventory rules that you set in the web interface). It has no local record of previous discoveries; it has only its policy driving it to see what is available on this inventory device. In the case of an Oracle server as the target inventory device, the installed FlexNet inventory agent is driven to prepare three files for upload:

- The standard hardware and software inventory (.ndi) file that is prepared on every inventory device
- A separate discovery (.disco) file that records the (re-)discovery of the installed Oracle Database
- A separate inventory (.ndi) file exclusively for the inventory of all the Oracle database instances found on this device.

Symptoms

If this stage of discovery fails, the typical symptoms are:

- The inventory device (Oracle server) is visible in the Discovery & Inventory > All Discovered Devices page
- The Oracle instance(s) are missing from the Discovery & Inventory > Oracle Instance page.
To troubleshoot Oracle discovery:

1. To quickly determine whether the problem is in *generating* or *uploading* the discovery file, check on the inventory device for a blocked upload of the `.disco` file:

   - **On Windows**: \$(CommonAppDataFolder)\ManageSoft Corp\ManageSoft\Common\Uploads\Discovery
   - **On UNIX**: `/var/opt/managesoft/uploads/discovery/`

   A discovery file (.disco) present in the appropriate folder means discovery is working, but that the upload is failing (since, after a successful upload, the file is removed from this folder). In this case, switch to debugging uploads (see Issues with Uploads). The *absence* of a file is therefore ambiguous: it may mean either that the file creation is failing, or that the first stage of upload has succeeded and that the problem is further upstream in the path from inventory device to *application server*.

2. If the folder is empty, you may check the following log file for evidence of a previous successful upload:

   - **On Windows**: \$(TempDirectory)\ManageSoft\tracker.log
   - **On UNIX-like platforms**: `/var/opt/managesoft/log/tracker.log`

   (Because uploads are attempted immediately after inventory collection, they are logged by the tracker component. If this attempt fails and the catch-up upload is attempted later, this is logged by the uploader component.) Verify the following events within the expected time-frame (by default, the FlexNet inventory agent collects and uploads inventory on a daily basis):

   - The event *Uploading file <filename>.disco* indicates that the *generation* of the discovery file has succeeded (upload is normally attempted shortly after creation of the discovery file, when inventory has been collected).

   **Important**: Take note of the URL given in this step, which should be of the form:

   `http://192.53.15.139/ManageSoftRL/Inventories`

   The two trailing values are normally consistent for all inventory beacons:
   - The *ManageSoftRL* folder is the web service for receiving uploads
   - *Inventories* indicates the temporary storage location on the inventory beacon.

   The IP address allows you to identify the inventory beacon that FlexNet inventory agent chose for this upload (keeping in mind that FlexNet inventory agent chooses the optimum inventory beacon for each upload, and that it may select different servers at different times, depending on networking conditions). This log entry is one of the few ways to identify the inventory beacon used for any given upload.

   - The events *Upload successful* and *File <filename>.disco* removed from upload directory indicates the successful upload of the discovery file.

   These events indicate that discovery is working, the first stage of upload from the inventory device to an inventory beacon has also worked, and your problem may lie further upstream. Switch to debugging uploads (see Issues with Uploads).
3. If the folder is empty and `tracker.log` gives no indication of a recent successful upload, check further in `tracker.log` for evidence of successful discovery of database instances, validating results against your expectations for this Oracle server.

Look for entries like the following:

```
Started tracking Oracle database instances using inventory recognition rules
Executing oracle inventory rules
 ===== Discovered Oracle database instances and listeners
```

This should be followed by reports of separate instances, each commencing with `+-+`, and reporting either a path to the `dbhome`, an instance name discovered as a running process, or a listener name. This list typically closes with:

```
Oracle database instances were discovered for inventory.
```

**Tip:** If this section is missing completely, the most common problem is the absence of prerequisites, including a license for FlexNet Manager for Oracle, and the `InventorySettings.xml` file. If you have not already validated these prerequisites, refer back to Troubleshooting Agent-Based Collection of Oracle Inventory for details.

If the log file reports any issues with discovery, attempt to remedy those before continuing.

4. If logged results were incomplete, or you wish to examine the results intended for upload in the `.disco` file, change to the installation directory for FlexNet inventory agent, and use the following platform-dependent command line to generate a new discovery file:

   - **For Windows:** `ndtrack -t machine -o Upload=False`

   - **For UNIX-like devices:** `bin/sh ./ndtrack -t machine -o Upload=False`

   The `Upload=False` option prevents upload of the generated `.disco` file by the FlexNet inventory agent, so that it is saved in the path described in step 1. Inspect the discovery folder again:

   - If a `.disco` file is present now, continue with step 5.

   - If there is no `.disco` file created, skip to step 6.

5. Open the `.disco` file in a text editor, and check for any evidence of Oracle services.

   - If you find such evidence, the discovery process is probably working correctly. Look elsewhere for your problem, such as in uploads (see Issues with Uploads).

   - If there is no such evidence:

     a. Again look for evidence of Oracle discovery in the `tracker.log` file, as described in step 3.

     b. If you can, remedy any problems highlighted in this log file.

     c. If you are unable to diagnose further, generate a trace file (as in the next step) before you seek further assistance (see Requesting Further Assistance).

6. As no `.disco` file was created, and the `tracker.log` file (see step 3) does not give enough information, increase the level of tracing before running the inventory (and related discovery) command again:
a. Switch to the installation directory for FlexNet inventory agent.

b. Open the `etcp.trace` file from this folder in a flat text editor.

c. Uncomment (remove # from the start of) the following lines:

   ```
   +Inventory/Oracle
   +Inventory/Oracle/SDK
   +Inventory/Oracle/Query
   +Inventory/Oracle/Query/Substitution
   +Inventory/Oracle/Query/Execution
   +Inventory/Oracle/Listener
   +Inventory/Oracle/Listener/Detail
   +Inventory/Tracker/Environment
   ```

d. Also uncomment one of the lines that declare the file path and file name (pattern) for the output trace file, optionally customizing the path:

   On Microsoft Windows:

   ```
   filename=C:\ManageSoft%p_%d_%t_%u.log # filename pattern with everything!
   ```

   On UNIX-like platforms:

   ```
   filename=/tmp/log/ManageSoft%p_%d_%t_%u.log # filename pattern with everything!
   ```

   **Tip:** Keep at least the `%u` option, so that each run gives the trace file a sequential number. With no variables in the file name, each run appends data to the same file, which can quickly become unmanageably large.

e. Save the `etcp.trace` file, and re-run the `ndtrack` command (see step 4).

f. Examine the output `.log` file(s) in the path you declared.

g. If you can, correct any reported problems. If not, include your trace files with your log files, and seek further assistance (see Requesting Further Assistance).

### Issues with Inventory Gathering

It is possible for the installed FlexNet inventory agent to succeed at its local discovery task (identifying the presence of Oracle Database on the inventory device), and yet to fail to deliver inventory for the associated Oracle instances on the inventory device (the Oracle server).

Be sure that you have validated all the prerequisites (see Troubleshooting Agent-Based Collection of Oracle Inventory). In particular, remember that Oracle inventory collection on UNIX-like platforms requires that the FlexNet inventory agent must be running as root.

**Symptoms**

- Discovery of the Oracle server itself has succeeded, and it is therefore visible in **Discovery & Inventory > All Discovered Devices**, but
• Records of Oracle database instances known to be on that server are missing from Discovery & Inventory > Oracle Instances. The issue may be:
  ◦ Inventory gathering (this topic)
  ◦ Inventory uploads (see Issues with Uploads).

To troubleshoot Oracle inventory collection:

1. In the web interface, navigate through Discovery & Inventory > All Discovered Devices to open the properties for the target inventory device (the Oracle server), and check the Status tab for issues with local Oracle inventory collection.

   Providing that status uploads are running, any errors while taking inventory of an Oracle database instance are displayed here. These errors may guide discussions with your Oracle database administrator; or direct you to step 5 to check for connection problems. If the database instance isn’t displayed, continue with next steps.

2. On a UNIX-like target inventory device, check whether eTrust Access Control is in use, and if so whether it has been configured to include ndtrack in the LOGINAPPL class.

   On a UNIX-like platform, the tracker attempts to use setuid to impersonate an appropriate user to gather Oracle inventory. By default, eTrust Access Control does not permit this impersonation, and inventory gathering fails. The fix is to change the configuration of eTrust as described. For more information, see the eTrust Access Control Administration Guide (https://supportcontent.ca.com/cadocs/0/g007711e.pdf).

3. On the target inventory device (of any platform type), open the tracker.log file in a text editor, and check for the indications of success:

   • **On Windows:** $(TempDirectory)\ManageSoft\tracker.log
   • **On UNIX-like platforms:** /var/opt/managesoft/log/tracker.log

   Look for the following events within the expected time-frame (by default, the FlexNet inventory agent collects and uploads inventory on a daily basis):

   • Starting oracle inventory and Finished generating inventory indicate the start and end of the Oracle inventory collection process.
   • Uploading file <filename (Oracle).ndi.gz> indicates the upload of the compressed Oracle inventory file has commenced.
   • File <filename (Oracle).ndi.gz> removed from upload directory indicates the successful upload of the inventory file.

   If these success points are all logged (or if only the last one is missing), the issue may be in uploading inventory files (see Issues with Uploads). If, instead, it is inventory collection that is failing, continue.

Tip: The tracker.log file also includes details of Oracle options that are found on each database instance. For example, a database instance may produce a log entry like this:
This entry clarifies that the Advanced Compression option is available for the database instance, but is not (yet) known to be in use on this instance. In fact, this is one of several Oracle queries that test for use of the Advanced Compression option, such as:

- `AdvancedCompression_ByTableCompression`
- `AdvancedCompression_BySecureFilesCompressionAndDeDuplication`
- `AdvancedCompression_ByLogArchiveCompression`
- `AdvancedCompression_ByFeatureDataGuard`.

If `Used` gives a non-zero result in any of these queries, the option is considered used and licensable on the database instance. This level of detail allows you to dig deeply and identify the particular Oracle query that defines the usage.

Furthermore, if it happens that the current database instance is also the repository for an installation of Oracle Enterprise Manager, the log for each query is extended with the Oracle server name and the database instance name for each managed database instance as well:

<table>
<thead>
<tr>
<th>DateTime (G, 0)</th>
<th>LifecycleManagementPack_ByOEMMgmtTargets:</th>
<th>server1.example.com/orcl11g2: Installed = 1, Used = 1</th>
</tr>
</thead>
<tbody>
<tr>
<td>DateTime (G, 0)</td>
<td>LifecycleManagementPack_ByOEMMgmtTargets:</td>
<td>server1.example.com/orcl11g: Installed = 1, Used = 1</td>
</tr>
<tr>
<td>DateTime (G, 0)</td>
<td>LifecycleManagementPack_ByOEMMgmtTargets:</td>
<td>server2.example.com/orcloem: Installed = 1, Used = 1</td>
</tr>
<tr>
<td>DateTime (G, 0)</td>
<td>LifecycleManagementPack_ByOEMMgmtTargets:</td>
<td>server3.example.com/orcl12db: Installed = 1, Used = 1</td>
</tr>
<tr>
<td>DateTime (G, 0)</td>
<td>LifecycleManagementPack_ByOEMMgmtTargets:</td>
<td>server1.example.com/orclstd: Installed = 1, Used = 1</td>
</tr>
</tbody>
</table>

4. Ensure that the collection of inventory is correctly scheduled, using these platform-dependent commands:

- **On Windows**: `ndschedag -t machine`
- **On UNIX-like devices**: `/opt/managesoft/bin/ndschedag -e`

Make sure that the Generate Inventory task is visible, and that the next run time is populated appropriately. If the schedule is empty, review `installation.log` to look for errors in downloading device policy.

5. Validate that the appropriate account can use `sqlplus` to connect to your test database instance:

   a. Identify the account relevant to this database instance.

   For example, on UNIX-like platforms:

   - If you are using the `OracleInventoryUser` preference on this inventory device (server), use that account
• If not, identify the account that started the database instance. For example, the following command line lists all database instances on this server in the format `oraclesid_smon_ORACLESID` (the placeholders are replaced with the instance’s system identifier in lower- and upper-case), with each row beginning with the relevant account name for that instance:

```
ps -ef | grep smon
```

**b.** Validate whether the `OracleInventoryAsSysdba` preference (in the `config.ini` file for the local FlexNet inventory agent on UNIX) has been set to false.

This determines the command line parameters you will need when testing:

```
sqlplus "/ " # when OracleInventoryAsSysdba=false
sqlplus "/ as sysdba" # in all other cases
```

c. Still using UNIX as our example, log in as `root` (the FlexNet inventory agent runs with this level of privilege to collect Oracle Database inventory, and using this saves you providing a password with the `su` command), and then switch to the identified account to run `sqlplus`, ensuring that the environment variables are set for the Oracle home directory and the system identifier (SID) for the current database instance:

```
su accountUnderTest
export ORACLE_HOME=OracleHomeDirectory
export ORACLE_SID=OracleSID
cd $ORACLE_HOME/bin
./sqlplus "/ as sysdba" # or modified as noted above
```

If the connection is successful, `sqlplus` prints a `Connected to:` summary for the current database instance. Validate that the permissions are adequate and the database instance is fully operational with a test query such as:

```
SELECT VERSION FROM V$INSTANCE;
```

A response of the full version ID for the Oracle Database confirms that inventory collection can proceed. If connection was successful but inventory collection is still not succeeding, skip ahead to step 8. If connection did not succeed, continue here.

d. On all operating systems, check whether the preference `OracleInventoryAsSysdba` is set to true or is not specified (when the default is also true). If so, make sure that the account running the database instance is listed in the ORADBA group (the local `ora_dba` security group on Windows and the `dba` group on UNIX-like platforms).

By default this group exists, and the account running the database instance is listed in it; but it is possible that the group has been removed on [some of] your Oracle servers. For full details about alternative accounts and all account requirements, see the `OracleInventoryUser` and `OracleInventoryAsSysdba` preferences in the *Gathering FlexNet Inventory* PDF, available through the title page of online help. If the account running the database instance is missing from the group, add it, and re-run the connection test described in step 5.
Otherwise, with the account being present but the connection test still failing, ask your Oracle DBA for assistance to resolve the problem of the account’s access to `sqlplus`.

6. On Windows platforms, check that the `OracleService databaseName` is running.

   For example:
   ```
   C:\Users\Administrator\tasklist /svc | find "oracle"
   ```

   Note that although the Oracle Database must attach itself to the Windows service revealed by this command, it is possible for the service to be running while the Oracle Database itself is not started. Therefore, if you found that you had to restart the Windows service, also recheck that Oracle Database (and its instances) are running. The appropriate `sqlplus` command shown in the previous step validates this.

7. If you have not already done so as part of your troubleshooting of discovery, set up for a trace file, and re-run the inventory command to check for any reported issues.

   More details are in Issues with Discovery, but the summary is:
   
   a. Remove the leading `#` from the following lines of `etcp.trace`, located in the installation folder for FlexNet inventory agent, and also edit the file path/name for the output log file, saving the changed file with the same name in the same location:

   ```
   +Inventory/Oracle
   +Inventory/Oracle/SDK
   +Inventory/Oracle/Query
   +Inventory/Oracle/Query/Substitution
   +Inventory/Oracle/Query/Execution
   +Inventory/Oracle/Listener
   +Inventory/Oracle/Listener/Detail
   +Inventory/Tracker/Environment
   ```

   b. Re-run the inventory command (`ndtrack -t machine`).

   c. Examine the log file you specified.

      A line like the following indicates the start of the Oracle inventory logic:

      ```
      31.8850, pid 5835 (Inventory/Tracker/Oracle/Listener): Oracle inventory is enabled.
      Performing Oracle inventory.
      ```

   The remaining checks are for less common corner cases that have been detected.

8. On UNIX-like systems, check whether the `OracleHomeDirectory/bin/oracle` executable may have been upgraded or replaced without restarting the database instance. If you cannot determine whether the executable has been changed, restart the database instance to test whether this clears the problem.

   Remember that the tracker examines process listings, and if the original process was not restarted, it is now referencing a file that is no longer available, because it has been updated or replaced. Of course, if the executable has been changed, a process restart is essential, if for no other reason than to allow the database instance to utilize the updated code.
9. Also on UNIX-like platforms, verify which version of the ndtrack executable is collecting inventory, and if necessary upgrade the FlexNet inventory agent.

Versions of the tracker earlier than 13.0.1 may fail to gather Oracle inventory on servers where permissions have been tightened to prevent global read access to Oracle directories or files. Choose any of the following methods to verify the version of ndtrack:

- **a.** If you already have a discovered device record for the server, navigate to its discovered device properties, select the **Inventory evidence** tab and the **Software** sub-tab. Find FlexNet inventory agent in the listing, which includes its version.

  **Tip:** For UNIX-like platforms, for legacy reasons, the FlexNet inventory agent is listed as ManageSoft for platform Managed Devices.

- **b.** On the target inventory device (the Oracle server), read `/var/opt/managesoft/etc/config.ini` in a text editor, and validate the version of the inventory agent saved in the read-only ETCPVersion preference.

  **Caution:** Never edit this value manually.

- **c.** Examine the log file for ndtrack, as this reports the version of the agent in use.

  The default paths for logging depend on the inventory collection method:

  - For the locally-installed FlexNet inventory agent, see `/var/opt/managesoft/log/tracker.log` (or check for a custom value saved as ManageSoft\Tracker\CurrentVersion\LogFile in the `/var/opt/managesoft/etc/config.ini` file)
  
  - For the lightweight FlexNet Inventory Scanner (presented as ndtrack.sh on UNIX-like systems), and also for zero footprint inventory collection, see `/var/tmp/flexera/log/tracker.log`

  **Tip:** If ndtrack.sh is executed by a non-root account userName, the log defaults to: `/var/tmp/flexera.userName/log/tracker.log`.

- **d.** On the target inventory device, review the latest `.ndi` file.

  Between inventory collections, the most recent general inventory file is saved on the inventory device in `/var/opt/managesoft/tracker/inventories`, and the version appears at the top of the file as the Tracker attribute of the Inventory XML element.

  **Tip:** The `.ndi` file for Oracle inventory is not preserved uncompressed in the same way. The Oracle inventory file is immediately compressed and an upload is attempted. But for the purpose of identifying the release of FlexNet inventory agent in use on this device, any `.ndi` file will suffice.

- **e.** If you are using ndtrack.sh (the lightweight inventory scanner), this command line reports the version:
If the version of ndtrack on this device is 13.0.0 or earlier, upgrade to a later version.

If everything appears to check out correctly but problems persist with Oracle inventory collection, please collect all details and log files and seek further assistance (see Requesting Further Assistance).

Issues with Uploads

Oracle inventory collected by the FlexNet inventory agent locally installed on the target inventory device (the Oracle server) must now successfully navigate a multi-part process:

- The compressed .ndi.gz files (and for Oracle inventory, an uncompressed .disco file) are uploaded from the target inventory device to an inventory beacon of its choosing. Keep in mind that this is attempted first by the tracker (ndtrack, the inventory component) and, if a transient problem causes a failure, it is retried over night by the uploader (ndupload), each of which has its own log file.

- If there is a hierarchy of inventory beacons, the first must upload to its parent, and so on.

- The ‘topmost’ inventory beacon uploads to the central application server (or, in a multi-server implementation, the inventory server), where the receiving web service attempts to ‘resolve’ the uploaded files into the inventory database. (If the resolver is overloaded, the uploaded files may be temporarily staged on the disk on the same server, and resolved a few minutes later when the load subsides.)

- At the next full inventory import (typically scheduled overnight, immediately preceding the license compliance calculations), the latest inventory is imported from the inventory database into the compliance database.

Symptoms

Problems with the upload process may result in these shortcomings visible in the web interface for FlexNet Manager Suite:

- Device records for your Oracle servers missing from Discovery & Inventory > All Discovered Devices

- Hardware inventory records (or, in the case of a problem emerging later that disrupts ongoing operations, recent inventory records) missing from Discovery & Inventory > All Inventory

- Known database instances (that you have verified are still in existence and running/ runnable) missing from Discovery & Inventory > Oracle Instances.

Keep in mind that inventory devices that disappear from imported inventory are assumed to have been decommissioned, and after a period may be automatically removed from the compliance database and therefore the web interface. So to start with, be sure that the Oracle server and its associated database instances that you thought were in place are still operational — otherwise, their absence from the record is an accurate depiction of the conditions in your computing estate.

To troubleshoot uploads of Oracle inventory:

1. On the target inventory device (the Oracle server), quickly identify whether the first stage of upload to an inventory beacon is failing.
a. Check the upload of `.disco` files by seeing whether the staging folder is empty (it is cleared after a successful upload):

- On Windows, check $(CommonAppDataFolder)\ManageSoft Corp\ManageSoft\Common\Uploads\Discovery
- On UNIX-like platforms, check /var/opt/managesoft/uploads/discovery/

The presence of a `.disco` file here (more than a few minutes after inventory collection has run) means that upload is failing, at least for this file type (and typically then, for all file types).

b. Check the upload of `.ndi.gz` files from their staging folder:

- On Windows, check $(CommonAppDataFolder)\ManageSoft Corp\ManageSoft\Common\Uploads\Inventories
- On UNIX-like platforms, check /var/opt/managesoft/uploads/Inventories

The presence of a `.ndi.gz` file here also means that the first stage of upload is failing. For failing uploads, continue with the next step, looking for problems reported in the log file(s). On the other hand, if both the Discovery and Inventories folders are empty, this indicates that the first stage of upload (to a selected inventory beacon) has succeeded; and if there is an upload problem, it may be further upstream. You also need to review the log files on this device (details in the next step), but in this case looking to identify the inventory beacon selected for the inventory upload, so that you can follow the chain.

2. Review the appropriate log files for problems with previous uploads, or to identify the inventory beacon that was selected for the upload.

Remember that the FlexNet inventory agent has two ways to attempt uploads:

- The inventory tracker component (ndtrack) attempts an upload immediately after completing inventory collection. Any issues with this attempt are logged in tracker.log.

- To recover from transient issues, the uploader component attempts a catch-up overnight, and any issues here are logged in upload.log.

Both these log files are saved in the same platform-specific location:

- **On Windows**: $(TempDirectory)\ManageSoft\ (provided that the tracker is running as LocalSystem, this expands to C:\Windows\Temp\ManageSoft\)

- **On UNIX-like platforms**: /var/opt/managesoft/log/.

a. Review at least the first and possibly both of these log files.

Look for the following markers of success (examples shown for the Oracle inventory file, but you may also find results for the general inventory, where the file name starts with `system`:

```
Uploading file 'deviceName at dateTime (Oracle).ndi.gz' to 'http://192.53.15.139/ManageSoftRL/Inventories'
```
Important: Take note of the URL, which is one of the few ways to identify the inventory beacon used for any given upload (keeping in mind that FlexNet inventory agent chooses the optimum inventory beacon for each upload, and that it may select different servers at different times, depending on networking conditions). Identify the inventory beacon server from this IP address, as you may need to troubleshoot that server next.

- Upload successful
  File 'deviceName at dateTime (Oracle).ndi.gz' removed from upload directory

These indicate that the error is not local on this device, so that you need to troubleshoot further along the upload chain.

If the log files indicate any networking or other problems for uploading, try to remedy these; and continue with the next substep. On the other hand, if this stage has been successful, move to the next server in the upload chain (skip to step 3).

b. After making any corrections, re-run the tracker to collect updated inventory (and database discovery data), and monitor the staging folders (identified in step 1) for the creation and (after upload) removal of the files there.

The platform-specific commands are:

- **For Windows:** ndtrack -t machine (when run from the install directory)
- **For UNIX-like devices:** /opt/managesoft/bin/ndtrack -t machine

When inventory gathering is complete, repeat the review of logs for evidence of upload problems.

3. Switch to the inventory beacon identified in step 2a, and check that files aren't backed up in the incoming inventory folder %CommonAppData%\Flexera Software\Incoming\Inventories.

An empty folder is a good sign, as each inventory beacon is scheduled to check for and try uploads from this folder to its parent device every minute throughout the day.

4. Review C:\Windows\Temp\ManageSoft\uploader.log on this inventory beacon for details of any networking issues, and note the URL of the next server in the upload chain. If this is another inventory beacon, repeat these reviews there, and so on until you exhaust the hierarchy of inventory beacons.

5. Once you have reached your application server (or inventory server, in a multi-server implementation), check C:\ProgramData\Flexera Software\Compliance\Logging\WebResolvers\dispatcher.log for an issues in resolving the inventory.

6. If you are unable to resolve upload problems, collect your logs together to seek further help (see Requesting Further Assistance).

**Requesting Further Assistance**

This summary covers the preferred materials to submit with a support request, if you have been unable to solve an issue with any of the following processes:
• Adoption of an Oracle server (that is, the automatic installation of FlexNet inventory agent on that target inventory device)

• Discovery of Oracle Database, and database instances, by the locally-installed FlexNet inventory agent

• Collection of inventory from any database instance(s), including pluggable databases (from Oracle Database 12c or later)

• Oracle inventory uploads.

To prepare a support request:

1. For problems with adoption of the target Oracle server, prepare a zip archive containing:
   
   • A document showing:
     ◦ The name of the target Oracle server, and its IP address
     ◦ The name of the inventory beacon intended to undertake the adoption
     
   • The rule execution logs downloaded from the **System Tasks** page in the web interface for FlexNet Manager Suite
     
   • The adoption log files collected from the target inventory device:
     ◦ For Windows: $(TempDirectory)\adoption.log

2. For other issues, prepare a zip archive containing:
   
   • A document showing:
     ◦ The name of the target Oracle server, and its IP address
     ◦ The name of the database instance(s) that should be inventoried, but are not
     ◦ A paste of the console output resulting from a manual test with *sqlplus*
     
   • The installation log for policies on the target inventory device:
     ◦ For Windows: C:\Windows\Temp\ManageSoft\installation.log
     ◦ For UNIX-like devices: /var/opt/managesoft/log/installation.log

   • The tracker log for the activities of FlexNet inventory agent:
     ◦ For Windows: C:\Windows\Temp\ManageSoft\tracker.log
     ◦ For UNIX-like devices: /var/opt/managesoft/log/tracker.log

   • The log file output from your trace run, collected from the path you specified in the *etcp.trace* file, where the defaults are:
     ◦ For Windows: C:\Windows\Temp\ManageSoft\tracker.log
     ◦ For UNIX-like devices: /var/opt/managesoft/log/tracker.log
• A copy of your current InventorySettings.xml file from the target inventory device:
  ◦ For Windows: $(CommonAppDataFolder)\ManageSoft Corp\ManageSoft\Tracker\InventorySettings\InventorySettings.xml
  ◦ For UNIX-like devices: /var/opt/managesoft/tracker/inventorysettings/InventorySettings.xml

3. Ask your registered support contact (a designated person within your enterprise who has access rights and login details) to raise a support case at https://flexeracommunity.force.com/customer/SupportSFCaseInsert, including a clear description of the issue. Once the case has been saved, your support contact can use the Upload button (in the Attachments section at the bottom) to attach your prepared zip archive of evidence.

FlexNet Inventory Scanner Collection of Oracle Inventory

Rather than deploying the complete FlexNet inventory agent, in this approach you choose to deploy the lightweight FlexNet Inventory Scanner, a reduced code set that is detailed in the Gathering FlexNet Inventory PDF file (available through the title page of online help). Operational details and results are very similar to the agent-based cases described earlier, but the differences are included in the topics in this section.

Prerequisites for FlexNet Inventory Scanner inventory collection

The following must be in place for FlexNet Inventory Scanner collection of Oracle inventory by an inventory beacon:

1. The installed Oracle Database must be release 9i or later on UNIX-like platforms; and on Windows platforms, release 10g or later is preferred.

2. You have licensed the FlexNet Manager for Oracle product (for details, see Appendix F: Features Enabled in FlexNet Manager for Oracle).

3. Each installed copy of the FlexNet Inventory Scanner must be able to access an inventory beacon to upload its .disco and .net.gz files. The FlexNet Inventory Scanner requires this path to the inventory beacon defined in its UploadLocation preference (normally in the command line that invokes the FlexNet Inventory Scanner). This may be one of your existing, fully-configured inventory beacons; or if it is one specifically for use by the FlexNet Inventory Scanner alone, it does not require assigned subnets (because in this case, you are managing the FlexNet Inventory Scanner, rather than letting the inventory beacon manage it).

4. You have deployed the FlexNet Inventory Scanner, following the processes in these topics from the Gathering FlexNet Inventory PDF:
   • FlexNet Inventory Scanner: Implementation on Windows
   • FlexNet Inventory Scanner: Implementation on UNIX-like Platforms.
Tip: For gathering Oracle inventory with the FlexNet Inventory Scanner, it is critical that you have also deployed InventorySettings.xml into the same folder as the FlexNet Inventory Scanner, as described in the above topics.

5. You have configured your preferred scheduling system to invoke the FlexNet Inventory Scanner on your desired schedule, with the command-line settings needed to trigger upload of the collected inventory and Oracle discovery files to an appropriate inventory beacon. (For details, see Gathering FlexNet Inventory.)

Credentials for FlexNet Inventory Scanner Inventory

When using FlexNet Inventory Scanner as your inventory-gathering tool, you configure your preferred scheduling tool (such as Microsoft Task Scheduler on Windows, or cron on UNIX-like platforms) to invoke FlexNet Inventory Scanner with the appropriate tracker command line parameters (documented in ndtrack Command Line in the Gathering FlexNet Inventory PDF). Since this invocation is local on the target inventory device, there is no requirement to register any credentials in the Password Manager on any inventory beacon.

The credentials required on the target device vary across platforms.

On Microsoft Windows target devices

For the account to invoke FlexNet Inventory Scanner:

- The LocalSystem account is recommended.
- A non-LocalSystem account with administrator privileges is also acceptable. (This means that the account is a member of the Administrators security group in Active Directory.)

Note: On Microsoft Windows, the tracker does not prevent invocation by an account that has lesser privileges; but you would then need to ensure that such an account had all the required access rights for the kinds of inventory you expected to gather on a target device. Since this is highly dependent on your environment, this approach is unsupported.

- The chosen account must have read-only access to the Windows Service Control Manager (this allows discovery of Oracle services).
- It must be a member of the Windows local security group ora_dba (in which context, the LocalSystem account is displayed as NT AUTHORITY\SYSTEM).
- This account uses local OS authentication to take inventory; which means that the SQLNet.AUTHENTICATION_SERVICES property must be set to (NTS) in the sqlnet.ora file located in the %ORACLE_HOME%/network/admin directory (and be aware that, conversely, disabling OS authentication for your Oracle Database prevents FlexNet Inventory Scanner from gathering inventory from Oracle database instances). By default, Oracle disables OS authentication on Windows platforms.

Operation with Oracle Database 9i is an exceptional case. To collect Oracle 9i inventory on Windows, you must run ndtrack as a non-LocalSystem user account. To do this, ensure that the account has administrator privileges on the target device (that is, is included in the Administrators security group) so that it can collect...
sufficient hardware inventory information; and then set up your Windows scheduled task to include the following:

- In the **General** tab of the **Task Scheduler**, set the user account name in the field for **When running the task, use the following user account**.

- In the **Actions** tab, set the action to **Start a program**, and the **Program/script**: value to

```bash
ndtrack.exe -t machine
```

The `-t machine` option is mandatory in this scenario (in contrast, it is the default when the tracker runs as `LocalSystem`).

**On UNIX-like target devices**

**FlexNet Inventory Scanner (ndtrack.sh):**

- Must run as `root` to collect Oracle inventory. If it is run under any other account on UNIX-like systems, the gathering of Oracle inventory is blocked.

  **Tip:** As always, it makes no difference whether you invoke **FlexNet Inventory Scanner (ndtrack.sh)** directly as `root`, or whether you run as another account and use `sudo` (or similar) to elevate to `root` before invoking **FlexNet Inventory Scanner**.

- May impersonate other trusted accounts with lower privilege levels — as discussed in detail in the **Common: Child Processes on UNIX-Like Platforms** topic in the **Gathering FlexNet Inventory** PDF, along with coverage of the following preferences in the co-located `ndtrack.ini` file that affect the choice of account to impersonate:

  **Tip:** With neither of the following preferences specified, the default behavior is for the **FlexNet Inventory Scanner** to impersonate the account currently running the database instance, which is assumed to be a member of the `dba` group. This is the most straight-forward configuration, with no settings needed. If, instead, you intend to specify the `OracleInventoryUser` preference, it must be an exact match for any Oracle user name that:

  - Is also an operating system account
  - Has OS authentication enabled (and as well, OS authentication, which defaults to enabled for UNIX-like platforms, must not have been disabled using the `SQLNet.AUTHENTICATION_SERVICES` property in the `sqlnet.ora` file located in the `%ORACLE_HOME%/network/admin` folder)
  - Is a member of `oinstall` (or equivalent group, granting execute permissions for `sqlplus`)
  - Is either a current member of the `dba` group on the UNIX host server; or has adequate permissions for inventory gathering (as outlined in this table).
<table>
<thead>
<tr>
<th>OracleInventoryAsSysdba</th>
<th>OracleInventoryUser</th>
<th>Impersonation</th>
<th>Connection/Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>True (or omitted)</td>
<td>Configured</td>
<td>The account nominated in OracleInventoryUser is impersonated</td>
<td>Database connection is made as sysdba (and account must be a member of the dba group)</td>
</tr>
<tr>
<td>True (or omitted)</td>
<td>Not configured</td>
<td>The account running the database instance is impersonated</td>
<td>Database connection is made as sysdba</td>
</tr>
<tr>
<td>False</td>
<td>Configured</td>
<td>The account nominated in OracleInventoryUser is impersonated</td>
<td>Database connection is made as that same account (which in addition to the prerequisites above, must be configured with adequate read-only privileges as detailed in Appendix C: Oracle Tables and Views for Oracle Inventory Collection)</td>
</tr>
<tr>
<td>False</td>
<td>Not configured</td>
<td>None</td>
<td>Oracle inventory collection does not proceed</td>
</tr>
</tbody>
</table>

- The impersonated account may need an environmental variable set within its login profile. This applies only in the case where:
  1. A target Oracle database instance is running on a UNIX platform, and
  2. This account (operating system user) was the one used to start the database instance, and
  3. The start-up specified an ORACLE_HOME path which included a symbolic link.

This use of the symbolic link can hide the database instance from inventory collection by the installed tracker (ndtrack). Either of the following workarounds may be used to ensure that the local tracker can collect inventory from this database instance (and both workarounds may be implemented together without issue):
  - The account running the database instance (say OSUser4Oracle) may set an environment variable within its login profile specifying the ORACLE_HOME path (including the symbolic link) which was used to start the database instance. To test this setting, the following command should display the correct ORACLE_HOME path:

    ```bash
    su - OSUser4Oracle -c "echo \$ORACLE_HOME"
    ```

    **Tip:** If this environment variable is set for any account on the database server, it is applied to all database instances started by the same account on this server. Any mismatch between the (non-empty) environment variable, and the actual path used to start any of these database instances, prevents the collection of database inventory from the mismatched instance by the locally-installed inventory.
component (ndtrack). Conversely, you can prevent the environment variable option being used for all accounts on the target Oracle server by setting the UserDefinedOracleHome preference (details of this preference are included in the Gathering FlexNet Inventory PDF, available through the title page of online help).

- You can ensure that the Oracle home specified in the /etc/oratab file represents the ORACLE_HOME path used to start the database instance.

How the FlexNet Inventory Scanner Collects Oracle Inventory

In this approach, you have taken responsibility for the deployment and scheduling of the lightweight FlexNet Inventory Scanner (including installing the current version of the InventorySettings.xml file in the same folder as the scanner executable).

The following description assumes that all the prerequisites listed in FlexNet Inventory Scanner Collection of Oracle Inventory have been satisfied.

1. When your chosen scheduling tool triggers the FlexNet Inventory Scanner on the target inventory device, the tracker component performs discovery on its local device (recording results in a .disco file). For Oracle, the discovery process tries to identify one or more paths for $ORACLE_HOME, using all of these platform-dependent methods in order (and combining the resulting dataset):

<table>
<thead>
<tr>
<th>UNIX-like platforms — Oracle discovery</th>
<th>Windows platforms — Oracle discovery</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. The tracker scans the file system for any oracle executables.</td>
<td>1. The tracker looks for a registry entry under HKLM\SOFTWARE\Wow6432Node\Oracle\ (or, on 32-bit systems, HKLM\SOFTWARE\Oracle). On success, this returns the %ORACLE_HOME% path.</td>
</tr>
<tr>
<td>• This scan honors the global settings for file system scans in the File Inventory section of the Inventory Settings page of the web interface, which may limit search paths or even disable file scanning entirely.</td>
<td></td>
</tr>
<tr>
<td>• On success, this search returns the file path ($ORACLE_HOME) and the executable ID.</td>
<td>2. The tracker interrogates the Windows Service Control Manager. On success, this provides the %ORACLE_HOME% path, the System ID (SID) for the database instance running in that process, and the name of the related Oracle listener.</td>
</tr>
<tr>
<td>2. The tracker looks for an oratab file (installed in either /etc or /var/opt/oracle during database installation). On success, this provides the $ORACLE_HOME path, the executable ID for the oracle executable, and the System ID (SID) for each database instance listed in the oratab file. (See also note below.)</td>
<td></td>
</tr>
</tbody>
</table>
UNIX-like platforms — Oracle discovery

3. The tracker examines process listings for matches to ora_smon_*. On success, this provides the $ORACLE_HOME path and/or the executable ID for the oracle executable, as well as the SID for the running database instance and the user account running it. (See also note below.)

4. The tracker examines process listings for tns1snr. On success, this provides the $ORACLE_HOME path, the executable ID for the oracle executable, the name of the related Oracle listener, and the user account running the listener.

Windows platforms — Oracle discovery

(No step 3 for Windows.)

(No step 4 for Windows.)

**Note:** If a symbolic link was used in the $ORACLE_HOME path to start a particular Oracle database instance on a UNIX-like platform, this can 'hide' the database instance from inventory collection by the locally-installed tracker (ndtrack component). To ensure inventory collection from a database instance started with a symbolic link, use either (or both) of the following workarounds:

- You can ensure that the Oracle home specified in the /etc/oratab file represents the ORACLE_HOME path used to start the database instance.

- The account running the database instance (say OSUser4Oracle) may set an environment variable within its login profile specifying the ORACLE_HOME path (including the symbolic link) which was used to start the database instance. To test this setting, the following command should display the correct ORACLE_HOME path:

```
su - OSUser4Oracle -c "echo \$ORACLE_HOME"
```

**Tip:** If this environment variable is set for any account on the database server, it is applied to all database instances started by the same account on this server. Any mismatch between the (non-empty) environment variable, and the actual path used to start any of these database instances, prevents the collection of database inventory from the mismatched instance by the locally-installed inventory component (ndtrack). Conversely, you can prevent the environment variable option being used for all accounts on the target Oracle server by setting the UserDefinedOracleHome preference (details of this preference are included in the Gathering FlexNet Inventory PDF, available through the title page of online help).

2. Next, the tracker gathers general hardware and software inventory (recorded in an .ndi file) from the local device. This is the standard inventory gathering that the tracker gathers on every device where it is running.

3. If the tracker discovered one or more Oracle database instance(s) on the device, and all the required settings and account privileges are in place, the tracker also gathers inventory from all accessible Oracle database instances.
Tip: The definition of “accessible” changed at version 12.4 of the tracker (released with FlexNet Manager Suite 2017 R3):

- For versions 12.3 and earlier, “accessible” excluded all Oracle database instances that are in standby mode.
- For versions 12.4 and later, the locally-installed tracker also collects inventory from Oracle database instances that are in standby (that is, MOUNTED but not in RUN mode), such as the standby instance in an Active Data Guard configuration.

The processes for gathering Oracle inventory on different types of platform are as follows:

- For UNIX-like platforms, the tracker impersonates an appropriate account, determined by the configuration of the preferences shown below.

Note: On a UNIX-like platform, the tracker attempts to use setuid to impersonate the appropriate account to gather Oracle inventory. If you are using eTrust Access Control on this server, by default it does not permit this impersonation, and inventory gathering fails. The fix is to change the configuration of eTrust to include ndtrack in the LOGINAPPL class. For more information, see the eTrust Access Control Administration Guide (https://supportcontent.ca.com/cadocs/0/g007711e.pdf).

Each column in this table shows a set of conditions in the first three rows, followed by the resulting behavior in the last two rows. Once a valid user account is determined, the tracker invokes the Oracle-supplied sqlplus utility, giving it either of the command line parameters shown in the last row as appropriate:

<table>
<thead>
<tr>
<th>UNIX-like platforms — Conditions</th>
<th>Option 1</th>
<th>Option 2</th>
<th>Option 3</th>
<th>Option 4</th>
<th>Option 5</th>
</tr>
</thead>
<tbody>
<tr>
<td>If the executable runs as</td>
<td>root</td>
<td>root</td>
<td>root</td>
<td>root</td>
<td>Any other account</td>
</tr>
<tr>
<td>and OracleInventoryAsSysdba =</td>
<td>True</td>
<td>True</td>
<td>False</td>
<td>False</td>
<td>n.a.</td>
</tr>
<tr>
<td>and OracleInventoryUser =</td>
<td>Valid user</td>
<td>Not set</td>
<td>Valid user</td>
<td>Not set</td>
<td>n.a.</td>
</tr>
<tr>
<td>Then: Impersonated account is</td>
<td>That user (see Tip below)</td>
<td>Process owner</td>
<td>That user (see Tip below)</td>
<td>Not supported</td>
<td>n.a.</td>
</tr>
<tr>
<td>Command line parameters for sqlplus</td>
<td>&quot; / as sysdba&quot;</td>
<td>&quot; / as sysdba&quot;</td>
<td>&quot; / &quot;</td>
<td>No inventory</td>
<td>No inventory</td>
</tr>
</tbody>
</table>

Tip: If you intend to specify the OracleInventoryUser preference, it must be an exact match for any Oracle user name that:
- Is also an operating system account.
• Has OS authentication enabled
• Is a member of oinstall (or equivalent group, granting execute permissions for sqlplus)
• Is either a current member of the dba group on the UNIX host server (when OracleInventoryAsSysdba=True or is unspecified); or has adequate permissions for inventory gathering (when OracleInventoryAsSysdba=False).

• For Windows platforms, the tracker normally runs as LocalSystem, but may be run by another account that has administrator privileges (that is, is a member of the Administrators security group). In either case, the same account that is running the ndtrack executable is used to invoke the Oracle-supplied utility sqlplus, using the command line parameter "/ as sysdba". This remains true even if the Oracle database instance is running as a service user, as is possible from Oracle Database 12c; so that binaries controlled by the service account are now executed as LocalSystem (or at least with administrator privileges). It is, of course, best practice to ensure that any service account running a database instance is well secured, so that the binaries it controls are protected.

4. Where Oracle inventory is collected, the tracker also executes scripts provided by Oracle License Management Services (LMS) to gather software and hardware information about the servers where Oracle Database is installed.

These scripts are extracted from the InventorySettings.xml file that you installed in the same directory as the FlexNet Inventory Scanner. The data gathered by these scripts helps to populate the Oracle audit report available through FlexNet Manager Suite (navigate to the Discovery & Inventory > Oracle Instances page, and see details in the help for that page).

5. The tracker records the software and hardware results of the Oracle inventory gathering in a separate .ndi file.

6. By default, the FlexNet Inventory Scanner saves collected inventory in %temp%\FlexeraSoftware\$(UserName) on $(MachineId).ndi, where %temp% is the temporary directory for the account that is running the FlexNet Inventory Scanner, with the file name showing the account and machine ID related to the inventory run. The files remain here (for example, for your inspection in an XML editor) until over-written in the next inventory collection. Alternatively, if the command line used to invoke the FlexNet Inventory Scanner included the options -o Upload=True -o UploadLocation=http://YourBeaconServerURL/ManageSoftRL, then immediately on completion of inventory gathering, the tracker uploads the .disco file and one or two compressed .ndi files to the appropriate inventory beacon.

Tip: If this upload should fail (for example, because of an incorrect upload parameter in the command line, or a temporary network problem), the FlexNet Inventory Scanner does not have the capacity to run a catch-up at a later time. (For this catch-up facility, install the full FlexNet inventory agent.)

7. The inventory beacon uploads all collected discovery and inventory information to the central application server (or, if it is a member of a hierarchy of inventory beacons, uploads the data to its parent in the hierarchy, and the upload is repeated until the data reaches the application server). Data is stored initially in the inventory database.

8. In due course, the inventory import (to the compliance database) and license reconciliation process runs (typically overnight, although an operator in a role granting the Configure inventory data and
reconcile right can also trigger a full import and reconciliation). Progress is visible on the **System Tasks** page.

9. The **Discovery & Inventory > Oracle Instances** page lists the database inventory for all servers discovered and inventoried up to the time of the latest reconciliation calculation.

**Troubleshooting Oracle Inventory Using the FlexNet Inventory Scanner**

If you are using the FlexNet Inventory Scanner for Oracle discovery and inventory collection, a successful installation and invocation of the FlexNet Inventory Scanner is a prerequisite. As these processes are entirely in your control, the following guide assumes that you have validated them first.

---

**To troubleshoot Oracle discovery and inventory gathering by the FlexNet Inventory Scanner:**

1. Before concluding that there is a problem, ensure that you have allowed sufficient time for:
   - Discovery and inventory processes on the target device (check the schedule you have configured for the FlexNet Inventory Scanner, and allowing just a few minutes to gather inventory, even for a large server)
   - File upload to the inventory beacon, and from there to the central application server (typically within several minutes of the data gathering being completed)
   - Inventory import from the inventory database to the main compliance database (typically scheduled overnight)
   - The license reconciliation calculations (typically scheduled overnight).

   If, after this process has completed, the target Oracle server does not appear in **Discovery & Inventory > All Discovered Devices**, it is time to continue troubleshooting. (If the device does appear in this listing, but the Oracle instance is not visible in **Discovery & Inventory > Oracle Instances**, skip forward to step 4.)

2. On the target Oracle server, examine the tracker log file in the appropriate folder from this list:
   - On Windows: `%temp%\ManageSoft\tracker.log` (where `%TempDirectory%` is the temporary folder for the account running the tracker), or your chosen location if you redirected the logging at the command line.
   - On UNIX-like platforms:
     - When the executable has run as the root account, in `/var/tmp/flexera/log`
     - When the executable has been run by any other user account (representing as `UserName`), in `/var/tmp/flexera.UserName/log`.
     - Your chosen location if you redirected the logging at the command line or in the `ndtrack.ini` file of preferences on UNIX-like platforms.

   Verify the following events:
The event Uploading file <filename>.disco> indicates the generation of the discovery file has succeeded (upload is normally attempted immediately after creation of the discovery file).

The event File <filename>.disco> removed from upload directory indicates the successful upload of the discovery file.

3. If there is no evidence of a successful upload:
   a. Check the discovery upload folder on the target Oracle server, since files should be left behind when upload fails:
      • On Windows: $(TempDirectory)\FlexeraSoftware, where $(TempDirectory) is the temporary directory for the account that is running the FlexNet Inventory Scanner
      • On UNIX-like platforms:
        ° When the executable has run as the root account, in /var/tmp/flexera/uploads/Discovery
        ° When the executable has been run by any other user account (represented as UserName), in /var/tmp/flexera.UserName/uploads/Discovery.
   b. If the relevant discovery upload folder still contains the .disco file, discovery is working but uploads are failing:
      • Double-check that the tracker command line options passed to the FlexNet Inventory Scanner correctly identified an accessible upload location on the correct inventory beacon.
      • Ping or otherwise check network access from the target Oracle server to the inventory beacon.
      • Ensure that the ManageSoftRL file share remains configured on the relevant inventory beacon (it is configured as part of the installation of the inventory beacon) and accessible.
      • Can you be sure there wasn’t an intermittent network problem at last inventory time?
   c. If the relevant discovery upload folder on the target Oracle server is empty, upload to the inventory beacon may have worked as the first stage, and you can check for a later problem in the upload chain:
      Switch to the relevant inventory beacon, and:
      • Check $(CommonAppDataFolder)\Flexera Software\Incoming\Inventories. This is the staging folder for data uploaded from target devices but not yet uploaded to the parent of this inventory beacon. If a file is still here, the upload from this inventory beacon to its parent (another inventory beacon) has failed.
      • Check logs for any issues in $(CommonAppDataFolder)\Flexera Software\Compliance\Logging\BeaconEngine.

4. If discovery is working but Oracle inventory is not, the target Oracle server is visible in Discovery & Inventory > All Discovered Devices, but there is no record of the Oracle instance(s) running on that server in Discovery & Inventory > Oracle Instances. To troubleshoot, return to the log file for the ndtrack component on the target Oracle server:

Verify the following events:
Starting oracle inventory and Finished generating inventory indicate the start and end of the Oracle inventory collection process.

**Note:** On a UNIX-like platform, the tracker attempts to use `setuid` to impersonate an appropriate user to gather Oracle inventory. If you are using eTrust Access Control on this server, by default it does not permit this impersonation, and inventory gathering fails. The fix is to change the configuration of eTrust to include `ndtrack` in the `LOGINAPPL` class. For more information, see the eTrust Access Control Administration Guide ([https://supportcontent.ca.com/cadocs/0/g007711e.pdf](https://supportcontent.ca.com/cadocs/0/g007711e.pdf)).

Uploading file `<filename (Oracle).ndi.gz>` indicates the upload of the compressed Oracle inventory file.

File `<filename (Oracle).ndi.gz>` removed from upload directory indicates the successful upload of the inventory file.

Troubleshooting uploads is the same as covered earlier.

5. If Oracle Database inventory gathering is failing, first ensure that the appropriate account can use `sqlplus` to connect to the database instance:

   a. Identify the account relevant to this database instance. For example, on UNIX-like platforms:
      - If you are using the `OracleInventoryUser` preference on this inventory device (server), use that account
      - If not, identify the account that started the database instance. For example, the following command line lists all database instances on this server in the format `oraclesid_smon_ORACLESID` (the placeholders are replaced with the instance’s system identifier in lower- and upper-case), with each row beginning with the relevant account name for that instance:
        ```bash
        ps -ef | grep smon
        ```
   
   b. Validate whether the `OracleInventoryAsSysdba` preference (in the `config.ini` file for the local FlexNet inventory agent on UNIX) has been set to false. This determines the command line parameters:
      ```bash
      sqlplus "/ " # when OracleInventoryAsSysdba=false  
      sqlplus "/ as sysdba" # in all other cases
      ```
   
   c. Still using UNIX as our example, log in as root (the FlexNet inventory agent runs with this level of privilege to collect Oracle Database inventory, and using this saves you providing a password with the `su` command), and then switch to the identified account to run `sqlplus`, ensuring that the environment variables are set for the Oracle home directory and the system identifier (SID) for the current database instance:
      ```bash
      su accountUnderTest  
      export ORACLE_HOME=OracleHomeDirectory  
      export ORACLE_SID=OracleSID  
      cd $ORACLE_HOME/bin  
      ./sqlplus "/ as sysdba" # or modified as noted above
      ```
If the connection is successful, `sqlplus` prints a **Connected to:** summary for the current database instance. Validate that the permissions are adequate and the database instance is fully operational with a test query such as:

```
SELECT VERSION FROM V$INSTANCE;
```

A response of the full version ID for the Oracle Database confirms that inventory collection can proceed.

If you cannot connect successfully, ask your Oracle DBA for assistance to resolve the problem. If connection was successful, continue with the following checks.

- **On UNIX-like systems**, check whether the `OracleHomeDirectory/bin/oracle` executable may have been upgraded or replaced without restarting the database instance. Remember that the tracker examines process listings, and if the original process was not restarted, it is now referencing a file that is no longer available, because it has been updated or replaced. If you cannot determine whether the executable has been changed, restart the database instance to test whether this clears the problem. Of course, if the executable has been changed, a process restart is essential, if for no other reason than to allow the database instance to utilize the updated code.

- **Also on UNIX-like platforms**, verify which version of the ndtrack executable is collecting inventory (versions earlier than 13.0.1 may fail to gather Oracle inventory on servers where permissions have been tightened to prevent global read access to Oracle directories or files). Use any of the following methods to verify the version of ndtrack:
  - If you already have a discovered device record for the server, navigate to its discovered device properties, select the **Inventory evidence** tab and the **Software** sub-tab. Find FlexNet inventory agent in the listing, which includes its version. (On UNIX-like platforms, for legacy reasons, this is listed as ManageSoft for platform Managed Devices.)
  - On the target inventory device (the Oracle server), read `/var/opt/managesoft/etc/config.ini` in a text editor, and validate the version of the inventory agent saved in the read-only `ETCPVersion` preference.

  **Caution:** *Never edit this value manually.*

  - Examine the log file for ndtrack, as this reports the version of the agent in use. The default paths for logging depend on the inventory collection method:
    - For the locally-installed FlexNet inventory agent, see `/var/opt/managesoft/log/tracker.log` (or check for a custom value saved as ManageSoft\Tracker\CurrentVersion\LogFile in the `/var/opt/managesoft/etc/config.ini` file)
    - For the lightweight FlexNet Inventory Scanner (presented as ndtrack.sh on UNIX-like systems), and also for zero footprint inventory collection, see `/var/tmp/flexera/log/tracker.log`

  **Tip:** *If ndtrack.sh is executed by a non-root account userName, the log defaults to: /var/tmp/flexera.userName/Log/tracker.log.*
Open an .ndi file saved on the locally-installed FlexNet inventory agent, which reports the version creating the file. Between inventory collections, the most recent inventory file is saved on the inventory device in /var/opt/managed/tracker/inventories, and the version appears at the top of the file as the Tracker attribute of the Inventory XML element.

If you are using ndtrack.sh, this command line reports the version:

```
cd directoryContainingScanner
./ndtrack.sh --version
```

On all operating systems, if the preference OracleInventoryAsSysdba=true or is not specified (when the default is also true), make sure that the account running the database instance is listed in the ORADBA group (the local ora_dba security group on Windows and the dba group on UNIX-like platforms). By default this group exists, and the account running the instance is listed in it; but it is possible that the group has been removed on [some of] your Oracle servers. For full details about alternative accounts and all account requirements, see the OracleInventoryUser and OracleInventoryAsSysdba preferences in the Gathering FlexNet Inventory PDF, available through the title page of online help.

If the problem persists, please contact Flexera Support with the full details and the appropriate log files.

Zero-footprint Collection of Oracle Inventory

"Zero-footprint" inventory collection is a term defined in the Gathering FlexNet Inventory PDF file (available through the title page of online help). It refers to an approach where an inventory beacon initiates the inventory gathering process (using different platform-specific methods), and then removes code artifacts afterward so that there is no permanent installation footprint on the target device.

Prerequisites for Zero-footprint inventory collection

The following must be in place for Zero-footprint collection of Oracle inventory by an inventory beacon:

1. The installed Oracle Database must be release 9i or later on UNIX-like platforms; and on Windows platforms, release 10g or later is preferred.

2. You have licensed the FlexNet Manager for Oracle product (for details, see Appendix F: Features Enabled in FlexNet Manager for Oracle).

3. You have deployed and configured one or more inventory beacon(s) in your network, such that at least one inventory beacon can access each of your target Oracle servers. For detailed information about inventory beacons, their deployment, and configuration, see the topics under What Is an Inventory Beacon? in the online help. You initiate deployment of an inventory beacon by navigating to Discovery & Inventory > Beacons.

4. You have set up the accounts required for operation, both configuring them on the target Oracle servers and recording them in the secure Password Manager on the appropriate inventory beacons. Details of the accounts for different platforms are in Credentials for Zero-footprint Inventory.
Credentials for Zero-footprint Inventory

For Zero-footprint inventory, the required accounts and their privilege levels vary across computer platforms. For each target server, two accounts may be required:

- The first initializing account allows the inventory beacon to link to the target device, either download the appropriate files (for UNIX) or run a service (for Windows), and invoke the FlexNet inventory agent.
- The second operational account is the account under which the FlexNet inventory agent is run.

**On Microsoft Windows target devices**

- The initializing account:
  - May be either a Windows domain account, or a local account on the target device.
  - Requires full access to the Windows Service Control Manager on the target device (specifically, it must have the `SC_MANAGER_ALL_ACCESS` access right).
  - Must be appropriately registered in the secure Password Manager on the inventory beacon that is responsible for collecting inventory from this target device (for details, see *FlexNet Manager Suite Help > Inventory Beacons > Password Management Page* and its child topics).
  - May conveniently be the `LocalSystem` account, since this is required for the following operational stage.

- For the operational account, FlexNet inventory core components (and in particular the `ndtrack` component) run as the `LocalSystem` account.

**On UNIX-like target devices**

- The initializing account:
  - Is a local account on the target inventory device.
  - Has `ssh` privileges on that device.
  - Must be appropriately registered in the secure Password Manager on the inventory beacon that is responsible for collecting inventory from this target device (for details, see *FlexNet Manager Suite Help > Inventory Beacons > Password Management Page* and its child topics).

- For the operational account, FlexNet inventory core components (and in particular the `ndtrack` component) run as `root`.

**Tip:** As always, it makes no difference whether you invoke the tracker directly as `root`, or whether you run as another account and use `sudo` (or similar) to elevate to `root` before invoking the tracker.
How Zero-footprint Collection of Oracle Inventory Works

In Zero-footprint inventory collection, the process is initiated by the inventory beacon. However, once the FlexNet inventory agent commences operation, it is running entirely in the context of the target device (the Oracle server). This means that it is functionally equivalent to the local agent-based collection of Oracle inventory, with the only differences being in the methods of initiation.

**Tip:** In particular, the settings for Oracle inventory that are set in the *Actions* tab of the *Discovery and Inventory Rules* page (under *Oracle database environments*, where there are check boxes for *Discover Oracle database environments* and *Gather Oracle database environment inventory*) do not control the behavior of FlexNet inventory agent in this Zero-footprint case, any more than in the local agent-based collection. The Zero-footprint case is controlled only by the setting in the *General hardware and software inventory* section, and inventory collection is triggered when a rule includes the setting *Gather hardware and software inventory from all target devices.*

The following diagram shows an example scenario for two inventory beacons.
The above diagram shows three database servers, two in Subnet1 and one in Subnet2. The Subnet1 is assigned to Inventory Beacon1 and Subnet2 is assigned to Inventory Beacon2. Each inventory beacon can connect to the Oracle server(s) in its assigned subnet. All the prerequisites outlined in Zero-footprint Collection of Oracle Inventory are satisfied.

The process for Zero-footprint collection of Oracle inventory runs like this:

1. To control the behavior of the inventory beacon(s), an operator sets an appropriate rule in the web interface at Discovery & Inventory > Discovery and Inventory rules:
   - **Target**: One or more target(s) to identify all Oracle servers in your network.
   - **Action**: These settings:
     - For **Action type**, choose Discovery and inventory.
• Under **Discovery of devices**, select **Network scan** (and ensure the appropriate ports for your target devices are listed)

• In the **General hardware and software inventory** section, select **Gather hardware and software inventory from all target devices**.

**Schedule**: Set your preferred schedule for execution of the completed rule.

2. By default, every 15 minutes each inventory beacon checks for any updates to its policy, which also transfers any changed discovery and inventory rules. (To adjust this download schedule, see *Inventory Settings Page > Beacon Settings Section* in the online help.) Each inventory beacon exercises only those rules that apply to its assigned subnet(s). The only action setting relevant to the Zero-footprint case is **Gather hardware and software inventory from all target devices**.

3. When the related schedule triggers an applicable rule, the inventory beacon initiates the process in ways appropriate to the target platform. Full details are available in the *Gathering FlexNet Inventory PDF*, but in summary:

• **For Windows**: The FlexNet Beacon engine logs into the target server, and creates a Windows service that executes `ndtrack.exe` from the `mgsRET$` file share on the inventory beacon. Note that `InventorySettings.xml` is available to the FlexNet inventory agent so that advanced Oracle inventory capabilities are available; but there is no way to pass device-specific preferences to `ndtrack.exe`.

• **For UNIX**: The FlexNet Beacon engine logs into the target server, elevates its privileges to root level, creates a secure link back to the inventory beacon, and copies `ndtrack.sh` to the target server and executes it. This script identifies the platform, unzips the appropriate `ndtrack` executable, and runs it. Note that the `ndtrack.ini` (which contains any agent preference settings you may have configured there) and `InventorySettings.xml` are delivered to the target device as well, allowing the functionality described below. However, since these are stored on the inventory beacon, the same values are delivered to each target device managed by an individual inventory beacon.

**Tip**: The remaining steps in the process are almost identical to those for local agent-based inventory collection (with the exception of upload retries). The descriptions are repeated here for your convenience.

4. The tracker (`ndtrack` executable) runs discovery on the target device, writing results to a `.disco` file. For Oracle, the discovery process tries to identify one or more paths for `$ORACLE_HOME`, using all of these platform-dependent methods in order (and combining the resulting dataset):
<table>
<thead>
<tr>
<th>UNIX-like platforms — Oracle discovery</th>
<th>Windows platforms — Oracle discovery</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. The tracker scans the file system for any oracle executables.</td>
<td>1. The tracker looks for a registry entry under HKLM\SOFTWARE\Wow6432Node\Oracle\ (or, on 32-bit systems, HKLM\SOFTWARE\Oracle). On success, this returns the %ORACLE_HOME% path.</td>
</tr>
<tr>
<td>• This scan honors the global settings for file system scans in the <strong>File Inventory</strong> section of the <strong>Inventory Settings</strong> page of the web interface, which may limit search paths or even disable file scanning entirely.</td>
<td></td>
</tr>
<tr>
<td>• On success, this search returns the file path (%ORACLE_HOME%) and the executable ID.</td>
<td></td>
</tr>
<tr>
<td>2. The tracker looks for an oratab file (installed in either /etc or /var/opt/oracle during database installation). On success, this provides the %ORACLE_HOME% path, the executable ID for the oracle executable, and the System ID (SID) for each database instance listed in the oratab file. (See also note below.)</td>
<td>2. The tracker interrogates the Windows Service Control Manager. On success, this provides the %ORACLE_HOME% path, the System ID (SID) for the database instance running in that process, and the name of the related Oracle listener.</td>
</tr>
<tr>
<td>3. The tracker examines process listings for matches to ora_smon_*_. On success, this provides the %ORACLE_HOME% path and/or the executable ID for the oracle executable, as well as the SID for the running database instance and the user account running it. (See also note below.)</td>
<td>(No step 3 for Windows.)</td>
</tr>
<tr>
<td>4. The tracker examines process listings for tns1snr. On success, this provides the %ORACLE_HOME% path, the executable ID for the oracle executable, the name of the related Oracle listener, and the user account running the listener.</td>
<td>(No step 4 for Windows.)</td>
</tr>
</tbody>
</table>

**Note:** If a symbolic link was used in the %ORACLE_HOME% path to start a particular Oracle database instance on a UNIX-like platform, this can ‘hide’ the database instance from inventory collection by the locally-installed tracker (ndtrack component). To ensure inventory collection from a database instance started with a symbolic link, use either (or both) of the following workarounds:

- You can ensure that the Oracle home specified in the `/etc/oratab` file represents the `%ORACLE_HOME%` path used to start the database instance.

- The account running the database instance (say OSUser4Oracle) may set an environment variable within its login profile specifying the `%ORACLE_HOME%` path (including the symbolic link) which was used to start the database instance. To test this setting, the following command should display the correct `%ORACLE_HOME%` path:
su -
OSUser4Oracle -c "echo
\$ORACLE_HOME"

**Tip:** If this environment variable is set for any account on the database server, it is applied to all database instances started by the same account on this server. Any mismatch between the (non-empty) environment variable, and the actual path used to start any of these database instances, prevents the collection of database inventory from the mismatched instance by the locally-installed inventory component (ndtrack). Conversely, you can prevent the environment variable option being used for all accounts on the target Oracle server by setting the `UserDefinedOracleHome` preference (details of this preference are included in the Gathering FlexNet Inventory PDF, available through the title page of online help).

5. Next, the tracker gathers general hardware and software inventory (recorded in an .ndi file) from the local device. This is the standard inventory gathering that the tracker gathers on every device where it is running.

6. If the tracker discovered one or more Oracle database instance(s) on the device, and all the required settings and account privileges are in place, the tracker also gathers inventory from all accessible Oracle database instances.

**Tip:** The definition of “accessible” changed at version 12.4 of the tracker (released with FlexNet Manager Suite 2017 R3):

- For versions 12.3 and earlier, “accessible” excluded all Oracle database instances that are in standby mode
- For versions 12.4 and later, the locally-installed tracker also collects inventory from Oracle database instances that are in standby (that is, MOUNTED but not in RUN mode), such as the standby instance in an Active Data Guard configuration.

The processes for gathering Oracle inventory on different types of platform are as follows.
- For UNIX-like platforms, the tracker impersonates an appropriate account, determined by the configuration of the preferences shown below.

**Note:** On a UNIX-like platform, the tracker attempts to use `setuid` to impersonate the appropriate account to gather Oracle inventory. If you are using eTrust Access Control on this server, by default it does not permit this impersonation, and inventory gathering fails. The fix is to change the configuration of eTrust to include `ndtrack` in the `LOGINAPPL` class. For more information, see the eTrust Access Control Administration Guide (https://supportcontent.ca.com/cadocs/0/g007711e.pdf).

Each column in this table shows a set of conditions in the first three rows, followed by the resulting behavior in the last two rows. Once a valid user account is determined, the tracker invokes the Oracle-supplied `sqlplus` utility, giving it either of the command line parameters shown in the last row as appropriate:
UNIX-like platforms — Conditions

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<tr>
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<td>root</td>
<td>False</td>
<td>False</td>
<td>n.a.</td>
</tr>
<tr>
<td>and OracleInventoryUser = Valid user</td>
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<td>Not set</td>
<td>Valid user</td>
<td>Not set</td>
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Tip: If you intend to specify the OracleInventoryUser preference, it must be an exact match for any Oracle user name that:

- Is also an operating system account
- Has OS authentication enabled
- Is a member of oinstall (or equivalent group, granting execute permissions for sqlplus)
- Is either a current member of the dba group on the UNIX host server (when OracleInventoryAsSysdba=True or is unspecified); or has adequate permissions for inventory gathering (when OracleInventoryAsSysdba=False).

- For Windows platforms, the tracker normally runs as LocalSystem, but may be run by another account that has administrator privileges (that is, is a member of the Administrators security group). In either case, the same account that is running the ndtrack executable is used to invoke the Oracle-supplied utility sqlplus, using the command line parameter "/ as sysdba". This remains true even if the Oracle database instance is running as a service user, as is possible from Oracle Database 12c; so that binaries controlled by the service account are now executed as LocalSystem (or at least with administrator privileges). It is, of course, best practice to ensure that any service account running a database instance is well secured, so that the binaries it controls are protected.

7. Where Oracle inventory is collected, the tracker also executes scripts provided by Oracle License Management Services (LMS) to gather software and hardware information about the servers where Oracle Database is installed. (These scripts, as amended from time to time, are downloaded to the tracker from the InventorySettings.xml file. They are used only for the preparation of an Oracle audit report, available to operators who have appropriate access rights in the Discovery & Inventory > Oracle Instances page, with more details available in the help for that page.)

8. The tracker records the software and hardware results of the Oracle inventory gathering in a separate .ndi file.
9. Immediately on completion of inventory gathering, the tracker uploads the .disco file and one or two compressed .ndi files to the appropriate inventory beacon.

**Tip:** If this upload fails (say, because of a temporary network issue), there is no catch-up retry in the Zero-footprint case.

10. The inventory beacon uploads all collected discovery and inventory information to the central application server (or, if it is a member of a hierarchy of inventory beacons, uploads the data to its parent in the hierarchy, and the upload is repeated until the data reaches the application server). Data is stored initially in the inventory database.

11. In due course, the inventory import (to the compliance database) and license reconciliation process runs (typically overnight, although an operator in a role granting the Configure inventory data and reconcile right can also trigger a full import and reconciliation). Progress is visible on the System Tasks page.

12. The Discovery & Inventory > Oracle Instances page lists the database inventory for all servers discovered and inventoried up to the time of the latest reconciliation calculation.

### Troubleshooting Zero-footprint Collection of Oracle Inventory

This case is very similar to the local agent-based collection of Oracle inventory, so if the following notes don't provide the answers you need, you can also check Troubleshooting Agent-Based Collection of Oracle Inventory.

Most of the troubleshooting information for this method is displayed on the Rules page in the web interface of FlexNet Manager Suite.

To troubleshoot Zero-footprint collection of Oracle inventory:

1. In the web interface for FlexNet Manager Suite, navigate to Discovery & Inventory > Oracle Instances to identify the database instances that have been discovered successfully. You may wish to focus on instances you expected to find that are not present on this page. (It is helpful to know the device name of an Oracle server you wish to examine, as you can use the name in searches in various lists.)

2. Another quick check is to look at Discovery & Inventory > All Discovered Devices and validate that the Oracle server is listed there. If the device itself cannot be discovered, no services on it can be discovered either. Also check for Oracle discovered devices listing problems:
   
   a. Click the filter icon above the right end of the list, and in the quick filter row, select Oracle = Yes.
   
   b. Next to the filter icon, click the notification icon to reduce the list to only those Oracle servers reporting problems.
   
   c. In the list, click the Name of a discovered device to open its properties, and select the Status tab.
   
   d. Expand the Oracle Database inventory section, which displays any error message returned by the Oracle listener on this discovered device. Seek the help of your Oracle database administrator to resolve any issues.

Here are some common errors with suggested things to check:
<table>
<thead>
<tr>
<th>Error Message</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>ORA-12170: TNS: Connect timeout occurred</td>
<td>• Ensure that no firewall is blocking connection to the database.</td>
</tr>
<tr>
<td></td>
<td>• Ensure that the database is online and running on correct IP.</td>
</tr>
<tr>
<td>ORA-12541: TNS: no listener</td>
<td>• The database is shutdown. Ask your database administrator to start the database.</td>
</tr>
<tr>
<td></td>
<td>• Ensure that no firewall is blocking connection to the database.</td>
</tr>
<tr>
<td></td>
<td>• Ensure that the listener is not password protected. If it is, add the listener password to the Password Manager on the appropriate inventory beacon.</td>
</tr>
<tr>
<td>ORA-00942: table or view does not exist</td>
<td>Ensure that the table listed in the error message exists. Ask your database administrator to create the table if it does not exist.</td>
</tr>
<tr>
<td>ORA-12514: TNS: listener does not currently know of service requested in connect descriptor</td>
<td>TNS names file is not correct. This is common when a database is set to listen for only “SID” or only “Service_Name”.</td>
</tr>
<tr>
<td>ORA-01017: invalid username/password; logon denied</td>
<td>Indicates incorrect permissions. Ask your Oracle Database administrator to rerun the Flexera 'audit user' script (for details, see Credentials for Direct Collection of Oracle Inventory).</td>
</tr>
<tr>
<td>ORA-01034: ORACLE not available ORA-27101: shared memory realm does not exist</td>
<td>These errors typically mean that a discovered Oracle database instance was not running at inventory time. Ask your Oracle Database administrator whether the instance can be made active for the next inventory gathering process.</td>
</tr>
<tr>
<td>Linux-x86_64 Error: 2: No such file or directory</td>
<td>Oracle is stuck in a reboot process. Ask your database administrator to shutdown and restart the database.</td>
</tr>
<tr>
<td>ORA-012518: TNS: listener could not hand off client connection</td>
<td>Indicates a network problem. Ensure that the appropriate inventory beacon can access the Oracle server.</td>
</tr>
</tbody>
</table>
## Error Message

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>ORA-00604: error occurred at recursive SQL level 1</td>
<td>Indicates incorrect permissions. Ask your Oracle Database administrator to rerun the Flexera 'audit user' script (for details, see Credentials for Direct Collection of Oracle Inventory).</td>
</tr>
<tr>
<td>ORA-00257: archiver error. Connect internal only, until freed</td>
<td>Indicates an archive error. Ask your Oracle Database administrator to check the archiver.log file for the error.</td>
</tr>
</tbody>
</table>

### Note:
On a UNIX-like platform, the tracker attempts to use setuid to impersonate the appropriate account to gather Oracle inventory. If you are using eTrust Access Control on this server, by default it does not permit this impersonation, and inventory gathering fails. The fix is to change the configuration of eTrust to include ndtrack in the LOGINAPPL class. For more information, see the eTrust Access Control Administration Guide (https://supportcontent.ca.com/cadocs/0/g007711e.pdf).

3. Navigate to Discovery & Inventory > Discovery and Inventory Rules > Rules tab, and:
   - **a.** Find the appropriate rule, and check its **Rule status** value shows **Enabled**. (A disabled rule never executes.)
   - **b.** Click the title of the relevant rule and note the **Action** name and **Targets** name for this rule for use shortly. Also validate that the **Schedule** details are as expected.
   - **c.** Look in **Current run** or **Last completed run** to see the number of database instances discovered, inventoried, skipped, and failed. Here are some notes to assist your analysis of these figures:

<table>
<thead>
<tr>
<th>Column</th>
<th>Notes</th>
</tr>
</thead>
</table>
| Service discovered      | The number of Oracle database instances discovered in the last execution of the rule. This number should match (or possibly exceed) your expectations for Oracle servers within the targeted subnets. However, database discovery cannot succeed when:  
  - The target device is powered off at the time of rule execution (to recover, re-run the rule when the server is operational).  
  - The listener on the device is not operating when the rule executes (to recover, re-run the rule when the listener is running).  
  - The password for the listener is not available in the Password Manager on the inventory beacon attempting discovery.  
  - The listener returns an error, or does not identify any services (database instances). |
<table>
<thead>
<tr>
<th>Column</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inventory completed</td>
<td>The count of those instances from which database inventory has been collected. In an ideal world, this count of successful inventories may match the discovery result in the previous column. Differences should be tracked in the next two columns.</td>
</tr>
<tr>
<td>Inventory skipped</td>
<td>The count of database instances where collection of database inventory was not attempted. If a server is within scope for the inventory beacon, but no listener is identified on that server, it is counted as skipped.</td>
</tr>
<tr>
<td>Inventory failed</td>
<td>The count of database instances where inventory collection was attempted but failed. This may be because:</td>
</tr>
<tr>
<td></td>
<td>• The credentials for the database instance were not configured in the Password Manager on the inventory beacon attempting to collect database inventory.</td>
</tr>
<tr>
<td></td>
<td>• The instance was not running at inventory time.</td>
</tr>
<tr>
<td></td>
<td>• The instance was running, but was not active (that is, was in the idle state) at inventory time.</td>
</tr>
</tbody>
</table>

d. Look to the bottom of the same expanded panel, and click Show/hide task status and history. By default this lists the last five executions of the rule. You can expand one (such as the most recent) to see all the inventory beacons that received the discovery and inventory rule (it still shows as Scheduled on inventory beacons that do not manage the appropriate subnets). You should find the intended inventory beacon in this list, where you can check the value in the Status column.

e. Use the + icon to expand more details for the chosen inventory beacon, and you see entries such as Performing discovery and Gathering Oracle database inventory. In the right-hand column are links for Download log. Download these, unzip the archive, and examine in a text file editor for clues to the problem.

4. In the area summarizing the run results, the Devices failed to be inventoried field indicates the number of devices for which general hardware and software inventory collection has failed. You can click the link to view the details in the Rule Execution Details page. For more information, see the Rule Execution Details page in the online help.

5. Using the noted Action name for this rule, switch to the Actions tab, locate the relevant action, and click the editing (pencil) icon on the right-hand side to show the details. In the Discovery of devices section, where Network scan is selected, verify the correct ports are included for all Oracle servers where database instances are running (especially focusing on instances that have not yet been discovered). If you are not sure about the correct port settings for each Oracle server, ask your system administrator. Recall that a probe on the ports listed here must get a response from the server itself before further discovery or inventory work is attempted.

6. In the General hardware and software inventory section, ensure that the Gather hardware and software inventory from all target devices option is selected.
7. If it appears that connection has been made and inventory collected, check for problems with file upload from the inventory beacon to the central application server. On the inventory beacon, examine C:\Windows\Temp\ManageSoft\uploader.log for any issues with uploads.

8. Still on the inventory beacon, check for inventory-specific errors in $(CommonAppDataFolder)\Flexera Software\Compliance\Logging\InventoryRule\DeviceInventory.log and OracleDBInventory.log files.

9. To enable richer logging on the inventory beacon, enable tracing by removing the hash character (#) from the following lines of the etdp.trace file present in the %Program Files (x86)\Flexera Software\Inventory Beacon\folder:

```
+Inventory/Oracle
+Inventory/Oracle/SDK
+Inventory/Oracle/Query
+Inventory/Oracle/Query/Substitution
+Inventory/Oracle/Query/Execution
+Inventory/Oracle/Listener
+Inventory/Oracle/Listener/Detail
```

**Important:** After making changes to the etdp.trace file, you must use the Windows Service Controller on the inventory beacon to stop and restart the beaconengine service.

10. Rerun the rule to collect Oracle discovery and inventory information, so that additional logging is created. See whether these richer logs assist in identifying the problem. Wait until after the next inventory import, and then look for both the discovered device (All Discovered Devices) and its Oracle instance (Oracle Instances). (Rather than waiting, an operator in an Administrator role can navigate to License Compliance > Reconcile, ensure that the Update inventory for reconciliation option is selected, and click Reconcile.)

11. If the problem persists, contact Flexera support with detailed information and log files.

## Direct Collection of Oracle Inventory

The phrase ‘direct collection of inventory’ refers to techniques where an inventory beacon connects directly to a data source (possibly through an API) to collect information. In the case of Oracle, the method requires that FlexNet Beacon (the code engine on an inventory beacon) connects to the Oracle Database (using an OLEDB client library) through the Oracle Net Listener, and collects the available information as database inventory.

**Important:** The direct collection inventory method only gathers information about database instances. It does not, for example, collect any hardware inventory data nor software inventory about any other products. This means that the direct collection inventory method alone is insufficient to correctly determine license consumption for Oracle products:

- For licensing of database instances and options, hardware information (such as the count of cores) is missing, making this inventory method (used alone) unsuitable for managing, for example, Oracle Processor licenses.
For other products such as Oracle middleware, there is no software inventory available from the Oracle Database.

No inventory of database instances that are in standby mode is possible.

This means that, if you choose to use direct collection of Oracle inventory (and want to manage Oracle licenses), you must augment the approach with other ways of gathering hardware and general software inventory. You could achieve this, for example, through third-party products, from which you import inventory into FlexNet Manager Suite to allow for data integration and license consumption calculations. Alternatively, reconsider local Agent-Based Collection of Oracle Inventory.

The direct method for direct collection of Oracle inventory does not inherently include any process for discovery of Oracle installations. Details of an Oracle database instance must be already available to allow the direct connection to proceed. Therefore, before using direct collection of Oracle inventory, you must decide on, and implement, a discovery process.

Three distinct methods of providing discovery details are available:

- **Network discovery:** You can set rules so that the FlexNet Beacon engine probes the network to discover appropriate servers. It tests those servers for the presence of one or more Oracle listeners, from which it collects access details for the database instances known to each listener. The inventory beacon then accesses the discovered servers immediately for inventory gathering; and it also uploads the discovery results along with the inventory results. This approach produces discovered device records in FlexNet Manager Suite.

**Note:** This discovery approach is supported only for earlier versions of Oracle Database:

- For version 9i and below, it is recommended that you have set a listener password. If you have done so, you need to provide this password as part of the credentials needed for this approach to work.
- For versions 10g and 11g, it was best practice not to set a listener password, since the default behavior was changed to disallow remote connections and rely on operating system authentication for local access. If you wish to use direct collection of inventory with these versions, you must supply a listener password to turn on support for remote connections.
- Making a remote administration connection to the listener (using the listener's administration password) to discover the services known to the listener is not possible from Oracle 12c onwards. Therefore, for Oracle Database 12c and beyond, you cannot use network discovery in conjunction with direct collection of Oracle Database inventory. (This does not affect the remaining discovery methods, below, which already provide the service name for each Oracle database instance; and, together with the credentials saved in the inventory beacon's Password Manager, these are the only details required for the listener to broker remote connection to the database instance to allow for inventory gathering.)

- **Using tnsnames.ora:** This is a standard Oracle file that identifies database instances and connection details. You may take a copy from your Oracle server and save it on the inventory beacon, or you may use the OEM adapter to create one. When you first trigger direct inventory collection using this method of discovery, there are no matching discovered devices visible in the web interface of FlexNet Manager Suite; but as the first inventory upload occurs, discovery information is also uploaded, and matching discovered device and inventory device records are created in the same import process.

- **Manually-created records:** You can manually enter the listener and services information for each Oracle server through the web interface of FlexNet Manager Suite.
More information about each discovery method is available in the appropriate topics:

- Using Network Discovery with Direct Inventory
- Using tnsnames Discovery with Direct Inventory
- Using Manual Discovery with Direct Inventory.

When discovered device records are available from a previously-completed discovery process, you may also choose to conduct direct inventory collection using those existing records. In this case, the existing discovery information is downloaded from the central application server to the inventory beacon, and used for direct inventory gathering. In operation, this is identical to the case with manually-created records, so see Using Manual Discovery with Direct Inventory.

**Prerequisites for direct collection of Oracle inventory**

The following must be in place for collection of Oracle inventory by direct connection from an inventory beacon to the Oracle Database:

1. You have licensed the FlexNet Manager for Oracle product (for details, see Appendix F: Features Enabled in FlexNet Manager for Oracle).

2. You have deployed and configured one or more inventory beacon(s) in your network, such that at least one inventory beacon can access each of your target Oracle servers. For detailed information about inventory beacons, their deployment, and configuration, see the topics under What Is an Inventory Beacon? in the online help. You initiate deployment of an inventory beacon by navigating to Discovery & Inventory > Beacons.

3. You have set up the accounts required for operation and recorded these in the Password Manager on the appropriate inventory beacon (for more information, see Credentials for Direct Collection of Oracle Inventory).

4. You have downloaded and installed on each inventory beacon the appropriate version of the 32-bit Oracle Provider for OLEDB used by the FlexNet Beacon engine to connect the Oracle Database. This driver is included the Oracle Data Access Components (ODAC), and must be the version that is compatible with the target Oracle Database accessed by that inventory beacon.
   - To determine the appropriate driver for your target version of Oracle Database, use your Oracle support account to access the OLEDB driver compatibility matrix from http://metalink.oracle.com/metalink/plsql/ml2_documents.showDocument?p_database_id=NOT&p_id=207303.1. Another version of the compatibility matrix (maintained by a third-party consulting organization) is available at http://www.dba-oracle.com/t_oracle_client_versions_higher_lower_database_release.htm. The ODAC versions are available for download from Oracle.
   - Each inventory beacon may have exactly one version of the OLEDB drivers installed. As a result, if you have two (or more) different Oracle Database servers that require different versions of the OLEDB drivers, each must be managed by a separate inventory beacon. Since inventory beacons are assigned distinct subnets to manage, this means that if the incompatible Oracle Database products are installed within the same subnet, you must split the subnet to separate those Oracle servers, and then assign each new subnet to a distinct inventory beacon, each of which has the appropriate OLEDB driver matching the target Oracle Database version.
Credentials for Direct Collection of Oracle Inventory

The accounts and privileges required for direct collection of inventory data from an Oracle database instance are relatively straightforward. In addition to inventory collection, the entire process must allow for the initial discovery of devices and their database instances to query, and some discovery methods add their own requirements for credentials.

Using network discovery

This method of discovery requires two sets of credentials for discovery.

The first is an account that can be used to log into the target device and probe specified ports to test for the presence of an Oracle Net Listener. This account must be registered in the Password Manager on the inventory beacon responsible for discovery (and subsequent inventory gathering).

Once a device has been discovered, and the Oracle Net Listener is known to exist on that device, the listener must accept a remote connection and status request (that is, remote administration). This request identifies the database instances (services) that the listener knows about. (The listener password is required only for the case of network discovery, since this is the only case that requires a remote administration connection to the listener; in the other cases, the database instances are already identified without this request.) This password must be registered in the secure Password Manager on the inventory beacon that is to complete the discovery and collect the database inventory (only the password is required, and no account name is needed with this listener password.)

Tip: If there are multiple listeners on the Oracle server and these have multiple passwords, each password for listeners you will access must be recorded in the Password Manager. These are not differentiated by any listener identification: the FlexNet Beacon engine simply steps through each listener password in turn until one works.

Note: This method of remote administration of the listener to discover the available Oracle database instances has been barred from Oracle Database version 12c onwards. To use direct inventory gathering with later versions of the database, you must use one of the other discovery methods; and in those alternative discovery methods, the listener’s administrative password is not required. (Of course, this is independent of the credentials for inventory gathering, described below, that are required after discovery has been completed.)

Using tnsnames.ora

There are no special credentials required, other than the normal ones to get the tnsnames.ora in place on the inventory beacon (for details see Using tnsnames Discovery with Direct Inventory):

- If you are manually transferring a tnsnames.ora file from your Oracle server, you need to log in to the inventory beacon with sufficient privileges to access the file path (typically, with administrator privileges)

- If you are using the OEM adapter, this writes the tnsnames.ora file into the correct location, and the credentials needed for the adapter are covered in the Adapter Reference PDF (available through the title page of online help).
Using manually-created discovery device records

No additional credentials are required — an operator in a Role with sufficient privileges to create the records does the data input, and these discovered device records are then utilized automatically when required.

Credentials for inventory gathering

Regardless of the discovery method you use, direct inventory collection proceeds by having the inventory beacon connect to the listener requesting access to each service/database instance (no listener password is required for this request). These connection requests require the service name, the service user account, and the service password for each Oracle database instance. The service user account:

- Is a member of the OS-specific ORADBA group (the local ora_dba security group on Windows platforms and the dba group on UNIX-like platforms)
- Has at least read-only permissions for all the tables and views needed for collecting Oracle inventory (listed in Appendix C: Oracle Tables and Views for Oracle Inventory Collection)
- Has the user name and password registered in the secure Password Manager on the inventory beacon that is to collect inventory from each database instance.

One potentially helpful practice is to use the same set of credentials on all target Oracle servers as a special "audit account". This makes it easier to register a single set of credentials in the Password Managers on all applicable inventory beacons, and to script creation of the account consistently across all your Oracle servers. If you choose to use a common audit account across servers, Flexera provides a script to create and configure this database user. To get this script, log into the Flexera Knowledge Base (https://flexeracommunity.force.com/customers/CCKnowledgeBase, or access through the Support pages of the company website), and search for article Q200934.

Note: The sole purpose of creating this audit user is to collect Oracle inventory. However, FlexNet Manager Suite counts it as a named user while calculating license compliance for Oracle licenses. You can adjust the license consumption for this user to avoid consuming license entitlements. Navigate to the Oracle Instance Properties > Oracle users page for each affected database instance and set the consumption for this user to zero. For more information, see the associated online help.

How Direct Collection of Oracle Inventory Works

In the direct inventory collection method, the FlexNet Beacon engine on an inventory beacon connects directly to an Oracle server that lies within its assigned subnet(s), and collects only Oracle Database inventory. While the direct connection step in itself is relatively straight-forward, it must be preceded by your choice of discovery method used to identify the target Oracle server. For completeness, each of these discovery methods is covered in the following topics, and you may focus only on your chosen discovery method together with the subsequent direct inventory collection. The three discovery methods are:

- Network scanning (see Using Network Discovery with Direct Inventory)
- Processing tnsnames.ora files, whether these be copied from your Oracle server(s), created with the OEM adapter, or even edited manually (see Using tnsnames Discovery with Direct Inventory)
- Manually creating discovered device records including the necessary connection information (see Using Manual Discovery with Direct Inventory).
Using Network Discovery with Direct Inventory

In this approach, each inventory beacon takes responsibility for both discovery of the Oracle servers and taking inventory of the database instances on them.

**Remember:** From Oracle Database 12c onwards, password access direct to the listener to query it for the available instances has been blocked, so that this method of discovery is available only for earlier versions of Oracle Database.

The following diagram shows an example scenario:

The above diagram shows three database servers, two on Subnet1 and one on Subnet2. The Subnet1 is assigned to Inventory Beacon1 and Subnet2 is assigned to Inventory Beacon2. Note that in this diagram, DB1 and DB2 are running versions of Oracle Database compatible with the same OLEDB driver, as discussed in...
Direct Collection of Oracle Inventory; separately, DB3 may also be compatible, or may require a different version, which may be the reason that it is managed by a separate inventory beacon.

The following description assumes that all the prerequisites listed in Direct Collection of Oracle Inventory have been satisfied, including the installation of an appropriate version of the 32-bit OLEDB driver (one version per inventory beacon) for each target Oracle Database.

1. It is likely that the Oracle Net Listener(s) on each target Oracle server has/have been configured with a password for administrative use, as when collecting status and the list of known services (as discussed in Direct Collection of Oracle Inventory, which also lists the versions of Oracle Database for which this approach is supported). If so, ensure that the password is recorded in the secure Password Manager on each appropriate inventory beacon. No user name is required when you record the listener password.

2. On each target Oracle server, set up the special "audit account" for collecting database inventory (see Credentials for Direct Collection of Oracle Inventory).

3. Record the credentials for the special audit account in the secure Password Manager on each applicable inventory beacon.

4. Create a rule that combines network discovery with direct inventory. Navigate to Discovery & Inventory > Discovery and Inventory rules and use these settings:

   • **Target**: Create a target to identify all Oracle servers (up to and including Oracle Database 11g) in your network. You can use subnet name, IP address, or pattern matching on the device name to identify devices in the target definition.

   • **Action**: Create an action that includes these settings:
     - For **Action type**, choose Discovery and inventory.
     - In the Discovery of devices section, select Network scan, and ensure that the appropriate ports are listed. These are the ports tested for the existence of the server itself (typically, for example, 22 for a UNIX server and 139 for a Windows server). Customize this list if your environment requires it. The hardware (server) must respond before further discover of Oracle details is attempted.
     - Expand the Oracle database environments section, and select Discover Oracle database environments. In the additional controls for Discovery methods, select Port scan, and if necessary update the list of ports to include all listener ports used in your environment. When each inventory beacon executes this action, it tests each port in turn on each target server, seeking a response from Oracle Net Listener. (Less commonly, if you have SNMP configured on your Oracle servers, you may select the SNMP option as well, or instead.)
     - In the same section, select Gather Oracle database environment inventory. This is the switch to turn on direct inventory gathering for Oracle database instances.

   • **Schedule**: Specify the running schedule for this rule.

   This completes the initial configuration for network discovery with direct inventory gathering for Oracle. The remainder of these steps cover normal operation.

5. By default, every 15 minutes each inventory beacon checks for any updates to its policy, which also transfers any changed discovery and inventory rules. (To adjust this download schedule, see Inventory Settings Page > Beacon Settings Section in the online help.) Each inventory beacon exercises only those rules that apply to its assigned subnet(s).
6. When the related schedule triggers an applicable rule:
   a. The inventory beacon reports to the central application server that the task is commencing. You can navigate to Discovery & Inventory > Discovery and Inventory Rules and click the rule name to view its status. Wait (while the remainder of the process takes place) until the Status field shows Completed. This process may take some time to complete and you may have to revisit or refresh the page from time to time.
   b. The inventory beacon scans each of its assigned subnets, recording every device that responds to probing on the specified device ports. (Each of these discovered devices will be reported to the central application server in the uploaded .disco file, regardless of what else is found on each device.)
   c. The inventory beacon next probes each discovered device for a response on each of the specified listener ports (or, less commonly, collects SNMP data from each discovered device and checks for the presence of Oracle database instances).
   d. From devices where a listener responds, the inventory beacon extracts the list of known Oracle services (database instances).

All this information is included in the uploaded .disco file. For direct inventory gathering (where the discovery files may be larger than with the locally-installed FlexNet inventory agent), .disco files are compressed for upload.

7. The FlexNet Beacon engine (on each inventory beacon) uses the discovered services information to connect to each database instance, and collect Oracle Database inventory data. The results are saved into an .ndi inventory file (specific to Oracle inventory only) for each server.

   **Tip:** Because listeners may know about database instances on several distinct servers, one inventory beacon may return database inventory from multiple servers, and (depending on the configuration of your network and listeners) not necessarily restricted to the subnet(s) assigned to that inventory beacon. The FlexNet Beacon engine uses information retrieved from each database instance to identify the servers, and ensure that it returns one .ndi inventory file per server.

8. Where Oracle inventory is collected, the FlexNet Beacon engine also executes the software scripts provided by Oracle License Management Services (LMS) to gather software information about the Oracle Database installation. It is important to realize two things:
   • These are the same LMS scripts, as amended from time to time, that are downloaded to the inventory beacon in the InventorySettings.xml file (which is saved in Program Files (x86)\Flexera Software\Inventory Beacon\Remote Execution\Public\Inventory). As always, they do not contribute to the collection of FlexNet inventory, but are used only for the preparation of an Oracle audit report (available to operators who have appropriate access rights in the Discovery & Inventory > Oracle Instances page, with more details available in the help for that page.)
   • However, the Oracle LMS scripts include two separate parts: SQL queries to gather information from Oracle database instance(s); and scripts to execute on the target server and gather the required hardware information. With this direct connection method of inventory collection, there is no file transfer of any kind to the target server, so that the LMS hardware scripts cannot be executed on the Oracle server by this method. In contrast, the LMS SQL queries are executed during the direct connection to each database instance, and the resulting LMS software data is uploaded to the central
application server; but in the normal course of events, the absence of hardware data is unlikely to satisfy an Oracle audit. Therefore, if your strategy is to use only the direct method of inventory collection, you should also plan another method to execute the LMS hardware scripts on each Oracle server. Alternatively, reconsider the local installation of either the full FlexNet inventory agent, or the lightweight FlexNet Inventory Scanner; or re-evaluate the Zero-footprint method of inventory collection. All of these methods conveniently collect, upload, and create audit-ready packages for all the software and hardware data required for database licensing by Oracle LMS, and without additional effort on your part.

9. Immediately after inventory gathering, the inventory beacon compresses the .ndi file(s) and .disco files, and uploads them to the central application server (or, if it is a member of a hierarchy of inventory beacons, uploads the data to its parent in the hierarchy, and the upload is repeated until the data reaches the application server). It is initially stored in the inventory database.

10. In due course, the inventory import (to the compliance database) and license reconciliation process runs (typically overnight, although an operator in a role granting the Configure inventory data and reconcile right can also trigger a full import and reconciliation). Progress is visible on the System Tasks page.

11. The Discovery & Inventory > Oracle Instances page lists the database inventory for all servers discovered and inventoried up to the time of the latest reconciliation calculation.

Troubleshooting Direct Inventory Using Network Scan

In direct gathering of Oracle inventory, the FlexNet Beacon engine connects directly to Oracle databases using database port information. If you select network scan as the method of discovery, the FlexNet Beacon engine first tries to discover the required port information by finding and querying the appropriate Oracle listener services.

To troubleshoot Oracle inventory gathering with discovery by network scanning:

1. In the web interface for FlexNet Manager Suite, navigate to Discovery & Inventory > Oracle Instances to identify the database instances that have been discovered successfully. You may wish to focus on instances you expected to find that are not present on this page. (It is helpful to know the device name of an Oracle server you wish to examine, as you can use the name in searches in various lists.)

2. Another quick check is to look at Discovery & Inventory > All Discovered Devices and validate that the Oracle server is listed there. If the device itself cannot be discovered, no services on it can be discovered either. Also check for Oracle discovered devices listing problems:
   a. Click the filter icon above the right end of the list, and in the quick filter row, select Oracle = Yes.
   b. Next to the filter icon, click the notification icon to reduce the list to only those Oracle servers reporting problems.
   c. In the list, click the Name of a discovered device to open its properties, and select the Status tab.
   d. Expand the Oracle Database inventory section, which displays any error message returned by the Oracle listener on this discovered device. Seek the help of your Oracle database administrator to resolve any issues.

   Here are some common errors with suggested things to check:
<table>
<thead>
<tr>
<th>Error Message</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>ORA-12170: TNS: Connect timeout occurred</td>
<td>• Ensure that no firewall is blocking connection to the database.</td>
</tr>
<tr>
<td></td>
<td>• Ensure that the database is online and running on correct IP.</td>
</tr>
<tr>
<td>ORA-12541: TNS: no listener</td>
<td>• The database is shutdown. Ask your database administrator to</td>
</tr>
<tr>
<td></td>
<td>start the database.</td>
</tr>
<tr>
<td></td>
<td>• Ensure that no firewall is blocking connection to the database.</td>
</tr>
<tr>
<td></td>
<td>• Ensure that the listener is not password protected. If it is, add</td>
</tr>
<tr>
<td></td>
<td>the listener password to the Password Manager on the appropriate</td>
</tr>
<tr>
<td></td>
<td>inventory beacon.</td>
</tr>
<tr>
<td>ORA-00942: table or view does not exist</td>
<td>Ensure that the table listed in the error message exists. Ask your</td>
</tr>
<tr>
<td></td>
<td>database administrator to create the table if it does not exist.</td>
</tr>
<tr>
<td>ORA-12514: TNS: listener does not currently know of service requested in</td>
<td>TNS names file is not correct. This is common when a database is set</td>
</tr>
<tr>
<td>connect descriptor</td>
<td>to listen for only “SID” or only “Service_Name”.</td>
</tr>
<tr>
<td>ORA-01017: invalid username/password; logon denied</td>
<td>Indicates incorrect permissions. Ask your Oracle Database</td>
</tr>
<tr>
<td></td>
<td>administrator to rerun the Flexera 'audit user' script (for details,</td>
</tr>
<tr>
<td></td>
<td>see Credentials for Direct Collection of Oracle Inventory).</td>
</tr>
<tr>
<td>ORA-01034: ORACLE not available</td>
<td>These errors typically mean that a discovered Oracle database</td>
</tr>
<tr>
<td>ORA-27101: shared memory realm does not exist</td>
<td>instance was not running at inventory time. Ask your Oracle</td>
</tr>
<tr>
<td>Linux-x86_64 Error: 2: No such file or directory</td>
<td>Database administrator whether the instance can be made active for</td>
</tr>
<tr>
<td></td>
<td>the next inventory gathering process.</td>
</tr>
<tr>
<td>ORA-01033: ORACLE initialization or shutdown in progress</td>
<td>Oracle is stuck in a reboot process. Ask your database administrator</td>
</tr>
<tr>
<td></td>
<td>to shutdown and restart the database.</td>
</tr>
<tr>
<td>ORA-12518: TNS: listener could not hand off client connection</td>
<td>Indicates a network problem. Ensure that the appropriate inventory</td>
</tr>
<tr>
<td></td>
<td>beacon can access the Oracle server.</td>
</tr>
</tbody>
</table>
### Error Message

| ORA-00604: error occurred at recursive SQL level 1 | Indicates incorrect permissions. Ask your Oracle Database administrator to rerun the Flexera 'audit user' script (for details, see Credentials for Direct Collection of Oracle Inventory). |

---

### Note: On a UNIX-like platform, the tracker attempts to use `setuid` to impersonate the appropriate account to gather Oracle inventory. If you are using eTrust Access Control on this server, by default it does not permit this impersonation, and inventory gathering fails. The fix is to change the configuration of eTrust to include `ndtrack` in the `LOGINAPlL` class. For more information, see the eTrust Access Control Administration Guide (https://supportcontent.ca.com/cadocs/0/g007711e.pdf).

| ORA-00257: archiver error. Connect internal only, until freed | Indicates an archive error. Ask your Oracle Database administrator to check the archiver.log file for the error. |

---

3. Navigate to Discovery & Inventory > Discovery and Inventory Rules > Rules tab, and:

   a. Find the appropriate rule, and check its **Rule status** value shows **Enabled**. (A disabled rule never executes.)

   b. Click the title of the relevant rule and note the **Action** name and **Targets** name for this rule for use shortly. Also validate that the **Schedule** details are as expected.

   c. Look in **Current run** or **Last completed run** to see the number of database instances discovered, inventoried, skipped, and failed. Here are some notes to assist your analysis of these figures:

<table>
<thead>
<tr>
<th>Column</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service discovered</td>
<td>The number of Oracle database instances discovered in the last execution of the rule. This number should match (or possibly exceed) your expectations for Oracle servers within the targeted subnets. However, database discovery <strong>cannot</strong> succeed when:</td>
</tr>
<tr>
<td></td>
<td>• The target device is powered off at the time of rule execution (to recover, re-run the rule when the server is operational).</td>
</tr>
<tr>
<td></td>
<td>• The listener on the device is not operating when the rule executes (to recover, re-run the rule when the listener is running).</td>
</tr>
<tr>
<td></td>
<td>• The password for the listener is not available in the Password Manager on the inventory beacon attempting discovery.</td>
</tr>
<tr>
<td></td>
<td>• The listener returns an error, or does not identify any services (database instances).</td>
</tr>
<tr>
<td>Column</td>
<td>Notes</td>
</tr>
<tr>
<td>-------------------</td>
<td>----------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Inventory completed</td>
<td>The count of those instances from which database inventory has been collected. In an ideal world, this count of successful inventories may match the discovery result in the previous column. Differences should be tracked in the next two columns.</td>
</tr>
<tr>
<td>Inventory skipped</td>
<td>The count of database instances where collection of database inventory was not attempted. If a server is within scope for the inventory beacon, but no listener is identified on that server, it is counted as skipped.</td>
</tr>
<tr>
<td>Inventory failed</td>
<td>The count of database instances where inventory collection was attempted but failed. This may be because:</td>
</tr>
<tr>
<td></td>
<td>• The credentials for the database instance were not configured in the Password Manager on the inventory beacon attempting to collect database inventory.</td>
</tr>
<tr>
<td></td>
<td>• The instance was not running at inventory time.</td>
</tr>
<tr>
<td></td>
<td>• The instance was running, but was not active (that is, was in the idle state) at inventory time.</td>
</tr>
</tbody>
</table>

d. Look to the bottom of the same expanded panel, and click **Show/hide task status and history**. By default this lists the last five executions of the rule. You can expand one (such as the most recent) to see all the inventory beacons that received the discovery and inventory rule (it still shows as **Scheduled** on inventory beacons that do not manage the appropriate subnets). You should find the intended inventory beacon in this list, where you can check the value in the **Status** column.

e. Use the + icon to expand more details for the chosen inventory beacon, and you see entries such as **Performing discovery** and **Gathering Oracle database inventory**. In the right-hand column are links for **Download log**. Download these, unzip the archive, and examine in a text file editor for clues to the problem.

4. Using the noted **Action** name for this rule, switch to the **Actions** tab, locate the relevant action, and click the editing (pencil) icon on the right-hand side to show the details. In the **Discovery of devices** section, where **Network scan** is selected, verify the correct ports are included for all Oracle servers where database instances are running (especially focusing on instances that have not yet been discovered). If you are not sure about the correct port settings for each Oracle server, ask your system administrator. Recall that a probe on the ports listed here must get a response from the server itself before further discovery or inventory work is attempted.

5. Verify the listener ports settings specified in the **Oracle database environments** section of the action definition. If you are not sure about the correct port settings, ask your database administrator. For more information, see **Using Network Discovery with Direct Inventory**.

6. Switch to the **Targets** tab, locate the target whose name you noted earlier, and click the editing (pencil) icon on the right-hand end to examine the specified target. Validate that the setting for **Define machines to target** includes the Oracle server you are searching for. If you are suspicious that your target is not working correctly, you can also expand each of your other targets looking for an **Exclude** condition in **Define machines to target**. Any overlapping exclude condition in any target, even though
that target is not linked in this particular rule, always overrules any Include condition. Be sure that your target Oracle server is not accidentally excluded.

7. Check that the appropriate inventory beacon can access the Oracle server:

   a. If necessary, identify the subnet that contains the undiscovered Oracle server, and find this subnet in **Discovery & Inventory > Subnets** to identify the inventory beacon managing the subnet. (If the subnet has not yet been assigned to an inventory beacon, fix that first by clicking the edit icon, and in the **Beacon name** column, selecting an inventory beacon from the drop-down list.)

   b. Validate that the correct 32-bit OLEDB drivers are installed on the appropriate inventory beacon (as described in **Direct Collection of Oracle Inventory**).

   c. On the appropriate inventory beacon, run the FlexNet Beacon software as administrator, and examine the local **Password Manager**.

   d. If (as is likely) the Oracle listener for the undiscovered database instance on the Oracle server is protected by an administrative password, ensure that the password (only, no account name required) is saved in the **Password Manager**.

   e. Ensure that the special account to access the database instance has been recorded in the secure **Password Manager**. For details, see **Credentials for Direct Collection of Oracle Inventory**, and for required database permissions see **Appendix C: Oracle Tables and Views for Oracle Inventory Collection**. Ensure that the credentials set up for the database instance are identically matched in the **Password Manager**.

8. If it appears that connection has been made and inventory collected, check for problems with file upload from the inventory beacon to the central application server. On the inventory beacon, examine C:\Windows\Temp\ManageSoft\uploader.log for any issues with uploads.

9. For inventory-specific errors, check the $(CommonAppDataFolder)\Flexera Software\Compliance\Logging\InventoryRule\DeviceInventory.log and OracleDBInventory.log files on the inventory beacon.

10. To enable richer logging on the inventory beacon, enable tracing by removing the hash character (#) from the following lines of the etdp.trace file present in the %Program Files (x86)%\Flexera Software\Inventory Beacon\ folder:

```
+Inventory/Oracle
+Inventory/Oracle/SDK
+Inventory/Oracle/Query
+Inventory/Oracle/Query/Substitution
+Inventory/Oracle/Query/Execution
+Inventory/Oracle/Listener
+Inventory/Oracle/Listener/Detail
```

**Important:** After making changes to the etdp.trace file, you must use the Windows Service Controller on the inventory beacon to stop and restart the beaconengine service.

11. Rerun the rule to collect Oracle discovery and inventory information, so that additional logging is created. See whether these richer logs assist in identifying the problem. Wait until after the next inventory import, and then look for both the discovered device (**All Discovered Devices**) and its Oracle
instance (Oracle Instances). (Rather than waiting, an operator in an Administrator role can navigate to License Compliance > Reconcile, ensure that the Update inventory for reconciliation option is selected, and click Reconcile.)

12. If the problem persists, contact Flexera support with detailed information and log files.

Using tnsnames Discovery with Direct Inventory

In this approach, the direct inventory part of the process is unchanged, but there is a different method to discover the Oracle database instances from which to gather inventory. This approach uses the content of a tnsnames.ora file to identify the target instances.

This Oracle-standard file can be created in any of three ways:

- You can copy it from your Oracle server and save it to the folder (identified below) on the inventory beacon where it will automatically be actioned.
- You can use the OEM adapter to create an tnsnames.ora file in the standard format, and save it to the correct folder on the appropriate inventory beacon that will perform the direct inventory collection. The OEM adapter is documented in the Adapter Reference PDF (available through the title page of online help).
- You could create one manually (although this would represent a considerable maintenance burden, and is not a recommended path).

The following diagram shows an example scenario of the most interesting case, using the OEM adapter. If you are intervening manually, be sure to place your copy of the tnsnames.ora file in the correct folder as described below.
The above diagram shows Subnet 1 and Subnet 2. Subnet 1 is assigned to Inventory Beacon 1 and Subnet 2 is assigned to Inventory Beacon 2. Each subnet contains:

- Two Oracle Database servers
- Oracle Enterprise Manager
- The OEM adapter (from Flexera), which may be co-located with Oracle Enterprise Manager or installed in another convenient location with fast network access to its related installation of Oracle Enterprise Manager (there is a 1:1 relationship, with one adapter required for each instance of Oracle Enterprise Manager).

Note that in this diagram, DB1 and DB2 are running versions of Oracle Database compatible with the same OLEDB driver, as discussed in Direct Collection of Oracle Inventory; similarly, DB3 and DB4 are running versions using the same OLEDB driver, although this may be a different driver than used in Subnet 1, since this subnet is already managed by a separate inventory beacon.

The following description assumes that all the prerequisites listed in Direct Collection of Oracle Inventory have been satisfied, including the installation of an appropriate version of the 32-bit OLEDB driver (one version per inventory beacon) for each target Oracle Database.

1. On each target Oracle server, set up the special "audit account" for collecting database inventory (see Credentials for Direct Collection of Oracle Inventory).

2. Record the credentials for the special audit account in the secure Password Manager on each applicable inventory beacon.
3. Create a rule that combines the use of `tnsnames.ora` for discovery with direct inventory. Navigate to Discovery & Inventory > Discovery and Inventory rules and use these settings:

- **Target**: Create a target to identify all Oracle servers in your network. You can use subnet name, IP address, or pattern matching on the device name to identify devices in the target definition.

  **Tip**: The limitation on remote administration of the Oracle listener, disallowed from Oracle Database 12c, is not relevant when you are using discovery through `tnsnames.ora`. No administrative password for the listener is required with this discovery method.

- **Action**: Create an action that includes these settings:
  - For **Action type**, choose Discovery and inventory.
  - In the **Discovery of devices** section, select TNSNames file for Oracle databases (only).
  - Expand the **Oracle database environments** section, and ensure that Discover Oracle database environments is clear (not selected).
  - In the same section, select Gather Oracle database environment inventory. This is the switch to turn on direct inventory gathering for Oracle database instances.

- **Schedule**: Specify the running schedule for this rule.

This completes the initial configuration for using `tnsnames.ora` for discovery with direct inventory gathering for Oracle. The remainder of these steps cover normal operation.

4. Each instance of the OEM adapter connects to its Oracle Enterprise Manager, and collects the connection information for all Oracle Database servers managed by that instance of Oracle Enterprise Manager.

5. The OEM adapter formats the information into a `tnsnames.ora` file.

6. The OEM adapter connects to the inventory beacon it has registered, and saves the `tnsnames.ora` file in the special path `%CommonAppData%\Flexera Software\Repository\TNSNames` (on stand-alone inventory beacons; but if the inventory beacon is co-located on your batch server, the path becomes `$\CommonAppDataFolder\Flexera Software\Warehouse\Repository\TNSNames\`).

  **Tip**: If you are copying a `tnsnames.ora` file from your Oracle server, be sure to save it to this same path on your inventory beacon: `%CommonAppData%\Flexera Software\Repository\TNSNames`. Every `.ora` file in this folder is automatically used for targeting for direct inventory collection from the Oracle database instances that it identifies. This means that you can even mix files generated by the OEM adapter (always named `tnsnames.ora`) with files copied from another Oracle server, or one you have created manually. In these latter cases, be sure to rename the files you place manually (for example, `manualtnsnames.ora` or `tnsnamesServer33.ora`), because the next run of the OEM adapter overwrites the `tnsnames.ora` file in the TNSNames repository.

7. By default, every 15 minutes each inventory beacon checks for any updates to its policy, which also transfers any changed discovery and inventory rules. (To adjust this download schedule, see Inventory Settings Page > Beacon Settings Section in the online help.) Each inventory beacon exercises only those rules that apply to its assigned subnet(s).

8. When the related schedule triggers an applicable rule:
a. The inventory beacon reports to the central application server that the task is commencing. You can navigate to Discovery & Inventory > Discovery and Inventory Rules and click the rule name to view its status. Wait (while the remainder of the process takes place) until the Status field shows Completed. This process may take some time to complete and you may have to revisit or refresh the page from time to time.

b. The inventory beacon opens each .ora file it finds in %CommonAppData%\Flexera Software\Repository\TNSNames, and converts each database instance there to a discovered device record. Each identified database instance is then tested against the current scope of the inventory beacon, where 'scope' means the intersection of its assigned subnet and the target declared as part of the rule it is currently running. Database instances that are both within the assigned subnet and within the current target are added to an xxxx(InScope).disco file. Database instances that fail either of these tests are added to an xxxx(OutScope).disco file.

All this information is included in the two .disco files when they are uploaded to the central application server. For direct inventory gathering (where the discovery files may be larger than with the locally-installed FlexNet inventory agent), .disco files are compressed for upload.

9. The FlexNet Beacon engine (on each inventory beacon) uses the discovered services information to connect to each database instance, and collect Oracle Database inventory data. The results are saved into an .ndi inventory file (specific to Oracle inventory only) for each server.

10. Where Oracle inventory is collected, the FlexNet Beacon engine also executes the software scripts provided by Oracle License Management Services (LMS) to gather software information about the Oracle Database installation. It is important to realize two things:

• These are the same LMS scripts, as amended from time to time, that are downloaded to the inventory beacon in the InventorySettings.xml file (which is saved in Program Files (x86)\Flexera Software\Inventory Beacon\Remote Execution\Public\Inventory). As always, they do not contribute to the collection of FlexNet inventory, but are used only for the preparation of an Oracle audit report (available to operators who have appropriate access rights in the Discovery & Inventory > Oracle Instances page, with more details available in the help for that page.)

• However, the Oracle LMS scripts include two separate parts: SQL queries to gather information from Oracle database instance(s); and scripts to execute on the target server and gather the required hardware information. With this direct connection method of inventory collection, there is no file transfer of any kind to the target server, so that the LMS hardware scripts cannot be executed on the Oracle server by this method. In contrast, the LMS SQL queries are executed during the direct connection to each database instance, and the resulting LMS software data is uploaded to the central application server; but in the normal course of events, the absence of hardware data is unlikely to satisfy an Oracle audit. Therefore, if your strategy is to use only the direct method of inventory collection, you should also plan another method to execute the LMS hardware scripts on each Oracle server. Alternatively, reconsider the local installation of either the full FlexNet inventory agent, or the lightweight FlexNet Inventory Scanner; or re-evaluate the Zero-footprint method of inventory collection. All of these methods conveniently collect, upload, and create audit-ready packages for all the software and hardware data required for database licensing by Oracle LMS, and without additional effort on your part.
11. Immediately after inventory gathering, the inventory beacon compresses the .ndi file(s) and .disco files, and uploads them to the central application server (or, if it is a member of a hierarchy of inventory beacons, uploads the data to its parent in the hierarchy, and the upload is repeated until the data reaches the application server). It is initially stored in the inventory database.

12. In due course, the inventory import (to the compliance database) and license reconciliation process runs (typically overnight, although an operator in a role granting the Configure inventory data and reconcile right can also trigger a full import and reconciliation). Progress is visible on the System Tasks page.

13. The Discovery & Inventory > Oracle Instances page lists the database inventory for all servers discovered and inventoried up to the time of the latest reconciliation calculation.

Troubleshooting Direct Inventory Using tnsnames.ora

In direct gathering of Oracle inventory, the FlexNet Beacon engine connects directly to Oracle databases using database port information. If you select the tnsnames.ora file as the method of discovery, the FlexNet Beacon engine uses the port information contained in that file.

To troubleshoot Oracle discovery and inventory using tnsnames.ora:

1. In the web interface for FlexNet Manager Suite, navigate to Discovery & Inventory > Oracle Instances to identify the database instances that have been discovered successfully. You may wish to focus on instances you expected to find that are not present on this page. (It is helpful to know the device name of an Oracle server you wish to examine, as you can use the name in searches in various lists.)

2. Check Discovery & Inventory > All Discovered Devices and validate that the Oracle server is listed there. If the tnsnames.ora file is resolved correctly and the data from it is uploaded, a discovered device record is created (after inventory import). (If the device is present, can you check whether the Oracle service was running at the time of last inventory gathering? The service must be running for Oracle discovery and inventory to succeed.) You can also use this listing to check for Oracle servers that are discovered, but reporting problems:

   a. Click the filter icon above the right end of the list, and in the quick filter row, select Oracle = Yes.

   b. Next to the filter icon, click the notification icon to reduce the list to only those Oracle servers reporting problems.

   c. In the list, click the Name of a discovered device to open its properties, and select the Status tab.

   d. Expand the Oracle Database inventory section, which displays any error message returned by the Oracle listener on this discovered device. Seek the help of your Oracle database administrator to resolve any issues.

Here are some common errors with suggested things to check:

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<td>Error Message</td>
<td>Notes</td>
</tr>
<tr>
<td>---------------</td>
<td>-------</td>
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</tbody>
</table>
| ORA-12541: TNS: no listener | • The database is shutdown. Ask your database administrator to start the database.  
• Ensure that no firewall is blocking connection to the database.  
• Ensure that the listener is not password protected. If it is, add the listener password to the Password Manager on the appropriate inventory beacon. |
| ORA-00942: table or view does not exist | Ensure that the table listed in the error message exists. Ask your database administrator to create the table if it does not exist. |
| ORA-12514: TNS: listener does not currently know of service requested in connect descriptor | TNS names file is not correct. This is common when a database is set to listen for only “SID” or only “Service_Name”. |
| ORA-01017: invalid username/password; logon denied | Indicates incorrect permissions. Ask your Oracle Database administrator to rerun the Flexera ‘audit user’ script (for details, see Credentials for Direct Collection of Oracle Inventory). |
| ORA-01034: ORACLE not available  
ORA-27101: shared memory realm does not exist  
Linux-x86_64 Error: 2: No such file or directory | These errors typically mean that a discovered Oracle database instance was not running at inventory time. Ask your Oracle Database administrator whether the instance can be made active for the next inventory gathering process. |
| ORA-01033: ORACLE initialization or shutdown in progress | Oracle is stuck in a reboot process. Ask your database administrator to shutdown and restart the database. |
| ORA-12518: TNS: listener could not hand off client connection | Indicates a network problem. Ensure that the appropriate inventory beacon can access the Oracle server. |
ORA-00604: error occurred at recursive SQL level 1

Indicates incorrect permissions. Ask your Oracle Database administrator to rerun the Flexera ‘audit user’ script (for details, see Credentials for Direct Collection of Oracle Inventory).

**Note:** On a UNIX-like platform, the tracker attempts to use `setuid` to impersonate the appropriate account to gather Oracle inventory. If you are using eTrust Access Control on this server, by default it does not permit this impersonation, and inventory gathering fails. The fix is to change the configuration of eTrust to include `ndtrack` in the `LOGINAPPL` class. For more information, see the eTrust Access Control Administration Guide ([https://supportcontent.ca.com/cadocs/0/g007711e.pdf](https://supportcontent.ca.com/cadocs/0/g007711e.pdf)).

ORA-00257: archiver error. Connect internal only, until freed

Indicates an archive error. Ask your Oracle Database administrator to check the `archiver.log` file for the error.

3. Navigate to **Discovery & Inventory > Discovery and Inventory Rules > Rules** tab, and:
   a. Find the appropriate rule, and check its **Rule status** value shows **Enabled**. (A disabled rule never executes.)
   b. Click the title of the relevant rule and note the **Action** name and **Targets** name for this rule for use shortly. Also validate that the **Schedule** details are as expected.
   c. Look in **Current run** or **Last completed run** to see the number of database instances discovered, inventoried, skipped, and failed. Here are some notes to assist your analysis of these figures:
<table>
<thead>
<tr>
<th>Column</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service discovered</td>
<td>The number of Oracle database instances discovered in the last execution of the rule (that is, the total number identified in all the .ora files saved on every inventory beacon executing the rule). This number should match (or possibly exceed) your expectations for Oracle servers within the targeted subnets, as identified in the .ora files. However, database discovery cannot succeed when:</td>
</tr>
<tr>
<td></td>
<td>• The target device is powered off at the time of rule execution (to recover, re-run the rule when the server is operational).</td>
</tr>
<tr>
<td></td>
<td>• The listener on the device is not operating when the rule executes (to recover, re-run the rule when the listener is running).</td>
</tr>
<tr>
<td></td>
<td>• The listener returns an error, or does not identify any services (database instances).</td>
</tr>
<tr>
<td></td>
<td>In addition, the tnsnames.ora file saved on a particular inventory beacon may identify database instances that are out of scope for that inventory beacon (either outside its assigned subnets, or outside the target[s] for the current rule). Any out-of-scope database instances are included in this count of Service discovered; but the out-of-scope instances are skipped for inventory gathering by this inventory beacon.</td>
</tr>
<tr>
<td>Inventory completed</td>
<td>The count of those instances from which database inventory has been collected. In an ideal world, this count of successful inventories may match the discovery result in the previous column. Differences should be tracked in the next two columns.</td>
</tr>
</tbody>
</table>
### Inventory skipped

The count of database instances where collection of database inventory was not attempted. Inventory gathering cannot succeed in the following cases, which are logged in `${CommonAppDataFolder}\Flexera Software\Compliance\Logging\InventoryRule\RuleID\OracleDBInventory.log` on the inventory beacon:

- A database instance listed in the `.ora` files on an inventory beacon falls outside the scope of the inventory beacon (where the ‘scope’ is the intersection of the subnets assigned to the inventory beacon and the target for the rule that the inventory beacon is executing). In this case the `OracleDBInventory.log` file includes an entry like `Skipped device 'deviceName'` because it was not within the authorised ranges for this beacon and rule. In the case where the database instance is in the correct subnet assigned to the inventory beacon, but not listed in the targets incorporated in the currently-executing rule, the log entry is like `Skipped device 'deviceIP'` because it has no targets that are active (part of the current rule).

- A database instance identified in an `.ora` file is not active at inventory time. In this case the `OracleDBInventory.log` file includes an entry like `No inventory gathered for device 'deviceIP'` because discovery did not find the service on the device. (Direct inventory gathering cannot access any standby database instances to collect inventory, since these instances are also ‘dark’ to the listener. To collect inventory covering standby database instances, use a locally-installed tracker of version 12.4 or later, through one of Agent-Based Collection of Oracle Inventory, FlexNet Inventory Scanner Collection of Oracle Inventory, or Zero-footprint Collection of Oracle Inventory.)

### Inventory failed

The count of database instances where inventory collection was attempted but failed. This may be because:

- The credentials for the database instance were not configured in the Password Manager on the inventory beacon attempting to collect database inventory.

- The instance was not running at inventory time.

- The instance was running, but was not active (that is, was in the idle state) at inventory time. (Direct inventory gathering cannot access any standby database instances to collect inventory, since these instances are also ‘dark’ to the listener — as noted above.)
d. Look to the bottom of the same expanded panel, and click **Show/hide task status and history**. By default this lists the last five executions of the rule. You can expand one (such as the most recent) to see all the inventory beacons that received the discovery and inventory rule (it still shows as Scheduled on inventory beacons that do not manage the appropriate subnets). You should find the intended inventory beacon in this list, where you can check the value in the **Status** column.

**e.** Use the + icon to expand more details for the chosen inventory beacon, and you see entries such as **Performing discovery** and **Gathering Oracle database inventory**. In the right-hand column are links for **Download log**. Download these, unzip the archive, and examine in a text file editor for clues to the problem.

4. Using the noted **Action** name for this rule, switch to the **Actions** tab, locate the relevant action, and click the editing (pencil) icon on the right-hand side to show the details. In the **Discovery of devices** section, ensure that **TNSNames file for Oracle databases** is selected.

5. Check the set-up of the inventory beacon responsible for directly gathering the Oracle inventory:

   **a.** If necessary, identify the subnet that contains the undiscovered Oracle server, and find this subnet in **Discovery & Inventory > Subnets** to identify the inventory beacon managing the subnet. (If the subnet has not yet been assigned to an inventory beacon, fix that first by clicking the edit icon, and in the **Beacon name** column, selecting an inventory beacon from the drop-down list.)

   **b.** Validate that the correct 32-bit OLEDB drivers are installed on the appropriate inventory beacon (as described in **Direct Collection of Oracle Inventory**).

   **c.** On the appropriate inventory beacon, run the FlexNet Beacon software as administrator, and examine the local **Password Manager**.

   **d.** Ensure that the special account to access the database instance has been recorded in the secure **Password Manager**. For details, see **Credentials for Direct Collection of Oracle Inventory**, and for required database permissions see **Appendix C: Oracle Tables and Views for Oracle Inventory Collection**. Ensure that the credentials set up for the database instance are identically matched in the **Password Manager**.

   **e.** Verify the existence of one or more .ora file(s) in the TNSNames repository folder (``$(CommonAppDataFolder)\Flexera Software\Repository\TNSNames``) on the inventory beacon. If none is present, trace back the methods that should be updating the file(s) here (as discussed in **Using tnsnames Discovery with Direct Inventory**).

6. If it appears that connection has been made and inventory collected, check for problems with file upload from the inventory beacon to the central application server. On the inventory beacon, examine `C:\Windows\Temp\ManageSoft\uploader.log` for any issues with uploads.

7. For inventory-specific errors, check the `$(CommonAppDataFolder)\Flexera Software\Compliance\Logging\InventoryRule\DeviceInventory.log` and `OracleDBInventory.log` files on the inventory beacon.

8. To enable richer logging on the inventory beacon, enable tracing by removing the hash character (#) from the following lines of the etdp.trace file present in the `%Program Files (x86)%\Flexera Software\Inventory Beacon` folder:
Important: After making changes to the etdp.trace file, you must use the Windows Service Controller on the inventory beacon to stop and restart the beaconengine service.

9. Rerun the rule to collect Oracle discovery and inventory information, so that additional logging is created. See whether these richer logs assist in identifying the problem. Wait until after the next inventory import, and then look for both the discovered device (All Discovered Devices) and its Oracle instance (Oracle Instances). (Rather than waiting, an operator in an Administrator role can navigate to License Compliance > Reconcile, ensure that the Update inventory for reconciliation option is selected, and click Reconcile.)

10. If the problem persists, contact Flexera support with detailed information and log files.

Using Manual Discovery with Direct Inventory

In this approach, the direct inventory part of the process is unchanged, but the discovery device records are created manually ahead of the inventory-gathering process. You may resort to manual creation of discovered device records for testing purposes, or because a target device is temporarily unavailable.

Tip: You may also use this method when you want to re-use discovered device records created in earlier passes of inventory gathering, so that you by-pass discovery for this occasion.

The concepts in this scenario are straight-forward, and the direct inventory gathering itself is identical; but for consistency here is the scenario diagram, followed by the complete description.
The above diagram shows three database servers, two on Subnet1 and one on Subnet2. The Subnet1 is assigned to Inventory Beacon1 and Subnet2 is assigned to Inventory Beacon2. Note that in this diagram, DB1 and DB2 are running versions of Oracle Database compatible with the same OLEDB driver, as discussed in Direct Collection of Oracle Inventory; separately, DB3 may also be compatible, or may require a different version, which may be the reason that it is managed by a separate inventory beacon.

The following description assumes that all the prerequisites listed in Direct Collection of Oracle Inventory have been satisfied, including the installation of an appropriate version of the 32-bit OLEDB driver (one version per inventory beacon) for each target Oracle Database.

1. On each target Oracle server, set up the special "audit account" for collecting database inventory (see Credentials for Direct Collection of Oracle Inventory).

2. Record the credentials for the special audit account in the secure Password Manager on each applicable inventory beacon.
3. If a necessary discovered device record (one for each target Oracle server) does not yet exist, create it:
   
a. For example, navigate to **Discovery & Inventory > Create a Discovery Device** (or use one of the other paths to open a new property sheet for a discovered device).
   
b. Complete the identification data on the **General** tab of the discovered device properties.

   The details you supply are used later to attempt connection to this device, so (as always) accuracy is paramount.
   
c. Switch to the **Databases** tab, select **This device is running Oracle software**, and create details for the listener(s) on this device, and as children of each listener, the service(s) it manages. (For more information, see **Creating Listeners and Services** in the online help.) When data entry is complete, remember to click **Create** to save the discovered device record.

   **Tip:** Because you are already identifying the services by name, you do not need to provide an administrative password for the listeners to request service names; and therefore, unlike the network scan method of discovery, this approach works with all versions of Oracle. (Of course, this service must accept the service user account and password that you have saved on the inventory beacon.)

   Repeat this until all the required discovered device records are available.

4. Create a rule that combines the use existing discovered device records with direct inventory. Navigate to **Discovery & Inventory > Discovery and Inventory rules** and use these settings:

   • **Target**: Create a target to identify all Oracle servers in your network. You can use subnet name, IP address, or pattern matching on the device name to identify devices in the target definition. In this case, be sure that all your manually-created (or previously existing) discovered devices are covered by the target.

   • **Action**: Create an action that includes these settings:

      ° For **Action type**, choose **Discovery and inventory**.

      ° In the **Discovery of devices** section, select **Use previously discovered devices**. (Although it is possible to mix discovery methods in the one action and rule, for simplicity the remainder of this description assumes that this is the only discovery selection you make).

      **Tip:** A shortcut instead of these two settings is to choose **Inventory only** for **Action type**.

      ° Expand the **Oracle database environments** section, and ensure that **Discover Oracle database environments** is clear (not selected).

      ° In the same section, select **Gather Oracle database environment inventory**. This is the switch to turn on direct inventory gathering for Oracle database instances.

   • **Schedule**: Specify the running schedule for this rule.

   This completes the initial configuration for using existing discovery records with direct inventory gathering for Oracle. The remainder of these steps cover normal operation.

5. Every 30 minutes, each inventory beacon asks the central application server whether there is any change in the discovered device records it holds. Where the records have been updated, the entire set is
downloaded in a series of compressed .disco.gz files, so that each inventory beacon knows about all discovered devices, and can operate on those that match both its assigned subnets and the targets in any rule being executed.

6. By default, every 15 minutes each inventory beacon checks for any updates to its policy, which also transfers any changed discovery and inventory rules. (To adjust this download schedule, see Inventory Settings Page > Beacon Settings Section in the online help.) Each inventory beacon exercises only those rules that apply to its assigned subnet(s).

7. When the related schedule triggers an applicable rule:

   a. The inventory beacon reports to the central application server that the task is commencing. You can navigate to Discovery & Inventory > Discovery and Inventory Rules and click the rule name to view its status. Wait (while the remainder of the process takes place) until the Status field shows Completed. This process may take some time to complete and you may have to revisit or refresh the page from time to time.

   b. Because this rule specifies re-use of existing discovery records (only), the inventory beacon selects from the existing, downloaded records of discovered devices only those that match both its assigned subnet(s) and the rule targets.

   (In due course, the discovered device records are updated with new status results, and are therefore uploaded again as usual when the processes are complete.)

8. For each discovered device record within the scope of the inventory beacon, the FlexNet Beacon engine uses each listener port and service name to connect to each database instance, and collect Oracle Database inventory data. The results are saved into an .ndi inventory file (specific to Oracle inventory only) for each server.

9. Where Oracle inventory is collected, the FlexNet Beacon engine also executes the software scripts provided by Oracle License Management Services (LMS) to gather software information about the Oracle Database installation. It is important to realize two things:

   • These are the same LMS scripts, as amended from time to time, that are downloaded to the inventory beacon in the InventorySettings.xml file (which is saved in Program Files (x86)\Flexera Software\Inventory Beacon\Remote Execution\Public\Inventory). As always, they do not contribute to the collection of FlexNet inventory, but are used only for the preparation of an Oracle audit report (available to operators who have appropriate access rights in the Discovery & Inventory > Oracle Instances page, with more details available in the help for that page.)

   • However, the Oracle LMS scripts include two separate parts: SQL queries to gather information from Oracle database instance(s); and scripts to execute on the target server and gather the required hardware information. With this direct connection method of inventory collection, there is no file transfer of any kind to the target server, so that the LMS hardware scripts cannot be executed on the Oracle server by this method. In contrast, the LMS SQL queries are executed during the direct connection to each database instance, and the resulting LMS software data is uploaded to the central application server; but in the normal course of events, the absence of hardware data is unlikely to satisfy an Oracle audit. Therefore, if your strategy is to use only the direct method of inventory collection, you should also plan another method to execute the LMS hardware scripts on each Oracle server. Alternatively, reconsider the local installation of either the full FlexNet inventory agent, or the lightweight FlexNet Inventory Scanner; or re-evaluate the Zero-footprint method of inventory
collection. All of these methods conveniently collect, upload, and create audit-ready packages for all the software and hardware data required for database licensing by Oracle LMS, and without additional effort on your part.

10. Immediately after inventory gathering, the inventory beacon compresses the .ndi file(s) and .disco files, and uploads them to the central application server (or, if it is a member of a hierarchy of inventory beacons, uploads the data to its parent in the hierarchy, and the upload is repeated until the data reaches the application server). It is initially stored in the inventory database.

11. In due course, the inventory import (to the compliance database) and license reconciliation process runs (typically overnight, although an operator in a role granting the Configure inventory data and reconcile right can also trigger a full import and reconciliation). Progress is visible on the System Tasks page.

12. The Discovery & Inventory > Oracle Instances page lists the database inventory for all servers discovered and inventoried up to the time of the latest reconciliation calculation.

Troubleshooting Direct Inventory Using Manual Discovery Records

In direct gathering of Oracle inventory, the FlexNet Beacon engine connects directly to Oracle databases using database port information. If you use previously-existing records of discovered devices (potentially including records created manually), the FlexNet Beacon engine uses the port information contained in your existing records. Obviously, it is critical that these records contain correct data for each discovered device, so start by validating those properties against any discovered device that is not reporting correctly.

To troubleshoot Oracle discovery and inventory using existing/manually-created discovery device records:

1. In the web interface for FlexNet Manager Suite, navigate to Discovery & Inventory > Oracle Instances to identify the database instances that have been discovered successfully. You may wish to focus on instances you expected to find that are not present on this page. (It is helpful to know the device name of an Oracle server you wish to examine, as you can use the name in searches in various lists.)

2. Check Discovery & Inventory > All Discovered Devices and validate that the Oracle server is listed there. (If the device is present, can you check whether the Oracle service was running at the time of last inventory gathering? The service must be running for Oracle discovery and inventory to succeed.) You can also use this listing to check for Oracle servers that are discovered, but reporting problems:
   a. Click the filter icon above the right end of the list, and in the quick filter row, select Oracle = Yes.
   b. Next to the filter icon, click the notification icon to reduce the list to only those Oracle servers reporting problems.
   c. In the list, click the Name of a discovered device to open its properties, and select the Status tab.
   d. Expand the Oracle Database inventory section, which displays any error message returned by the Oracle listener on this discovered device. Seek the help of your Oracle database administrator to resolve any issues.

Here are some common errors with suggested things to check:
<table>
<thead>
<tr>
<th>Error Message</th>
<th>Notes</th>
</tr>
</thead>
</table>
| ORA-12170: TNS: Connect timeout occurred | • Ensure that no firewall is blocking connection to the database.  
• Ensure that the database is online and running on correct IP. |
| ORA-12541: TNS: no listener | • The database is shutdown. Ask your database administrator to start the database.  
• Ensure that no firewall is blocking connection to the database.  
• Ensure that the listener is not password protected. If it is, add the listener password to the Password Manager on the appropriate inventory beacon. |
| ORA-00942: table or view does not exist | Ensure that the table listed in the error message exists. Ask your database administrator to create the table if it does not exist. |
| ORA-12514: TNS: listener does not currently know of service requested in connect descriptor | TNS names file is not correct. This is common when a database is set to listen for only “SID” or only “Service_Name”. |
| ORA-01017: invalid username/password; logon denied | Indicates incorrect permissions. Ask your Oracle Database administrator to rerun the Flexera ‘audit user’ script (for details, see Credentials for Direct Collection of Oracle Inventory). |
| ORA-01034: ORACLE not available  
ORA-27101: shared memory realm does not exist  
Linux-x86_64 Error: 2: No such file or directory | These errors typically mean that a discovered Oracle database instance was not running at inventory time. Ask your Oracle Database administrator whether the instance can be made active for the next inventory gathering process. |
<p>| ORA-01033: ORACLE initialization or shutdown in progress | Oracle is stuck in a reboot process. Ask your database administrator to shutdown and restart the database. |
| ORA-12518: TNS: listener could not hand off client connection | Indicates a network problem. Ensure that the appropriate inventory beacon can access the Oracle server. |</p>
<table>
<thead>
<tr>
<th>Error Message</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>ORA-00604: error occurred at recursive SQL level 1</td>
<td>Indicates incorrect permissions. Ask your Oracle Database administrator to rerun the Flexera 'audit user' script (for details, see Credentials for Direct Collection of Oracle Inventory).</td>
</tr>
</tbody>
</table>

**Note:** On a UNIX-like platform, the tracker attempts to use setuid to impersonate the appropriate account to gather Oracle inventory. If you are using eTrust Access Control on this server, by default it does not permit this impersonation, and inventory gathering fails. The fix is to change the configuration of eTrust to include ndtrack in the LOGINAPPL class. For more information, see the eTrust Access Control Administration Guide (https://supportcontent.ca.com/cadocs/0/g007711e.pdf).

| ORA-00257: archiver error. Connect internal only, until freed | Indicates an archive error. Ask your Oracle Database administrator to check the archiver.log file for the error.                                                                                     |

3. Navigate to **Discovery & Inventory > Discovery and Inventory Rules > Rules** tab, and:

   a. Find the appropriate rule, and check its **Rule status** value shows **Enabled**. (A disabled rule never executes.)

   b. Click the title of the relevant rule and note the **Action** name and **Targets** name for this rule for use shortly. Also validate that the **Schedule** details are as expected.

   c. Look in **Current run** or **Last completed run** to see the number of database instances discovered, inventoried, skipped, and failed. Here are some notes to assist your analysis of these figures:

<table>
<thead>
<tr>
<th>Column</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service discovered</td>
<td>Because you are using only existing discovered device records, no new discovery is attempted in the current rule, so that this figure is 0.</td>
</tr>
<tr>
<td>Inventory completed</td>
<td>The count of those instances from which database inventory has been collected.</td>
</tr>
<tr>
<td>Column</td>
<td>Notes</td>
</tr>
<tr>
<td>------------------------</td>
<td>----------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td><strong>Inventory skipped</strong></td>
<td>The count of database instances where collection of database inventory was not attempted. Inventory gathering cannot succeed in the following cases, which are logged in $(CommonAppDataFolder)\Flexera Software\Compliance\Logging\InventoryRule\RuleID\OracleDBInventory.log on the inventory beacon:</td>
</tr>
</tbody>
</table>
d. Look to the bottom of the same expanded panel, and click **Show/hide task status and history**. By default this lists the last five executions of the rule. You can expand one (such as the most recent) to see all the inventory beacons that received the discovery and inventory rule (it still shows as Scheduled on inventory beacons that do not manage the appropriate subnets). You should find the intended inventory beacon in this list, where you can check the value in the **Status** column.

e. Use the + icon to expand more details for the chosen inventory beacon, and you see entries such as **Performing discovery and Gathering Oracle database inventory**. In the right-hand column are links for **Download log**. Download these, unzip the archive, and examine in a text file editor for clues to the problem.

4. Using the noted **Action** name for this rule, switch to the **Actions** tab, locate the relevant action, and click the editing (pencil) icon on the right-hand side to show the details. In the **Discovery of devices** section, ensure that **Use previously discovered devices** is selected.

5. Check the set-up of the inventory beacon responsible for directly gathering the Oracle inventory:

   a. If necessary, identify the subnet that contains the undiscovered Oracle server, and find this subnet in **Discovery & Inventory > Subnets** to identify the inventory beacon managing the subnet. (If the subnet has not yet been assigned to an inventory beacon, fix that first by clicking the edit icon, and in the **Beacon name** column, selecting an inventory beacon from the drop-down list.)

   b. Validate that the correct 32-bit OLEDB drivers are installed on the appropriate inventory beacon (as described in **Direct Collection of Oracle Inventory**).

   c. On the appropriate inventory beacon, run the FlexNet Beacon software as administrator, and examine the local **Password Manager**.

   d. Ensure that the special account to access the database instance has been recorded in the secure **Password Manager**. For details, see **Credentials for Direct Collection of Oracle Inventory**, and for required database permissions see **Appendix C: Oracle Tables and Views for Oracle Inventory Collection**. Ensure that the credentials set up for the database instance are identically matched in the **Password Manager**.

6. If it appears that connection has been made and inventory collected, check for problems with file upload from the inventory beacon to the central application server. On the inventory beacon, examine C:\Windows\Temp\ManageSoft\uploader.log for any issues with uploads.

7. For inventory-specific errors, check the $(CommonAppDataFolder)\Flexera Software\Compliance\Logging\InventoryRule\DeviceInventory.log and OracleDBInventory.log files on the inventory beacon.

8. To enable richer logging on the inventory beacon, enable tracing by removing the hash character (#) from the following lines of the etdp.trace file present in the %Program Files (x86)%\Flexera Software\Inventory Beacon\ folder:

   +Inventory/Oracle
   +Inventory/Oracle/SDK
   +Inventory/Oracle/Query
   +Inventory/Oracle/Query/Substitution
   +Inventory/Oracle/Query/Execution
Important: After making changes to the etap.trace file, you must use the Windows Service Controller on the inventory beacon to stop and restart the beaconengine service.

9. Rerun the rule to collect Oracle discovery and inventory information, so that additional logging is created. See whether these richer logs assist in identifying the problem. Wait until after the next inventory import, and then look for both the discovered device (All Discovered Devices) and its Oracle instance (Oracle Instances). (Rather than waiting, an operator in an Administrator role can navigate to License Compliance > Reconcile, ensure that the Update inventory for reconciliation option is selected, and click Reconcile.)

10. If the problem persists, contact Flexera support with detailed information and log files.

Appendix A: Pseudo-SKUs for Oracle Bundles

SKUs are key to many aspects of automation in FlexNet Manager Suite, including the ability to propose meaningful license structures for an application.

Most SKUs are determined by the publisher of the software, and you may have access to their SKUs through your purchase order records.

However, the following SKUs are not in that group. These are codes created by Flexera (rather than the publisher of the software) as a convenience for identifying certain software bundles. They are of no relevance outside FlexNet Manager Suite, for which they have been created. In the cases below, they identify software bundles published by Oracle. We make these pseudo-SKUs available as an aid for data input, as a shorthand way of identifying the bundles.

<table>
<thead>
<tr>
<th>SKU</th>
<th>Description</th>
<th>Product family</th>
</tr>
</thead>
<tbody>
<tr>
<td>FLX-ORCL-100067</td>
<td>WebLogic Server Enterprise Edition Named User Plus Perpetual License</td>
<td>WebLogic</td>
</tr>
<tr>
<td>FLX-ORCL-100071</td>
<td>WebLogic Server Standard Edition Named User Plus Perpetual License</td>
<td>WebLogic</td>
</tr>
<tr>
<td>FLX-ORCL-100075</td>
<td>WebLogic Suite Named User Plus Perpetual License</td>
<td>WebLogic</td>
</tr>
<tr>
<td>FLX-ORCL-100068</td>
<td>WebLogic Server Enterprise Edition Processor Perpetual License</td>
<td>WebLogic</td>
</tr>
<tr>
<td>FLX-ORCL-100072</td>
<td>WebLogic Server Standard Edition Processor Perpetual License</td>
<td>WebLogic</td>
</tr>
</tbody>
</table>
### Appendix B: Components for Oracle Inventory Collection

Each of the different inventory collection methods described in this chapter may involve different software components within FlexNet Manager Suite. The number and types of software components involved in Oracle inventory collection depends on the selected inventory collection method. This section provides a brief overview of each of the software components involved in inventory collection.

**FlexNet inventory agent**

A software agent that may be installed on different kinds of computers to collect software and hardware inventory information for the device on which it is installed. Its core components are also installed on each inventory beacon, allowing Zero-footprint collection of inventory. The essential component, called the tracker, is a 32-bit executable that transforms the inventory information into an XML formatted (.ndi) file and uploads it to an inventory beacon. All locally-installed FlexNet inventory agents collect inventory according to the global agent inventory collection schedule defined in the web interface for FlexNet Manager Suite (navigate to Discovery & Inventory > Settings).

Where the FlexNet inventory agent has been locally installed on the target device, it collects discovery information, hardware and general software inventory along with specifically Oracle inventory, and uploads collected data to an inventory beacon. However, it is significant to note that the FlexNet inventory agent is autonomous, and may make its own choice of inventory beacon to which it uploads, which may not be the same one assigned to manage the subnet containing the inventory device (for example, if another inventory beacon responds faster, or based on other logic).

**FlexNet Inventory Scanner**

The FlexNet Inventory Scanner provides an alternative to the full FlexNet inventory agent that is somewhat lighter to deploy and manage. It includes only the FlexNet inventory core components, so that it lacks functionality such as usage tracking, or upload retries after transient network failures. However, it packages these components as self-extracting executables, known as:

<table>
<thead>
<tr>
<th>SKU</th>
<th>Description</th>
<th>Product family</th>
</tr>
</thead>
<tbody>
<tr>
<td>FLX-ORCL-100076</td>
<td>WebLogic Suite Processor Perpetual License</td>
<td>WebLogic</td>
</tr>
<tr>
<td>FLX-ORCL-100108</td>
<td>Business Intelligence Standard Edition Named User Plus Perpetual License</td>
<td>Business Intelligence</td>
</tr>
<tr>
<td>FLX-ORCL-100109</td>
<td>Business Intelligence Standard Edition Processor Perpetual License</td>
<td>Business Intelligence</td>
</tr>
<tr>
<td>FLX-ORCL-100111</td>
<td>Business Intelligence Suite Enterprise Edition Plus Named User Plus Perpetual License</td>
<td>Business Intelligence</td>
</tr>
<tr>
<td>FLX-ORCL-100113</td>
<td>Business Intelligence Suite Enterprise Edition Plus Upgrade Only Named User Plus Perpetual License</td>
<td>Business Intelligence</td>
</tr>
</tbody>
</table>
On Microsoft Windows, `FlexeraInventoryScanner.exe`

On UNIX-like platforms, `ndtrack.sh`.

As part of the functionality available in this case, the operational executables are removed after each execution, although the FlexNet Inventory Scanner package itself is not automatically removed.

In this configuration, and given appropriate command lines, the FlexNet inventory core components are capable of collecting hardware and software inventory from a target device, and uploading it to a location specified in the command line. For more details about the FlexNet Inventory Scanner, see the Gathering FlexNet Inventory PDF file, available through the title page of online help.

**FlexNet Beacon**

You can install FlexNet Beacon on supported versions of Microsoft Windows Server to make it operate as an inventory beacon, where it acts as a collection point for inventory and business information within the enterprise (the supported versions of Windows Server are listed in the Release Notes for each version of FlexNet Manager Suite). One or more network subnets are assigned to an inventory beacon, and the inventory beacon applies rules (potentially including device adoption) within the assigned subnets. The rules may include collect data remotely through Zero-footprint inventory gathering. When the inventory beacon collects Zero-footprint inventory, it follows the schedule set in the applicable rule (in contrast to the locally-installed FlexNet inventory agent, which, as described above, does not).

Any inventory beacon also accepts uploads from any installed instance of FlexNet inventory agent or FlexNet Inventory Scanner that contacts it. Uploads are not filtered by the assigned subnets.

Each inventory beacon then uploads collected data to its parent in a hierarchy. The parent may be another inventory beacon acting as a concentrator, or it may be the central application server, where all uploads eventually arrive. Here it is processed to update the database records representing the assets, both software and hardware, located within the enterprise's computing environment. For more information about inventory beacons, see What is an Inventory Beacon? in the online help.

**Oracle Enterprise Manager Adapter**

The Oracle Enterprise Manager (OEM) adapter is a software component that provides an alternative or additional method of discovering Oracle databases in your computing estate. FlexNet Manager Suite requires discovery information before collecting inventory. Discovery (for Oracle databases) includes the collection of connection details to allow inventory gathering. The OEM adapter gathers the database connection details for all the databases managed by an instance of Oracle Enterprise Manager and formats them into a standard `tnsnames.ora` file. Each installation of OEM adapter can connect to only one instance of Oracle Enterprise Manager, saving the resulting `tnsnames.ora` file to a fixed location on the inventory beacon `$(CommonAppDataFolder)\Flexera Software\Repository\TNSNames`). Therefore, you need an inventory beacon and one installation of the OEM adapter for each instance of Oracle Enterprise Manager.

The `tnsnames.ora` file generated by the OEM adapter is used by the FlexNet Beacon engine as one possible discovery method for use with direct inventory gathering method to collect Oracle Database inventory. If you decide to use direct inventory gathering but not to deploy the OEM adapter, you can also copy the standard `tnsnames.ora` manually from the Oracle server to the TNSNames repository on the appropriate inventory beacon.
tnsnames.ora

The tnsnames.ora file is an Oracle-standard configuration file that contains connection descriptors for the services running on an Oracle Database. The connection descriptors contain the host name, protocol, service name, and port for each of the services running on an Oracle Database. The tnsnames.ora file may be created in at least two ways:

- By default, each time the services configuration is updated, Oracle automatically saves updated connection information in a tnsnames.ora file stored on the Oracle server. If this file is copied to the appropriate inventory beacon and saved in $(CommonAppDataFolder)\Flexera Software\Repository\TNSNames, the inventory beacon can use this standard Oracle file as its discovery process before taking direct inventory of the Oracle database instances identified in the file.
- A separate tnsnames.ora file may be generated by the OEM adapter, as described above, for use in direct inventory gathering.

Use of one or more tnsnames.ora files must be configured in a discovery and inventory rule in the web interface of FlexNet Manager Suite (for details, see Using tnsnames Discovery with Direct Inventory).

Discovery and Inventory Rules

You can use a discovery and inventory rule to configure discovery and inventory processes that you choose to run from an inventory beacon. You also need a rule if you choose to install FlexNet inventory agent automatically on each of the discovered Oracle servers (called “adoption” of the device). A rule is a combination of one or more targets, an action, and a schedule. The action properties determine the actions to perform and the targets’ properties determine the devices on which to perform the action. The target adoption settings can be used to adopt the identified devices (that is, to install FlexNet inventory agent locally on the devices). When a discovery and inventory rule executes, it identifies devices based on the target definition(s) and performs the action specified in the rule on those devices. For more information about discovery and inventory rules, see Discovery and Inventory Rules in the online help.

Appendix C: Oracle Tables and Views for Oracle Inventory Collection

You may need to create a user account to collect Oracle inventory (for details, see the Credentials for... topic for your preferred method of Oracle inventory collection, earlier in this chapter). The database user must have at least read-only access to the following tables and views on each inventoried database instance:

- ALL_SDO_GEOM_METADATA SELECT
- DBA_ADVISOR_TASKS SELECT
- DBA_AUDIT_TRAIL SELECT
- DBA_AWS SELECT
- DBA_CPU_USAGE_STATISTICS SELECT
- DBA_CUBES SELECT
• DBA_DV_REALM SELECT
• DBA_ENCRYPTED_COLUMNS SELECT
• DBA_FEATURE_USAGE_STATISTICS SELECT
• DBA_FLASHBACK_ARCHIVE_TABLES SELECT
• DBA_FLASHBACK_ARCHIVE_TS SELECT
• DBA_FLASHBACK_ARCHIVE SELECT
• DBA_INDEXES SELECT
• DBA_LOB_PARTITIONS SELECT
• DBA_LOB_SUBPARTITIONS SELECT
• DBA_LOBS SELECT
• DBA_MINING_MODELS SELECT
• DBA_OBJECT.Tables SELECT
• DBA_OBJECTS SELECT
• DBA_RECYCLEBIN SELECT
• DBA_REGISTRY SELECT
• DBA_SEGMENTS SELECT
• DBA_SQL_PROFILES SELECT
• DBA_SQLSET_REFERENCES SELECT
• DBA_SQLSET SELECT
• DBA_TAB_PARTITIONS SELECT
• DBA_TAB_SUBPARTITIONS SELECT
• DBA_TABLESPACES SELECT
• DBA_TABLES SELECT
• DBA_USERS SELECT
• DUAL SELECT
• GV_$INSTANCE SELECT
• GV_$PARAMETER SELECT
• MGMT$TARGET_PROPERTIES
Appendix D: Deploying Inventory Tools to a Shared Location

In agent-based inventory collection, all copies of the FlexNet inventory agent locally installed on target inventory devices run according to a single global inventory collection schedule. This single schedule may not provide sufficient flexibility for your environment.

It is possible to deploy the key executables to a shared location where they can be accessed by target inventory devices, and then to configure different devices to trigger inventory collection on different schedules. These key executables are collectively called the FlexNet inventory core components.

If you decide to do this, it is best practice to ensure that only one Oracle server accesses the shared deployment of the FlexNet inventory core components at a time. As a result, the total number of shared deployments that may be required depends on the network structure and access constraints. For example, if an Oracle server is not allowed to access the shared deployment of the FlexNet inventory core components present in a different subnet, you may have to deploy another shared deployment in the subnet of the target Oracle server.
For more information about use of the FlexNet inventory core components, see the Core deployment: Details chapter of the Gathering FlexNet Inventory PDF (available through the title page of online help). In particular, for deployment instructions, see the Core deployment: Implementation topic in that chapter.

Appendix E: Oracle Standard Users Exempted From Consuming Licenses

When calculating consumption of license entitlements for Oracle database instances, FlexNet Manager Suite automatically exempts the following standard named Oracle user accounts so that they do not consume entitlements:
Oracle Discovery and Inventory

- ABM
- AD
- AD_MONITOR
- AHL
- AHM
- AK
- ALR
- AME
- AMF
- AMS
- AMV
- AMW
- AN
- ANONYMOUS
- AP
- APPLSYS
- APPLSYSPUB
- APPQOSSYS
- APPS
- APPS_MRC
- AR
- AS
- ASF
- ASG
- ASL
- ASN
- ASO
- ASP
- GCS
- GHR
- GL
- GMA
- GMD
- GME
- GMF
- GMI
- GML
- GMO
- GMP
- GMS
- GMW
- GNI
- GR
- HCA
- HCC
- HCN
- HCP
- HCT
- HR
- HRI
- HXC
- HXT
- IA
- IAM
- IBA
- IBC
- IBA
- ORASSO_DS
- ORASSO_PA
- ORASSO_PS
- ORASSO_PUBLIC
- ORDPLUGINS
- ORDSYS
- OSE$HTTP$ADMIN
- OSM
- OTA
- OUC
- OUTLN
- OWA_MGR
- OWAPUB
- OWF_MGR
- OZAPUB
- OZF
- OZP
- OZS
- PA
- PAY
- PBR
- PER
- PERFSTAT
- PFT
- PJI
- PJM
- PM
- PMI
- PN
• AST  
• AU  
• AURORA$JIS$UTILITY$  
• AURORA$ORB$UNAUTHENTICATED  
• AX  
• AZ  
• BEN  
• BIC  
• BIE  
• BIL  
• BIM  
• BIN  
• BIS  
• BIV  
• BIX  
• BIY  
• BLC  
• BLEWIS  
• BNE  
• BOM  
• BSC  
• CCT  
• CDOUGLAS  
• CDR  
• CE  
• CHV  
• CLA  
• CLE  

• IBE  
• IBP  
• IBT  
• IBU  
• IBw  
• IBY  
• ICX  
• IEB  
• IEC  
• IEM  
• IEO  
• IEP  
• IES  
• IET  
• IEU  
• IEV  
• IEX  
• IGC  
• IGF  
• IGI  
• IGS  
• IGW  
• IMC  
• IMT  
• INTERNET_APPSERVER_REGISTRY  
• INV  
• IP  
• IPA  

• PO  
• POA  
• POM  
• PON  
• PORTAL  
• PORTAL_APP  
• PORTAL_DEMO  
• PORTAL_PUBLIC  
• PORTAL30  
• PORTAL30_DEMO  
• PORTAL30_PUBLIC  
• PORTAL30_SSO  
• PORTAL30_SSO_PS  
• PORTAL30_SSO_PUBLIC  
• POS  
• PQH  
• PQP  
• PRP  
• PSA  
• PSB  
• PSP  
• PSR  
• PTE  
• PTG  
• PTX  
• PV  
• QA  
• QOT
<p>| • CLJ  | • IPD  | • QP  |
| • CLKRT | • IPM  | • QRM |
| • CLL   | • IRC  | • QS  |
| • CLN   | • ISC  | • QS_ADM |
| • CN    | • ISX  | • QS_CB |
| • CPGC  | • IT_PERF | • QS_CBADM |
| • CRP   | • ITA  | • QS_CS |
| • CS    | • ITG  | • QS_ES |
| • CSC   | • IZU  | • QS_OS |
| • CSD   | • JA   | • QS_WS |
| • CSE   | • JE   | • RCM |
| • CSF   | • JG   | • REPADMIN |
| • CSI   | • JL   | • RG |
| • CSL   | • JMF  | • RHX |
| • CSM   | • JTF  | • RLA |
| • CSN   | • JTI  | • RLM |
| • CSP   | • JTM  | • RMG |
| • CSR   | • JTR  | • RRC |
| • CSS   | • JTS  | • RRS |
| • CST   | • JUNK_PS | • SCOTT |
| • CTB   | • KWALKER | • SH |
| • CTSYS | • LNS  | • SHT |
| • CTXSYS | • MDDATA | • SI_INFORMTN_SCHEMA |
| • CUA   | • MDSYS | • SPIERSON |
| • CUC   | • ME   | • SQLAP |
| • CUE   | • MFG  | • SQLGL |
| • CUF   | • MGMT_VIEW | • SSOSDK |
| • CUG   | • MIA  | • SSP |</p>
<table>
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<th>Abbreviation</th>
<th>Meaning</th>
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<td>CUI</td>
<td>MIV</td>
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<tr>
<td>CUN</td>
<td>MQA</td>
</tr>
<tr>
<td>CUP</td>
<td>MRP</td>
</tr>
<tr>
<td>CUR</td>
<td>MSC</td>
</tr>
<tr>
<td>CUS</td>
<td>MSD</td>
</tr>
<tr>
<td>CZ</td>
<td>MSO</td>
</tr>
<tr>
<td>DBSNMP</td>
<td>MSR</td>
</tr>
<tr>
<td>DCM</td>
<td>MST</td>
</tr>
<tr>
<td>DDD</td>
<td>MWA</td>
</tr>
<tr>
<td>DEM01</td>
<td>OAM</td>
</tr>
<tr>
<td>DISCOVERER5</td>
<td>OCA</td>
</tr>
<tr>
<td>DIP</td>
<td>ODM</td>
</tr>
<tr>
<td>DMSYS</td>
<td>ODM_MTR</td>
</tr>
<tr>
<td>DNA</td>
<td>ODQ</td>
</tr>
<tr>
<td>DOM</td>
<td>ODS</td>
</tr>
<tr>
<td>DSGATEWAY</td>
<td>ODSCOMMON</td>
</tr>
<tr>
<td>DSSYS</td>
<td>OE</td>
</tr>
<tr>
<td>DT</td>
<td>OFA</td>
</tr>
<tr>
<td>DUMMY_GMO</td>
<td>OKB</td>
</tr>
<tr>
<td>EAA</td>
<td>OKC</td>
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<tr>
<td>EAM</td>
<td>OKC_REP_TXT_INDEX_OPTIMIZE</td>
</tr>
<tr>
<td>EC</td>
<td>OKC_REP_TXT_INDEX_SYNC</td>
</tr>
<tr>
<td>ECX</td>
<td>OKE</td>
</tr>
<tr>
<td>EDR</td>
<td>OKI</td>
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<td>OKO</td>
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<td>ENG</td>
<td>OKP</td>
</tr>
<tr>
<td>ENI</td>
<td>OKR</td>
</tr>
</tbody>
</table>
Appendix F: Features Enabled in FlexNet Manager for Oracle

The basic license for FlexNet Manager Suite includes some functionality related to Oracle. With only the basic license, you can:

- Discover Oracle databases (but not collect inventory from them)
- Collect installer evidence data (basic software inventory of other products).

However, to enable collection of detailed Oracle inventory, you must have licensed the FlexNet Manager for Oracle product for FlexNet Manager Suite. This additional license adds many more features:

- License management and compliance for Oracle Processor, Oracle Named User Plus, Oracle Application User, and other Oracle-specific licenses
- Detailed Oracle inventory of database options and Oracle E-Business Suite
- Inventory of specialized systems like Exadata, SuperCluster, and so on
- Inventory and license reconciliation for the Oracle license types stated above.
To check whether you have licensed FlexNet Manager for Oracle:

1. Navigate to the system menu (يء in the top right corner) and select FlexNet Manager Suite License.
2. Scroll down to the section on Licensed products, and identify the card for FlexNet Manager for Oracle.
3. If the card is missing or grayed out, detailed Oracle inventory cannot be processed, and you should discuss your requirements with your Flexera consultant.

Appendix G: Version Identification for Inventory and LMS scripts

Collection of Oracle inventory by the FlexNet inventory agent (or its core inventory tracker component) relies on the correct deployment of the InventorySettings.xml file. The required location for this file varies across the inventory collection methods, and is described in the preceding sections that cover each of the methods.

If you are using your own (third party) method of deploying [components of] FlexNet inventory agent, you have also assumed responsibility for keeping the related copies of the InventorySettings.xml file up to date. Since updates to the InventorySettings.xml file are delivered as part of updates to the Application Recognition Library, your manual process may require you to keep track of the most recently downloaded version of InventorySettings.xml, and to manually identify when changes occur.

Tip: Not every update to InventorySettings.xml brings a change to the scripts provided by the Oracle License Management Service (LMS). InventorySettings.xml contains other specialized inventory functionality unrelated to Oracle Database, and each change naturally triggers a version change in InventorySettings.xml, whether the change relates to Oracle inventory or not.

To accommodate this need, the process below allows you to identify versions of InventorySettings.xml.

Note: Scripts in InventorySettings.xml are kept backward compatible, such that earlier versions of the inventory component(s) are able to use later versions of InventorySettings.xml without danger. Rarely, an enhancement in the Oracle LMS scripts may require a matching enhancement to the functionality within FlexNet inventory agent (or its core components); or even to FlexNet Beacon, the code entity on each inventory beacon. In these cases, legacy versions of the FlexNet inventory agent or FlexNet Beacon deployed in your environment simply ignore the new (and for them, unrecognized) functionality, and use earlier, compatible functionality. Two examples (one for each case) of this are:

- Affecting the installed FlexNet inventory agent, an example case is the collection of inventory from standby Oracle database instances, which requires version 12.4 of the tracker (shipped with FlexNet Manager Suite 2017 R3) or later. Versions of the tracker prior to that can run later LMS scripts, but cannot collect inventory from standby database instances. To ensure the availability of this functionality, check that the versions of FlexNet inventory agent installed on your Oracle servers is version 12.4 or later. To assist with cases like this one, the process below includes identifying the running version of an installed FlexNet inventory agent.

- Affecting the inventory beacon, an example case is the automatic updates of InventorySettings.xml for use on the inventory beacon (as distinct from the update process that refreshes the same file for installed
copies of the FlexNet inventory agent, which is a quite separate process and was in place far earlier than the updates for inventory gathering driven by the inventory beacon). This functionality to update InventorySettings.xml for use by the inventory beacon was introduced with FlexNet Manager Suite version 2016 R1, prior to which the same file was installed as part of inventory beacon installation, and could be updated only by a replacement installation of FlexNet Beacon on the same server. This means that any legacy inventory beacons in your enterprise that have not been updated since before version 2016 R1 are locked into the then-current version of InventorySettings.xml. The only remedy is to allow the automatic update of the FlexNet Beacon code (or, in cases where you are manually managing disconnected inventory beacons, to manually update the installed version of FlexNet Beacon). To assist in troubleshooting the versions of inventory beacons in use, the process below includes identifying the running version of FlexNet Beacon.

Normally, it is not necessary for you to go further and track the version of the Oracle LMS scripts, since these are included in an updated InventorySettings.xml file as soon as they are received from Oracle LMS. However, if you have some special reason for checking the version of the LMS scripts in use, the following points are relevant:

- There is no direct mapping from the version of InventorySettings.xml to the embedded version of the LMS scripts.
- Since the Oracle queries are encrypted within InventorySettings.xml, you cannot inspect the version of the LMS scripts by examining the delivery file.
- Operations within your enterprise may result in multiple versions of InventorySettings.xml, and more particularly multiple versions of the LMS scripts, being in use simultaneously. For example, if you have a mixture of installations, some where FlexNet inventory agent is updated automatically by policy (reporting to an inventory beacon), and others where you rely on manual updates to InventorySettings.xml, these may get out of sync. For this reason, the question of which version of the LMS scripts collected audit data for a particular database instance can only be answered authoritatively at the level of the individual instance, as described below.

To identify versions of InventorySettings.xml, the LMS scripts, FlexNet inventory agent, and FlexNet Beacon in use:

1. Watch for the emails that announce updates to the Application Recognition Library, as these may announce an update to the version of InventorySettings.xml that is included in the download.

   In the absence of an announcement, or to validate a particular copy of InventorySettings.xml, continue with this process.

2. Open your current version of InventorySettings.xml in a flat text editor.

   Copies of InventorySettings.xml are available:

   - On managed inventory devices (where the FlexNet inventory agent is locally installed), in the folder identified in the InventorySettingsPath preference. This preference is saved in [Registry]\ManageSoft\Tracker\CurrentVersion, and the default values are:
     - On Windows platforms: $(CommonAppDataFolder)\ManageSoft Corp\ManageSoft\Tracker\InventorySettings\
On UNIX-like platforms: /var/opt/managesoft/tracker/inventorysettings.

• On an inventory beacon, in the folder $(CommonAppDataFolder)\Flexera Software\Beacon\InventorySettings. This is the file that is packaged and distributed to installed copies of FlexNet inventory agent. (The file used for direct inventory collection by the inventory beacon from Oracle database instances is separate, and is saved in Program Files (x86)\Flexera Software\Inventory Beacon\Remote Execution\Public\Inventory.)

3. Inspect the first line of the file.

```xml
<InventorySettings RevisionNumber="nn" ...>
```

The value of the RevisionNumber attribute identifies the version of InventorySettings.xml.

4. To identify the revision of the Oracle LMS scripts used to report an Oracle database instance, inspect its properties:

   a. Navigate in the web interface to Discovery & Inventory > Oracle Instances.

   b. If necessary, use filtering to find your chosen database instance, and validate that the Audit evidence column for this instance displays Yes.

      This indicates that the Oracle LMS scripts have been run on your chosen database instance, and the results uploaded.

   c. In the Instance column, click (or Ctrl-click) the name of your database instance to open its properties (in a new tab).

   d. Select the Attributes tab, and scroll down to the LMS_DETAIL_RL_SCRIPT_VERSION attribute.

      The associated value is the version of the Oracle LMS scripts used to report on this Oracle database instance.

---

**Tip:** You can also find this information by downloading and exploring the LMS archive files, or by capturing and reading the .ndi file generated for Oracle inventory. However, both of these methods involve much more effort than just looking at the attributes reported for the Oracle database instance.

**Remember:** If you used the direct collection method for your Oracle inventory, only the SQL queries for database inventory from the Oracle LMS scripts have been executed automatically. Since LMS hardware scripts cannot be run by this method of inventory collection, you may need other methods to run the hardware LMS scripts and integrate the results with your LMS audit data. For more details, see the topic matching your preferred discovery method used with direct inventory collection, under Direct Collection of Oracle Inventory.

5. To verify the version of the FlexNet inventory agent in use:

---

**Tip:** This relies on a completed installation process for FlexNet inventory agent. If you have used other methods to distribute only the core components (such as the tracker, ndtrack), this individual file is not traceable in the following way. Only completed installations (on either Windows platforms or UNIX-like platforms) produce the installer evidence records visible as described here.
a. On the **License Compliance > Installed Applications** page, filter the application **Name** column for names that contain **Inventory Manager Agent**.

This listing shows all installed versions that are in use within your enterprise, together with the installation count for each version.

b. Click the hyperlinked value of **Name** for the release you want to investigate.

The **Application Properties** page opens.

c. Select the **Evidence** tab, and ensure the **Installer** evidence type is selected at the top of this page.

One row covers the **FlexNet Inventory Agent** (in very old legacy versions, known as **ManageSoft** for managed devices), and the **Version** column provides the "inner" version of the FlexNet inventory agent. For example, if you navigated to the properties for **Inventory Manager Agent 2017 R3**, the associated installer evidence record shows **FlexNet Inventory Agent** version 12.40.%, a wild-card match for all minor updates to the 12.4 release of FlexNet inventory agent.

An alternative path when you are interested in the version of FlexNet inventory agent running on a specific inventory device is:

a. Find the target inventory device (for example, in the **All Inventory** or **Active Inventory** listings).

b. Click the device **Name** to open its property sheet.

c. Select the **Applications** tab to find the entry for **Inventory Manager Agent**.

d. Click that **Product** name to open the application properties.

e. Choose the **Evidence** tab to identify the version of FlexNet inventory agent.

6. To identify the version of FlexNet Beacon running on an individual inventory beacon:

a. On the inventory beacon, start the Registry Editor.

   ✨ **Tip:** If you are not already logged in as an administrator, you may be prompted for privilege escalation at this point.

b. Navigate to HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\ManageSoft Corp\ManageSoft.

c. Examine the **ETDPVersion** key, which provides a major.minor.build version for the installed FlexNet Beacon software.

   Any version number earlier than 12.1 requires an update to allow for automatic updates of **InventorySettings.xml** for use by the inventory beacon.
FlexNet Manager Suite relies on a significant number of schedules. For example, there are schedules on the inventory beacons that determine when inventory data is collected from third-party inventory systems, from Active Directory, and so on. There is a schedule, set centrally, that determines when installed FlexNet inventory agents collect data from their hosts, and upload resulting discovery and inventory files to an inventory beacon. Both of these kinds of schedule operate remotely, away from the central application server.

However, there are also several scheduled tasks that run on the central application server. These schedules that operate on the application server are covered in this chapter.

Traditionally, scheduled tasks have been managed by the Microsoft Task Scheduler on the server. To maintain accessibility, these forms of task scheduling are still available, and are summarized in this chapter. Many of these Microsoft scheduled tasks simply queue messages for the internal FlexNet batch scheduler that runs on the server known as the batch server.

The FlexNet batch scheduler incorporates knowledge of the interdependencies between the processes used in FlexNet Manager Suite. It is therefore able to make optimal scheduling decisions that avoid system conflicts and go some way towards load balancing on the batch server. The batch scheduler and batch processor are also covered in this chapter.

**Server-Side Scheduled Tasks**

In general, the scheduled tasks that are (by default) set up in Microsoft Task Scheduler on your central application server fall into three groups:

- Calls to `mgsimport.exe` that collect various kinds of data from staging locations on the inventory server and import into the *inventory* database. Examples include Active Directory, FlexNet inventory, installation logs, usage records, and VDI information. In a multi-server implementation, these scheduled tasks execute on the inventory server. Data handled this way requires an additional import from the inventory database to the compliance database (executed by the batch processor, as described shortly).

- Calls to the same `mgsimport.exe` that collect different kinds of data from staging locations on the inventory server and import directly into the compliance database. Examples include inventory beacon state and activity status, and discovery information. In a multi-server implementation, these scheduled tasks execute on the
inventory server. Clearly, since these kinds of data have been loaded directly into the compliance database, there is no further import required.

- Calls to the internal batch scheduler to queue various tasks, taking into account all the system interdependencies and constraints. Examples include download of the product libraries, imports from the inventory database to the compliance database, and others shown below. In a multi-server implementation, these scheduled tasks execute on the batch server. For more information on the resulting batch scheduler tasks, see Batch Scheduler Command Line.

**Note:** To allow for live updates to a high-availability (running) system, all calls to the internal batch scheduler are made using a shadow copy technique to ensure that they execute in their own application domains. For more information about this approach, see Updating a Running System: Shadow Copy.

The default configuration of the Microsoft scheduled tasks is shown in the table below.

**Note:** The command lines shown below have been simplified for easier reading. In the scheduled tasks configured as part of product installation, the full path to each executable is included; and since the paths commonly contain spaces, they are enclosed in double quotation marks.

<table>
<thead>
<tr>
<th>Scheduled task</th>
<th>Default schedule</th>
<th>Command</th>
<th>Note</th>
</tr>
</thead>
<tbody>
<tr>
<td>Data warehouse export</td>
<td>6am Sunday</td>
<td>ShadowHostWin.exe</td>
<td>Export data as a snapshot to the data warehouse database (on a multi-tenant system, this is for all tenants).</td>
</tr>
<tr>
<td></td>
<td></td>
<td>BatchProcessTask.exe run DataWarehouseUpdate</td>
<td></td>
</tr>
<tr>
<td>Delete activity log</td>
<td>4am daily</td>
<td>ShadowHostWin.exe</td>
<td>Truncate the execution history of scheduled batch processes.</td>
</tr>
<tr>
<td>history</td>
<td></td>
<td>BatchProcessTask.exe run ActivityLogHistoryDelete</td>
<td></td>
</tr>
<tr>
<td>Export to ServiceNow</td>
<td>3am Sunday</td>
<td>ShadowHostWin.exe</td>
<td>When FlexNet Manager Suite integrates with ServiceNow, ServiceNow is regarded as authoritative for asset and contract records. This process synchronizes this information. For details, see the chapter ServiceNow Integration with FlexNet Manager Suite in FlexNet Manager Suite Adapters Reference, available through the title page of online help.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>BatchProcessTask.exe run ServiceNowExport</td>
<td></td>
</tr>
<tr>
<td>Scheduled task</td>
<td>Default schedule</td>
<td>Command</td>
<td>Note</td>
</tr>
<tr>
<td>--------------------------------</td>
<td>------------------</td>
<td>-------------------------------------------------------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>FlexNet inventory data maintenance</td>
<td>Midnight, daily</td>
<td><code>cmd.exe /c &quot;ShadowHostWin.exe BatchProcessTask.exe run IMDataMaintenance &amp; ShadowHostWin.exe BatchProcessTask.exe run IMTenantDataMaintenance&quot;</code></td>
<td>Performs cleanup on the inventory database (containing FlexNet inventory) in FlexNet Manager Suite. This also adds discovery information for systems found in inventory but not previously discovered. The IMTenantDataMaintenance cleanup is applicable both per tenant in cloud implementations and also to a single-tenant on-premises implementation, and enforces the clean-up of Oracle instances specified in the system menu ( denote in the top right corner) &gt; System Settings &gt; Inventory, under Oracle Database instances.</td>
</tr>
<tr>
<td>FlexNet Manager Suite database support task</td>
<td>Midnight, daily</td>
<td><code>ShadowHostWin.exe BatchProcessTask.exe run FNMPDataMaintenance</code></td>
<td>Performs cleanup on the compliance database in FlexNet Manager Suite.</td>
</tr>
<tr>
<td>FNMEA Enterprise Groups export</td>
<td>1am, daily</td>
<td><code>ShadowHostWin.exe BatchProcessTask.exe run FNMEAEnterpriseGroupExport</code></td>
<td>Reserved for future development.</td>
</tr>
<tr>
<td>Scheduled task</td>
<td>Default schedule</td>
<td>Command</td>
<td>Note</td>
</tr>
<tr>
<td>--------------------------------</td>
<td>------------------</td>
<td>------------------------------------------------------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Import Active Directory</td>
<td>Every 10 minutes</td>
<td>mgsimport.exe -o CREATE_NO_WINDOW=True -t activedirectory</td>
<td>Imports into the inventory database any Active Directory data that has been uploaded from the inventory beacons to the Incoming folder. The availability of these files depends on Active Directory imports being scheduled on at least one inventory beacon. When this import is completed, a message is queued for the batch scheduler to execute BatchProcessTask.exe run ActiveDirectoryImport -- &quot;-s connectionName -e ActiveDirectory&quot;, where connectionName is replaced with the connection to the inventory database. In a multi-tenant system, the batch processing is specific to each tenant.</td>
</tr>
<tr>
<td>Import application usage logs</td>
<td>Every 10 minutes</td>
<td>mgsimport.exe -o CREATE_NO_WINDOW=True -t usagedata</td>
<td>When usage tracking is configured for FlexNet inventory agent, this command imports uploaded usage records from the Incoming folder to the inventory database. This data is collected in the next inventory import (worst case is typically the daily catchup task).</td>
</tr>
<tr>
<td>Import discovery information</td>
<td>Every 10 minutes</td>
<td>mgsimport.exe -o CREATE_NO_WINDOW=True -t discovery</td>
<td>Imports uploaded discovery records from the Incoming folder directly to the compliance database.</td>
</tr>
<tr>
<td>Scheduled task</td>
<td>Default schedule</td>
<td>Command</td>
<td>Note</td>
</tr>
<tr>
<td>-----------------------------</td>
<td>------------------</td>
<td>-------------------------------------------------------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Import installation logs</td>
<td>Every 10 minutes</td>
<td><code>mgsimport.exe</code> -o CREATE_NO_WINDOW=True -- -t logs</td>
<td>Loads into the inventory database the installation records of packages required by the FlexNet inventory agent, covering schedule changes, updated rules and so on. This data is resolved into the compliance database along with the next inventory import, where currently it is used as installation evidence for the FlexNet inventory agent on the managed device.</td>
</tr>
<tr>
<td>Import inventories</td>
<td>Every 10 minutes</td>
<td><code>mgsimport.exe</code> -o CREATE_NO_WINDOW=True -- -t inventories</td>
<td>Imports all the inventory data collected by the FlexNet inventory agent and uploaded through inventory beacons, loading it from the <strong>Incoming</strong> folder to the inventory database. This data is collected in the next inventory import (worst case is typically the daily catchup task).</td>
</tr>
<tr>
<td>Import Inventory Beacon activity status</td>
<td>Every 10 minutes</td>
<td><code>mgsimport.exe</code> -o CREATE_NO_WINDOW=True -- -t activitystatus</td>
<td>Loads the activity (or process) reporting of all available inventory beacons directly to the compliance database. Examples include rule execution and gathering inventory from third-party connections (such as Microsoft SCCM). This data feeds the listing available in the system menu ([Ctrl + V] in the top right corner) &gt; <strong>Data Inputs</strong>.</td>
</tr>
<tr>
<td>Scheduled task</td>
<td>Default schedule</td>
<td>Command</td>
<td>Note</td>
</tr>
<tr>
<td>----------------------------------------</td>
<td>------------------</td>
<td>-------------------------------------------------------------------------</td>
<td>----------------------------------------------------------------------</td>
</tr>
<tr>
<td>Import Inventory Beacon status</td>
<td>Every 10 minutes</td>
<td>mgsimport.exe -o CREATE_NO_WINDOW=True -- -t beaconstatus</td>
<td>Loads the state (or condition) reporting of all available inventory beacons directly to the compliance database. Examples include whether the FlexNet Beacon software has any known issues, the state of its services, its settings for uploading to its parent (either the central application server or another inventory beacon in the hierarchy), and the like. This data feeds the listing available in <strong>Discovery &amp; Inventory &gt; Beacons</strong> (in the <strong>Network</strong> group).</td>
</tr>
<tr>
<td>Import remote task status information</td>
<td>Every 10 minutes</td>
<td>mgsimport.exe -o CREATE_NO_WINDOW=True -- -t ActionStatus</td>
<td>Deprecated: no remaining function. You may disable this task.</td>
</tr>
<tr>
<td>Import SAP inventories</td>
<td>10pm daily</td>
<td>ShadowHostWin.exe BatchProcessTask.exe run SAPInventoryImport</td>
<td>Imports inventory from FlexNet Manager for SAP Applications that has been uploaded into the <strong>Incoming</strong> folder, writing the results into the compliance database.</td>
</tr>
<tr>
<td>Import SAP package license</td>
<td>6am Sunday</td>
<td>ShadowHostWin.exe BatchProcessTask.exe run SAPPackageLicenseImport</td>
<td>Imports the licenses calculated by SAP, writing results into the compliance database.</td>
</tr>
<tr>
<td>Import SAP user and activity information</td>
<td>Midnight Sunday</td>
<td>ShadowHostWin.exe BatchProcessTask.exe run SAPUserAndActivityImport</td>
<td>Perform an SAP user and activity information import from the SAP system defined in the web interface.</td>
</tr>
<tr>
<td>Import security event information</td>
<td>Every 10 minutes</td>
<td>mgsimport.exe -o CREATE_NO_WINDOW=True -- -t securityevent</td>
<td>Deprecated: no remaining function. You may disable this task.</td>
</tr>
<tr>
<td>Scheduled task</td>
<td>Default schedule</td>
<td>Command</td>
<td>Note</td>
</tr>
<tr>
<td>--------------------------------------</td>
<td>------------------</td>
<td>-----------------------------------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Import system status information</td>
<td>Every 10 minutes</td>
<td>mgsimport.exe -o CREATE_NO_WINDOW=True -- -t systemstatus</td>
<td>Deprecated: no remaining function. You may disable this task.</td>
</tr>
<tr>
<td>Import VDI access data</td>
<td>Every 10 minutes</td>
<td>mgsimport.exe -o CREATE_NO_WINDOW=True -- -t vdiAccess</td>
<td>Imports data on which users can access virtual desktops from the Incoming folder to the inventory database. This data is collected in the next inventory import (worst case is typically the daily catchup task).</td>
</tr>
<tr>
<td>Inventory import and license reconcile</td>
<td>2am daily</td>
<td>ShadowHostWin.exe</td>
<td>Perform a full inventory import from all connections, followed by a license recalculation (reconciliation). In a multi-tenant implementation, this is for all tenants. For more information, see the corresponding entry in Batch Scheduler Command Line.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>BatchProcessTask.exe run InventoryImport</td>
<td></td>
</tr>
<tr>
<td>Scheduled task</td>
<td>Default schedule</td>
<td>Command</td>
<td>Note</td>
</tr>
<tr>
<td>--------------------------------</td>
<td>------------------</td>
<td>----------------------------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Recognition data import</td>
<td>1am daily</td>
<td>ShadowHostWin.exe BatchProcessTask.exe run ARLDownload</td>
<td>Schedules the download of the Application Recognition Library, the SKU library, the EOSL data, and the PURL to the appropriate locations. (The base location for the saved downloads defaults to %PROGRAMDATA%\Flexera Software\FlexNet Manager Platform\DataImport\Content, and may be customized in the registry of your batch server at HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\ManageSoft Corp\ManageSoft\Compliance\CurrentVersion\Recognition\ContentImportDirectory.) Only one instance of the ARL download task can run at a time. The batch scheduler automatically precedes the download with a cleanup of the previous downloads, and adds follow-on tasks for the import of the downloaded data.</td>
</tr>
<tr>
<td>Regenerate Business Import config</td>
<td>5:30am daily</td>
<td>ShadowHostWin.exe BatchProcessTask.exe run BusinessAdapterConfig</td>
<td>Updates the data model (FNMPDataModel.ini), the DDI files, and the CSV templates used by the Business Importer (and therefore the Business Adapter Studio), and initiates downloads to the inventory beacons. This update is particularly valuable for keeping the Business Importer up to date with changes to custom properties.</td>
</tr>
<tr>
<td>Scheduled task</td>
<td>Default schedule</td>
<td>Command</td>
<td>Note</td>
</tr>
<tr>
<td>--------------------------------------------</td>
<td>------------------</td>
<td>----------------------------------------------</td>
<td>----------------------------------------------------------------------</td>
</tr>
<tr>
<td>Send contract notifications</td>
<td>Midnight daily</td>
<td>ShadowHostWin.exe</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>NotificationScheduler.exe</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Update FlexNet Manager Suite software usage history</td>
<td>4am daily</td>
<td>ShadowHostWin.exe</td>
<td>Take a snapshot of all current licenses for use in reporting (to improve reporting performance).</td>
</tr>
<tr>
<td></td>
<td></td>
<td>BatchProcessTask.exe run FMNFSwSoftwareUsageHistoryUpdate</td>
<td></td>
</tr>
</tbody>
</table>

**Note:** mgsimport.exe has an additional optional parameter, -async, which allows it to import multiple files asynchronously (effectively, in parallel). This option is intended for internal use in testing; and, if you are an advanced administrator customizing any of the scheduled tasks above, you should test its effects carefully in your environment before including it in a production scheduled task.

**Introducing the Batch Scheduler**

The batch scheduler for FlexNet Manager Suite runs on the batch server. It is responsible for receiving messages that request specific tasks, and placing these in an execution queue in such a way as to eliminate incompatibilities and (to some degree) optimize performance.

The batch scheduler executable is BatchProcessScheduler.exe, which runs as a service on the batch server.

The interface to this service is a separate utility, available in two different forms that provide identical functionality other than interactivity:

- BatchProcessTaskConsole.exe provides a command-line interface which also displays the output of results

- BatchProcessTask.exe is used for execution directly from a scheduling tool (such as Microsoft Task Scheduler), and as such accepts the same command-line inputs as BatchProcessTaskConsole.exe, but suppresses output to the console.

The majority of this documentation concerns the operation of either of the BatchProcessTask[Console].exe utilities, since these provide the command line interface for the batch scheduler.
How Batch Scheduling and Processing Works

Batch scheduling and processing, summarized in the diagram above, runs as follows:

1. The batch scheduler service receives a message requesting a particular task. Messages may come from (among other sources):
   - BatchProcessTask.exe or BatchProcessTaskConsole.exe (including command-line input). In the standard implementation, both these executables operate in their own distinct application domains, allowing for live updates to a high-availability functioning system (for details, see Updating a Running System: Shadow Copy).
   - The web interface for FlexNet Manager Suite (for example, when an operator has uploaded spreadsheet or other data).
   - The ManageSoftRL endpoint (the web service that receives uploads FlexNet inventory from inventory beacons).
   - The Inventory-beacons endpoint (used by inventory beacons to collect policy and updated rules, as well as to upload third-party inventory).
   - The Activation Wizard (where you enter details of your license to use FlexNet Manager Suite).

2. The message is validated with the following tests:
   - The message type is one of the supported batch processor tasks. If not, the failure is logged. (All supported tasks are listed in Batch Scheduler Command Line.)
• The scoping is correctly supplied, as listed in Batch Scheduler Command Line (for example, if a group identifier is required, one is supplied and a tenant ID is not supplied; or for tasks requiring a tenant ID, that the ID is correctly supplied, and no group is present). If the scoping is not correctly specified, the message is failed, and the failure is logged. For a standard (single tenant) on-premises implementation, no tenant ID is required for any task.

• The message is not a duplicate of one already in the task queue. A message is a duplicate if it has the same task type, group name, tenant UID, and parameter set (both names and values). Duplicates are discarded, and logged with the fact that they are duplicates.

3. Validated messages are saved to the database. This allows for recovery after a disastrous failure, such as the server suddenly going down.

4. Saved, valid messages are added to the in-memory pending messages queue.

5. The scheduler service regularly assesses the set of currently pending messages (from the oldest to the most recent) against any other tasks that are currently executing. The constraints include:

   • Limits where no more than one of a particular task may be running at a time

   • Mutual exclusions, where task B may not start while task A is running.

   For the list of constraints, see Batch Processing Constraints.

6. When the scheduler decides a task is safe to execute, it sends a message to the batch processor.

7. The batch processor collects the task from the head of the queue, and executes it, returning a message to update the task status as required.

   The possible status values that may be updated by either the batch scheduler or the batch processor (and are visible in the log files) are:

<table>
<thead>
<tr>
<th>Status</th>
<th>Updated by</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Duplicate</td>
<td>Batch scheduler</td>
<td>New incoming task is a duplicate of an existing task that has a Submitted status. Duplicate entries have the same</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Task type</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Group name</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Tenant UID</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Parameter set.</td>
</tr>
<tr>
<td>Submitted</td>
<td>Batch scheduler</td>
<td>Task submitted and is waiting (possibly on other tasks) for dispatch to the processor service.</td>
</tr>
<tr>
<td>Queued</td>
<td>Batch scheduler</td>
<td>Task dispatched to the tasks queue by the scheduler service, but not yet picked up by the processor service.</td>
</tr>
<tr>
<td>Processing</td>
<td>Batch processor</td>
<td>Task accepted by the batch processor service, and processing is in progress.</td>
</tr>
</tbody>
</table>
### Status

<table>
<thead>
<tr>
<th>Status</th>
<th>Updated by</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Success</td>
<td>Batch processor</td>
<td>Processor service reported the successful completion of the task (this may be reporting the return code from a child process).</td>
</tr>
<tr>
<td>Error</td>
<td>Batch processor</td>
<td>Error while processing task.</td>
</tr>
</tbody>
</table>

#### 8. While processing, the batch processor continues to send 'heartbeat' messages to the batch scheduler (the heartbeat continues whether the batch processor is busy or idle).

**Tip:** *If the heartbeat messages fail for a specified period (default: 5 hours), all tasks recorded as Processing are marked as failed, and given the status Error. This may happen, for example, if the batch processor service was killed and failed to reappear.*

#### 9. When the processing of the task completes, the status is updated to either Success or Error. Results are logged in \%ProgramData\%\Flexera Software\Compliance\Logging\BatchProcessScheduler\BatchProcessScheduler.log on the batch server (or the server hosting this functionality), with the log entry including text like the following:

```
received status update for task 'Success' from processor serverName
```

The same log message includes a task identifier in the following format:

```
Task[159add91-a5e4-4755-9ff4-d514baae2e11]:
```

To identify the type of task, you can:
- Search for the first occurrence of this ID in the batch scheduler log, such as:

```
Message DataWarehouseUpdateRights[159add91-a5e4-4755-9ff4-d514baae2e11] sent for processing
```

- Search for the first occurrence of this ID in the BatchProcessor.log (in the same folder), which also lists the full command that the batch processor executed:

```
DataWarehouseUpdateRights[159add91-a5e4-4755-9ff4-d514baae2e11] Starting process with command line "C:\Program Files (x86)\Flexera Software\FlexNet Manager Platform\DotNet\bin\ComplianceReader.exe" -us false -importtype Exporters -e BusinessIntelligenceRights"
```

A by-product of this process is that it is not possible to schedule a particular task at a precise time. Scheduled times really mean “not earlier than” and “as close as possible to”, and the actual execution start time depends on there being no constraints from other tasks to delay execution.

Using the batch scheduler to organize tasks ensures that:
- Processes for importing the product libraries (such as the Application Recognition Library), which exert locks on various database tables, do not cause failures in inventory and other kinds of imports which may access the same tables
- Imports automatically avoid each other, instead of failing if they are accidentally run at the same time
• Business and third-party inventory imports uploaded by an inventory beacon are automatically processed as they arrive at the central application server. In multi-tenant environments, the batch scheduler can maximize the parallelism between imports for different tenants.

• Tasks originating from different sources (listed at the start of this topic) can be executed on demand when possible, without causing random failures through accidentally requesting incompatible processes at overlapping times.

Updating a Running System: Shadow Copy

FlexNet Manager Suite is designed to be a high-availability system. One aspect of that is to allow updates to parts of the system without having to interrupt normal operations.

On the batch server, FlexNet Manager Suite uses a technique called "shadow copying" to ensure that its executables can run continuously even when those same executables or their dependent assemblies need to be updated. Shadow copying is a core feature of the Microsoft .NET runtime. The shadow copy process works like this:

• Whenever an assembly (a part of the product code) is to be executed, it is first copied to a secondary location.

• The assembly copy is then executed from the secondary location. As a normal part of code operation, that running copy of the assembly is locked and cannot be updated.

• However, the original assembly is not in use, remains unlocked, and may be updated if necessary (even while the locked copy is executing).

• Before each invocation of the copied assembly, a check is made to see whether the original source assembly has been updated since the copy was made; and if so a new (replacement) copy is made, and used for subsequent execution.

• The shadow copy does not change anything about the operation of the assembly. For example, the same values are read from the Windows registry when appropriate; log files are written to the same locations; and so on.

• As more space for copying assemblies is required, the underlying Microsoft .NET runtime automatically cleans up copied assemblies that are no longer in use, restricting the size of the disk cache used for copied assemblies.

This process allows for the original assemblies to be updated without interrupting operation of FlexNet Manager Suite, and also ensures that the latest available code assembly is used at each invocation.

Tip: The test for an updated assembly is a direct comparison of:

• The file date and time of each assembly in the application directory
• The file date and time of the matching assembly in the shadow copy directory.

If the assembly in the application directory has a later date/time, it is freshly copied to the shadow copy directory. This makes upgrades to later versions very straight-forward; but it does not provide for rolling back to a previous version of an assembly. If you need to roll back an assembly to a previous version, you must manually edit the date and time of that previous assembly in the application directory to values (slightly)
more recent than the date and time of the current version in the shadow copy directory. Once the date/time is adjusted to be more recent, the next invocation of the assembly triggers the copy of the older version of the assembly into the shadow copy directory. Leaving only a small gap between the date/time settings reduces any risk of 'skipping' an intermediate update.

Where shadow copying is used

On the batch server (or, in smaller implementations, the combined server that is hosting this functionality), FlexNet Manager Suite uses shadow copying for:

- The FlexNet batch scheduler
- The FlexNet batch processor
- Those batch server scheduled tasks and program shortcuts that invoke either of the above
- All child processes invoked by the FlexNet batch processor.

Only .NET assemblies and executables from the directory \InstallDir\DotNet\bin and its descendants are shadow copied. (The placeholder \InstallDir stands for the installation folder for FlexNet Manager Suite on the batch server, for which the default location is C:\Program Files (x86)\Flexera Software\FlexNet Manager Platform).)

![Note:]( If you require high-availability update behavior for your implementation of FlexNet Manager Suite, any custom scheduled tasks you have added that run executables from \InstallDir\DotNet\bin should be updated with the alternate shadow copy syntax described below. )

The cache location where assemblies are copied before invocation is fixed for a given account running the process, and is C:\Users\useraccount\AppData\Local\assembly. (The placeholder useraccount stands for the account used to invoke the process. For normal operations of the batch server, this is the service account running FlexNet Manager Suite, for which the name suggested in the installation process was svc-flexnet.)

Using shadow copy

Whenever you want to invoke a target executable using the shadow copy mode, you do so by first invoking a host executable that takes care of the required copying and then executes the target process in its own application domain. This host executable has the capability either to run a .NET executable or to host a .NET Windows service.

In fact, there are three variations of the host executable for use in different contexts:

- **ShadowHost.exe** – used to execute console-based assemblies including the FlexNet batch scheduler and FlexNet batch processor. The batch processor service also uses ShadowHost.exe (and ShadowHost32.exe, described below) to invoke other processes that it runs.

- **ShadowHostWin.exe** – used to execute Windows Forms-based assemblies. You can also use this variation in the command line for Windows Scheduled Tasks where you do not want the executing process to display a console window.
• ShadowHost32.exe – used to execute assemblies that can only be run in 32-bit mode, such as the FlexNet Business Importer (MGSBI.exe).

All three variations of the ShadowHost executable listed above are available in the InstallDir\DotNet\bin folder on the batch server.

**Tip:** A .NET console or Windows executable can also be executed in shadow copy mode. This is only necessary when the executable in question is part of the FlexNet Manager Suite product that resides in InstallDir\DotNet\bin.

The command-line format to use shadow copy is straightforward: take the existing command line that you expect to run, and precede it with the variation of ShadowHost (as listed above) that is appropriate to your context.

**Tip:** It is not mandatory to use the shadow copying technique, and all existing command lines (without the ShadowHost variant) continue to operate as they did. However, use the shadow copying technique described here when you want a high-availability system that allows patches to the .NET assemblies and executables used in FlexNet Manager Suite without interrupting operations.

**Syntax**

ShadowHost[Win|32].exe executable_name executable_arguments

When executing a process through the console, or programmatically through a scheduled task, the variant of the ShadowHost executable that should be used is determined by how that process is to interact with the rest of the system. Consult the list above to determine which executable variant is appropriate.

**Examples**

1. Execute the compliance reader to transfer data from staging tables to production and calculate license consumption:
   
   ```bash
   ShadowHost.exe ComplianceReader.exe -it Writers
   ```

2. Run the Business Importer (a 32-bit executable) to import data through a custom adapter:
   
   ```bash
   ShadowHost32.exe MGSBI.exe /config adapter.xml
   ```

3. Specify a Microsoft scheduled task to run all inventory imports and perform license consumption calculations:
   
   ```bash
   Executable: ShadowHostWin.exe
   Arguments: BatchProcessTask.exe run InventoryImport
   ```

**Troubleshooting shadow copy**

If you are troubleshooting an issue that may relate to one of the ShadowHost executables, you can enable logging.
Important: Shadow copy log files continue to grow over time and are not cleaned up automatically. Best practice is to enable logging during your troubleshooting exercise, and to disable it again afterward, and perhaps even clean up the log files that were generated.

Log file location details on your batch server (or, in smaller implementations, your application server):

- Once enabled, ShadowHost[Win|32] logging writes diagnostic information to ComplianceLoggingPath\ShadowHost.
- The default value for the placeholder ComplianceLoggingPath is %ProgramData%\Flexera Software\Compliance\Logging.
- You can modify the value for ComplianceLoggingPath by creating a REG_SZ registry key at SOFTWARE\Wow6432Node\ManageSoft Corp\ManageSoft\Compliance\CurrentVersion\LoggingBaseDirectory, and setting it to your preferred path. (Removing this key again restores the default value.)

When you enable or disable logging, the change affects only new processes that start after the change. It does not affect any processes that are already running. Such long-running processes include both the batch processor and the batch scheduler, so that to turn logging on or off for these services, you must stop them and restart them.

Warning: Abruptly stopping the batch processor cancels any batch processes that are currently running (for more information, see Monitoring, Stopping, and Restarting the Services).

You can avoid canceling currently-running processes by using the following steps to turn logging on (or off) for these two services:

1. Pause the batch scheduler to stop it sending new tasks to the batch processor:
   ```
   ShadowHost.exe BatchProcessTaskConsole process-dispatch -p
   ```

2. Monitor the running tasks, repeating until no tasks are listed as executing:
   ```
   ShadowHost.exe BatchProcessTaskConsole.exe list-tasks
   ```

   Tip: You can also review BatchProcessExecution/BatchProcessExecutionInfo in the database.

3. Stop the services FlexNet Manager Batch Process Scheduler and FlexNet Manager Batch Processor.

4. Create the following DWORD key on your batch server, setting it to a non-zero value:
   ```
   SOFTWARE\Wow6432Node\ManageSoft Corp\ManageSoft\Compliance\CurrentVersion\ShadowHostTracingEnabled = 1
   ```

   Tip: To disable logging again, set this key value to zero, or remove it from the registry.

5. Restart the services FlexNet Manager Batch Process Scheduler and FlexNet Manager Batch Processor.
Conduct your troubleshooting, and when logging is no longer needed, use a similar process to pause scheduling, stop both services, turn off logging, and restart the services again. Remember to clean up log files that are not longer needed.

**Rapid Processing of Third-Party Inventory**

The batch scheduler provides some useful specializations for handling third-party inventory imports from disconnected inventory beacons (those that are not co-located on your central application server, or batch server in a multi-server implementation). The purpose of these specializations is to make third-party inventory results available in the web interface as promptly as possible.

---

### Third-party inventory processing overview:

1. An inventory beacon collects inventory from a third-party tool (such as Microsoft SCCM or IBM's ILMT).

2. The inventory data package is saved with an XML manifest that identifies the connection used for the inventory import (both by the name you defined for the connection, and by a GUID tying the connection to the particular inventory beacon).

3. From a free-standing inventory beacon, the inventory package is immediately uploaded to a web service on the central application server (or the batch server in a large implementation with separate servers).

4. The web service queues an `InventoryImportReaders` message to the batch scheduler. (Details of task messages are included in Batch Scheduler Command Line.)

5. The reader task is scheduled as soon as constraints and current tasks allow, resulting in the third-party inventory reaching the internal staging tables.

   **Note:** If the third-party inventory collection is configured on an inventory beacon that is co-located on your central application server (or, in a large multi-server implementation, on your inventory server), the third-party inventory collection is scheduled by a Microsoft scheduled task on the server and saved directly to the staging tables. This is automatically followed by the staging of any FlexNet inventory, and then the remaining step follows.

6. After the success of that task, by default the batch scheduler queues an `InventoryImportWriters` message so that the data is also transferred into the operational tables in the compliance database.

   This chaining of the writer task is controlled by another specialized option on the command line of the batch scheduler:

   ```
   -p "ChainWritersMessage=true"
   ```

   The value of this Boolean is derived from a per-tenant setting in the database, called `PackageUploadTriggersWriters` (stored in the ComplianceTenantSetting table).

   **Tip:** The same setting may be used in a single-tenant on-premises implementation.

   Its effect when true is to cause the batch scheduler to queue tasks for the compliance writers immediately on the success of the import readers task. These not only transfer the inventory to the operational tables in the compliance database, but also complete a new calculation of license...
consumption (reconciliation) based on this latest data. Therefore the inventory, and its impact on licensing, are available as quickly as possible in the web interface of FlexNet Manager Suite.

Tip: In some cases where you import a large data set, the impact of an immediate import and reconciliation may be undesirable. You may turn off this feature (so that you rely only on the scheduled overnight import and reconciliation) by setting PackageUploadTriggersWriters to false. There is no user interface for editing the preferences saved in the ComplianceTenantSetting table; but a database administrator may make the following change in Microsoft SQL Server Management Studio:

```
UPDATE ComplianceTenantSetting
SET SettingValue = '0'
FROM dbo.ComplianceTenantSetting
INNER JOIN dbo.SettingName ON
    ComplianceTenantSetting.SettingNameID = SettingName.SettingNameID
WHERE SettingName.Name = 'PackageUploadTriggersWriters'
```

Further details of the ComplianceTenantSetting and SettingName tables are available in the FlexNet Manager Suite 2018 R2 Schema Reference PDF, available through the title page of online help.

While you can chain the writers for all inventory sources, it doesn't have the same impact when used in the case of inventory collected by FlexNet inventory agent. This is because the individual .ndi files have over time been uploaded into the internal inventory database, and there is no equivalent "instant trigger" to cause this data source to be 'immediately' written into the compliance database (really, 'immediately' has no useful meaning when .ndi files continue to be uploaded to the inventory database at relatively random times).

In contrast, for third-party inventory, the specialized process described above means that third-party inventory is available in the web interface of FlexNet Manager Suite as promptly as possible after it is collected by an inventory beacon.

Configuration for Batch Processing

Single or multiple servers (and network share)

The batch scheduler service and the batch processor service are implemented on a single server, known as the batch server. (When the implementation is quite small, the batch server may also be combined with the inventory server, and potentially also the web application server; but for the moment, our focus is on batch processing.)

Communications between the batch processor service and the batch scheduler service are local to the batch server, and the staging folder for data incoming from inventory beacons is on the same server. The default location is %ProgramData%\Flexera Software\Beacon\IntermediateData. This default is formed by appending IntermediateData to the value of the base directory saved in HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\ManageSoft Corp\ManageSoft\Beacon\CurrentVersion\BaseDirectory. This base location is also used by other processes, and should be changed only with care.

Tip: A second folder, a network share, is used for handing off files uploaded through the web interface (such as inventory spreadsheet imports) for processing by the batch server. For this share, the default path is
Installation and upgrade

The messaging that drives the batch scheduling and batch processing is implemented using Microsoft Message Queuing (MSMQ). In a multi-server implementation, MSMQ must be enabled on all servers. The MSMQ priority queues exist only on the batch server. For that reason, where other servers are separate, they must know the fully-qualified domain name of the batch server so that they can access the queues. (Where there is only a single, combined application server, localhost may be used in place of the fully-qualified domain name of the server.)

These details of configuration are normally set up by PowerShell scripts during installation or upgrade of FlexNet Manager Suite. If at any stage there are new features installed, the PowerShell scripts should be re-run to update the configuration.

Tip: The name of the batch server is saved in the ComplianceSetting table of the compliance database, as BatchSchedulerHostName.

Authentication and authorization

The batch scheduler and processor services must be executed using a valid account in Active Directory. During installation, through the PowerShell scripts, this same account is made a member of the Operator role (given full operator access to the system data). In a multi-server implementation, it is normal that the same service account runs on all the central servers, simplifying your administration of the message queues in MSMQ.

Authentication between the web application server and the batch server, or between any inventory beacon and the batch server, is handled using Windows authentication managed by MSMQ.

On the batch server (or, in a single server implementation, the application server), the account that runs the batch processor service was set up during implementation (the suggested value was svc-flexnet). This account must have inheritable permission to read the %ProgramData%\FlexNet Manager Platform\DataImport folder and all its sub-folders. (This is the default path: you can confirm the setting for your server by checking the registry at HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\ManageSoft Corp\ManageSoft\Compliance\CurrentVersion\DataImportDirectory.) Typically these permissions are controlled through Active Directory group memberships, and you can check the permissions like this:

1. In Windows Explorer, right-click on the DataImport folder, and select Properties from the context menu.
2. In the DataImport Properties dialog, select the Security tab, and then click Advanced.
3. In the Advanced Security Settings for DataImport dialog, select the Effective Permissions tab.
4. Next to the Group or user name field, click Select....
5. In the Select User, Computer, Service Account, or Group dialog, click Object Types..., ensure that Service Account is selected, and click OK.
6. In the **Enter the object name to select** field, enter the name of the account running the batch processor service (the name proposed during implementation was `svc-flexnet`). You can click **Check Names** to ensure that the account name is valid and recognized. Then click **OK** to return to the previous dialog, and display the permissions for this service account on the folder. (Since the service account is the same user context as runs the compliance readers or the Business Importer, the necessary rights are more extensive that required just for messaging.) As a minimum, the following permissions are required:

- List folder / read data
- Create files / write data
- Create folders / append data
- Delete subfolders and files
- Delete.

7. These rights must be inheritable by any child objects (such as subfolders) that are created. In general, check the **Permissions** tab of the **Advanced Security Settings** dialog. If it shows a checked (ticked) box for **Include inheritable permissions from this object’s parent**, it typically also means that the inheritance property is also inherited. Otherwise, inheritance must be configured within Active Directory.

**Tip:** Microsoft IIS is configured by default not to use account impersonation. If IIS is reconfigured to use impersonation, MSMQ and folder permissions will need to be adjusted such that all system users have appropriate rights to the folders and the MSMQ incoming queue.

**Limiting Parallel Execution Across Tenants**

This process applies only to multi-tenant implementations (such as for managed service providers).

In a multi-tenant environment, it is possible for many tasks to be requested at once, potentially creating load issues on the batch processor. Some limits are in place naturally: for example, execution of the **ComplianceReader** is generally restricted to one-per-tenant. However, in a system with many tenants, the worst case is to have each tenant running one instance, and all running at once; and there are other tasks like SAP imports that also create load on the system.

There is a database feature that allows limits to be applied to sets of batch processing task types. For example, by default a limit named **ComplianceReader** is given a value of 5. This limit is associated by ID with the following batch processing tasks:

- `ActiveDirectoryImport`
- `DataWarehouseUpdate`
- `EntitlementRecommendations`
- `InventoryImport`
- `InventoryImportNoStats`
- `InventoryImportReaders`
• InventoryImportWriters
• LicenseReconcile.

This means that across all tenants, there is a maximum of five of any of these tasks executing at once.

💡 **Tip:** A task type may only be associated with at most one limit.

To create a limit:

1. In Microsoft SQL Server Management Studio, in the compliance database, insert a new row into the BatchProcessTypeLimit table, with a unique Name and the upper limit set as the Max Tasks value, noting the BatchProcessTypeLimitID created for this record.

   For details, see *FNMSSchemaReferencePDF*, available through the title page of online help.

2. Update the BatchProcessType table, selecting the row with the appropriate TypeName for the task in question, and inserting the BatchProcessTypeLimitID value into the column of the same name for that row.

3. Repeat the last step for any other task types that should participate in the same limit.

**Important:** The IBMPVULicenseUpdate task must not participate in a limit that involves other batch process tasks. Furthermore, if IBMPVULicenseUpdate is limited (on its own), the limit must be set to a high value. Tight restrictions on IBMPVULicenseUpdate may mean that FlexNet Manager Suite cannot meet the frequency of PVU checks required for IBM audit data and compliance.

### Batch Scheduler Command Line

Command-line reference for the server-side batch scheduler.

The command line syntax and results are identical for the two forms of the command-line utility for the batch scheduler service (*BatchProcessTaskConsole.exe* for interactive use, and *BatchProcessTask.exe* for programmatic use). These utilities exist solely for interpreting input and sending messages to the batch scheduler service.

**Note:** The command-line syntax documented below works in the Windows command window. These commands are not suitable for use in the PowerShell interface.

When you input a command (either through the console, or programmatically through a scheduled task):

- *BatchProcessTask*.Console*.exe* validates the command line (this requires that the task name is valid, and parameters are specified appropriately for the scope of the task). Valid command lines are sent as a message to the batch scheduler service.

- The batch scheduler service checks against the list of pending tasks for duplicate messages (duplicates have the same task, group name, tenant UID, and parameter set). When a duplicate is detected, the original queued task is preserved, and the new command is not queued, but is saved in the database with the state Duplicate.
• The batch scheduler service persists the command to the database (protecting against unexpected shut-
down, so that the system resumes cleanly after a restart).

• The batch scheduler service adds the command to the pending queue. It reviews this queue (from oldest to
latest) regularly, and passes any task that is free of restrictions in a message to the batch processor service.

For more details, see How Batch Scheduling and Processing Works.

Synopsis

To allow real-time updates to a high-availability (running) system, BatchProcessTask[Console].exe is
invoked by ShadowHostWin.exe to ensure that the process runs in its own application domain. For more
information, see Updating a Running System: Shadow Copy.

Tip: The default path to the executables is C:\Program Files (x86)\Flexera Software\FlexNet
Manager Platform\DotNet\bin.

Syntax:
ShadowHostWin.exe BatchProcessTask[Console].exe run taskName [ options] [ -- taskArguments]
- g  groupName  (applicable only to very large, multi-compliance-database implementations)
-p
- t  tenantUID  (applicable only to multi-tenant implementations, for managed service providers)

The leading set of options have limited applicability, and are uncommon for on-premises implementations:

- g  groupName  Not relevant to, and must not be used with, on-premises installations. For
multi-database implementations, this means to run the task for all tenants in
the specified group.

Note: With this option, a tenant UID must not be specified in the
command line.

Groups apply only to very large implementations where the compliance data
is split over multiple databases. The group identifies which database
contains data records for the set of tenants. For on-premises
implementations, this option must be omitted.
**-p**  
Pass properties to the batch processor that customize its behavior for certain tasks. These properties are not passed through as arguments to any executable that the batch processor may call in a sub-process. (For that purpose, use the `--taskArguments` format.) Instead, these properties modify the behavior of the batch processor itself. Properties must be specified in `name=value` pairs, and multiple pairs may be separated by commas.

Example: To modify `InventoryImportReaders` to also run the database writers for a specific connection, add this property: `-p "ChainWritersMessage=true"`. The complete command (entered on a single line) in this example becomes:

```bash
BatchProcessTask[Console].exe
    run InventoryImportReaders
    -p "ChainWritersMessage=true"
```

**-t  TenantUniqueID**  
In a multi-tenant environment, runs the task only for the tenant specified by the unique identifier. (This alphanumeric code is viewable in the Flexera license details, and in the Tenant table in the database.)

> **Note:** If a task is scoped to a tenant, and the `-t` option is omitted on the command line, `BatchProcessTaskConsole.exe` queues a separate message for every tenant in the database. These messages are then prioritized and processed as usual by the batch scheduler service.

For single-tenant on-premises implementations, this option should be omitted, and has no effect.

---

**Tasks and Task Arguments**

The following table lists the available task names, together with the scope of each task. The scope (System, Group, or Tenant):

- Specifies who is affected by an instance of the task (for example, `ActiveDirectoryImport`, which has a scope of Tenant, imports the AD information for a single tenant). System tasks are global, and must not have either a group name or a tenant ID specified. For an on-premises implementation, Group scope is equivalent to System scope.

- Maps to the options described above, so that, for example, in a multi-tenant implementation for a managed service provider, `ActiveDirectoryImport` requires that the `-t TenantUID` option is specified to the batch scheduler service (if omitted at the command line, `BatchProcessTaskConsole.exe` queues a separate message for every tenant in the database).

- Describes the level of isolation for each task. For example, the `ActiveDirectoryImport` task cannot be run in parallel (that is, only one instance may run at a time) within its scope of a single tenant. However, in a multi-tenant environment, separate tenants may be running this task at the same time, as long as for each
tenant exactly one instance of the task is running. (For more details about restrictions and constraints about what cannot be run in parallel, see Batch Processing Constraints.)

The task arguments are not required for standard operation. The batch processor service adds a standard set of arguments for each task (in the table, shown with the “Underlying executable” entry). If you are customizing behavior, you may add additional task arguments, which are appended to the standard set (you cannot override the standard arguments). If you are adding task arguments, each set must be preceded by two dashes (‘minus minus’), which indicates that the argument(s) are to be passed through directly to the executable invoked when processing the task. The set of arguments must then be enclosed in double quotation marks if they contain any white space.

<table>
<thead>
<tr>
<th>Task</th>
<th>Scope</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>ActiveDirectoryImport</td>
<td>Tenant</td>
<td>Import sites, subnets, computers, groups, and users from Active Directory. There should be no need to trigger this task manually, nor to schedule it separately, as the appropriate message is queued by mgsimport.exe after importing an uploaded file to the inventory database.</td>
</tr>
</tbody>
</table>

**Tip:** When Active Directory data is uploaded from an inventory beacon, a Microsoft scheduled task triggers its import into the inventory database (this task by default runs every 10 minutes). At the successful completion of this import, a message is queued for the batch scheduler to schedule ActiveDirectoryImport for the connection to the inventory database. The bottom line is that Active Directory data is available in the web interface of FlexNet Manager Suite as quickly as possible after it is scheduled for collection on any inventory beacon.

Underlying executable:

```
ComplianceReader.exe -s connectionName
-e ActiveDirectory
```

<table>
<thead>
<tr>
<th>Task</th>
<th>Scope</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>ActivityLogHistoryDelete</td>
<td>Tenant</td>
<td>Clean up any records in the system activity log that are older than (by default) 90 days. Underlying executable: SQL stored procedure.</td>
</tr>
<tr>
<td>Task</td>
<td>Scope</td>
<td>Notes</td>
</tr>
<tr>
<td>---------------</td>
<td>-------</td>
<td>----------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
</tbody>
</table>
| ARLCleanup    | System | This task cleans up previously-downloaded library files (both .cab files and extracted files) from the disk caching area. Despite the name, it cleans up all downloaded libraries.  

*Tip: It is not necessary to schedule or execute this task. In normal operations, the batch scheduler automatically schedules a cleanup before starting a new libraries download. If you run this as a task using BatchProcessTask[Console].exe, the clean-up is queued and run safely. If you choose to run this manually with the command line below, take particular care that you do not do so while ARLDownload or ARLImport are in progress.*  

Underlying executable:

```
MgsImportRecognition.exe -c
```
<table>
<thead>
<tr>
<th>Task</th>
<th>Scope</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>ARLDownload</td>
<td>System</td>
<td>Downloads the latest version of the Application Recognition Library and related libraries, saving the contents on the batch server for later import (using the separate ARLImport task). The base location for the saved downloads defaults to %PROGRAMDATA%\Flexera Software\FlexNet Manager Platform\DataImport\Content, and may be customized in the registry of your batch server at HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\ManageSoft Corp\ManageSoft\Compliance\CurrentVersion\Recognition\ContentImportDirectory. Because this task downloads all licensed ARL, PURL, and SKU libraries, a failure of any of the downloads means that the subsequent ARLImport will not run.</td>
</tr>
</tbody>
</table>

**Tip:** If you are managing your own scheduling, you do not need to separately schedule the prior ARLCleanup or following ARLImport tasks. The batch scheduler automatically queues these tasks around each download. (Be advised that the executable command line shown below does not do the prior clean-up and the following import — these are linked only through the BatchProcessTask[Console].exe tasks.)

**Note:** In a multi-tenant environment for managed service providers, the Application Recognition Library is downloaded once to a shared location, and is then available for import to the system for each tenant. Similarly, the SKU and PURL libraries are downloaded once, and the logical-AND of all tenant entitlements is loaded into the database. Access by individual tenants is then managed by their license terms.

Default schedule: Daily at 1am local time.

Underlying executable:

```plaintext
MgsImportRecognition.exe -dl
```

**Tip:** It is important that you use the batch scheduler to run the library downloads and
imports. Other imports run at unpredictable times: inventory imports, business imports, and data exchange with FlexNet Manager for Engineering Applications and FlexNet Manager for SAP Applications are all run on demand as data is uploaded by inventory beacons. As well, some imports may be requested by operators using the web interface. If you use the batch scheduler to download the libraries, the batch scheduler will gracefully pause these competing tasks, or wait for their completion, before pushing through the content update, and then resume processing other tasks afterward. In contrast, if you do not use the batch scheduler and run the process directly from the `MgsImportRecognition.exe` command line, the database locking required for the library updates may mean that either the library update itself, or a competing task, will fail.

<table>
<thead>
<tr>
<th>Task</th>
<th>Scope</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>ARLImport</td>
<td>Group</td>
<td>Import the last downloaded Application Recognition Library, SKU library, EOSL data, and the individual PURL libraries (downloaded as authorized by your license terms), all currently saved on the local disk (see <code>ARLDownload</code> for file locations).</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Tip: For normal operations, do not schedule (or execute) this task. In normal operations, the batch scheduler automatically schedules this task after the download of the ARL and other libraries is completed.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Underlying executable: <code>MgsImportRecognition.exe -g groupName -ia -ne</code></td>
</tr>
<tr>
<td>Task</td>
<td>Scope</td>
<td>Notes</td>
</tr>
<tr>
<td>-----------------------------</td>
<td>-------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>BusinessAdapterConfig</td>
<td>Tenant</td>
<td>Updates the data model (FNMPDataModel.ini), the DDI files, and the CSV templates used by the Business Importer (and therefore the Business Adapter Studio). The updated content is downloaded to the inventory beacons the next time they request an update (by default, every 15 minutes, and configurable through Discovery &amp; Inventory &gt; Settings, in the Beacon settings section). This update is particularly valuable for keeping the Business Importer up to date with changes to custom properties. For more information, including details of the standard data model and CSV templates, see Using the FlexNet Business Importer, a PDF file available through the title page of the online help. In a multi-tenant implementation, this may be run for a single tenant (with the tenant UID specified), or may be run without the -t option to update all tenants. Default schedule: Daily at 4am local time. Also triggered when a new tenant license is imported (in a multi-tenant implementation). Underlying executable: SQL stored procedure.</td>
</tr>
<tr>
<td>BusinessAdapterImport</td>
<td>Tenant</td>
<td>Imports any packages uploaded by the Business Importer to the central application server, saving the data in the compliance database ready for the next calculation of license consumption (which must be triggered separately). Note: Although the scope of this task is per tenant (the data for only one tenant is imported at a time), the task can only run one-at-a-time within a group, as logging is shared for all tenants in a group. Underlying executable: mgsbi.exe</td>
</tr>
<tr>
<td>CognosTenantSync</td>
<td>System</td>
<td>Internal use only. Not available in multi-tenant systems for managed service providers (MSPs). Not invoked in single-tenant on-premises implementations.</td>
</tr>
<tr>
<td>Task</td>
<td>Scope</td>
<td>Notes</td>
</tr>
<tr>
<td>-----------------------------</td>
<td>-------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>DataWarehouseUpdate</td>
<td>Tenant</td>
<td>Update the data warehouse with the latest information (to allow for trend reporting and the like). Default schedule: Weekly on Sunday at 6am. Underlying executable: ComplianceReader.exe -e BusinessIntelligenceRights -e BusinessIntelligenceData</td>
</tr>
<tr>
<td>DataWarehouseUpdateRights</td>
<td>Tenant</td>
<td>Copy the tenant list, and update the access rights to the data warehouse. Default schedule: triggered when a new tenant license is imported. Underlying executable: ComplianceReader.exe -us false-importtype Exporters -e BusinessIntelligenceRights</td>
</tr>
<tr>
<td>EnterpriseGroupImport</td>
<td>Tenant</td>
<td>Used for imports through the web interface. Not available for external use. Underlying executable: SQL stored procedure.</td>
</tr>
<tr>
<td>EntitlementRecommendations</td>
<td>Tenant</td>
<td>A task triggered through the web interface. Not available for external use. Underlying executable: ComplianceReader.exe -us false -e EntitlementAutomation</td>
</tr>
<tr>
<td>FNMPSoftwareUsageHistoryUpdate</td>
<td>Tenant</td>
<td>Internally, takes a snapshot of all licenses to improve reporting performance. Not available for external use. Underlying executable: SQL stored procedure.</td>
</tr>
<tr>
<td>Task</td>
<td>Scope</td>
<td>Notes</td>
</tr>
<tr>
<td>---------------------</td>
<td>--------</td>
<td>----------------------------------------------------------------------</td>
</tr>
</tbody>
</table>
**Task**: IBMPVULicenseUpdate  
**Scope**: Tenant

Perform a limited (and high speed) reconciliation of only IBM PVU licenses. This reconciliation does not affect any other license types; and even within the scope of IBM PVU licenses, does not save any changed values for fields such as Raw consumption or Calculated consumption on either of the Compliance or Consumption tabs of the license properties. Instead, this process recalculates consumption of the IBM PVU points based on the current hardware configuration, and only if consumption is greater than the previously recorded peak value (which is IBM’s metric for consumption on this license type), it updates the **Peak consumed** value on the Compliance tab. No other fields are updated.

**Related notes:**

- This facility is only available when you have licensed the FlexNet Manager for IBM product.
- Using FlexNet Manager Suite to calculate subcapacity license consumption on virtual devices requires prior agreement with IBM (for some insights, see the online help glossary entry for IBM PVU (license type)).
- To manage this facility, in the web interface for FlexNet Manager Suite, navigate to Discovery & Inventory > Settings, and see the controls in the IBM PVU scanning section (for details, see the help topics for that page).
- The high-speed, high-frequency updates to IBM PVU peak consumption use the links between inventory devices and licenses determined in the most recent full license reconciliation (which happens, by default, nightly). They also take into account subsequent individual allocations of devices to licenses made by an operator through the web interface. Unlike a full reconciliation, however, they do not perform any optimization of links between devices and licenses.

**Underlying executable:**

```
ComplianceReader.exe -e
PVULicenseReconciliation
```
<table>
<thead>
<tr>
<th>Task</th>
<th>Scope</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>IMDataMaintenance</td>
<td>Group</td>
<td>Executes a database stored procedure for data maintenance within the FlexNet inventory database across all the tenants in the group. Underlying executable: SQL stored procedure.</td>
</tr>
<tr>
<td>IMImport</td>
<td>Tenant</td>
<td>Runs the inventory import for FlexNet inventory (collected either by the FlexNet inventory agent locally installed on the inventory device, or by the FlexNet inventory core components operating from an inventory beacon to take zero-footprint inventory). The data is taken from the inventory database (regarded now as a data source), and copied into the staging tables within the compliance database by the inventory reader. It then queues a InventoryImportWriters task. By default, this import occurs daily at midnight. This task is intended for tenants in the cloud-based implementation. For these tenants, any third-party inventory is collected by disconnected inventory beacons (those not installed on the central application servers), and immediately uploaded, and imported on demand. For such tenants, only the FlexNet inventory remains to be imported prior to queueing the writers. Underlying executable: ComplianceReader.exe</td>
</tr>
<tr>
<td>IMTenantDataMaintenance</td>
<td>Tenant</td>
<td>Invoked in either:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• A single-tenant, on-premises implementation</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• A multi-tenant implementation, where it is run separately in the context of each tenant.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>If invoked, this task cleans up records of Oracle database instances that have not appeared in Oracle inventory for a configurable amount of time. To manage the setting, navigate to the system menu ( &quot; in the top right corner) &gt; System Settings &gt; Inventory tab, and see the control in the Oracle Database instances section. For more information, see the online help for that page. Underlying executable: SQL stored procedure.</td>
</tr>
<tr>
<td>Task</td>
<td>Scope</td>
<td>Notes</td>
</tr>
<tr>
<td>-------------------------</td>
<td>-----------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
</tbody>
</table>
| InventoryImport         | Tenant    | This task is a single invocation for a complex of inventory import and license consumption calculations, in a single convenience command for on-premises implementations only. With the first form of task arguments shown, inventory from all available connections is imported and processed. Export to the data warehouse is specifically excluded. You can also restrict this command to a single inventory source with the `-s` task argument, followed by the connection name. For example, adding 
---s """"FlexNet Manager Suite"""" will restrict processing to the default connection for inventory gathered by the FlexNet inventory agent and saved in the internal inventory database. This task is intended for use on-premises, where it is possible that there are third-party inventory connections on an inventory beacon co-installed on the batch server. For these connections, there is no intermediate staging file, and no import on demand (as there is for connections exercised on disconnected inventory beacons). For this reason, all locally-available connections are imported before also importing FlexNet inventory, and queueing the writers. Default schedule: Daily at 2am local time. Underlying executable: ComplianceReader.exe -us false -d BusinessIntelligenceRights -d BusinessIntelligenceData -t tenantUID                                                                                                                |
<p>| InventoryImportNoStats  | Tenant    | This task is queued when an operator (in the Administrator role) selects the Update inventory check box and clicks the Reconcile button in the web interface. The name arises because this process, for speed, skips updating database statistics. Underlying executable: ComplianceReader.exe -us false -d BusinessIntelligenceRights -d BusinessIntelligenceData -it ReadersAndWriters -us false                                                                 |</p>
<table>
<thead>
<tr>
<th>Task</th>
<th>Scope</th>
<th>Notes</th>
</tr>
</thead>
</table>
| InventoryImportReaders | Tenant  | By default, runs the import from all data connections (and all pending data packages) specified for the tenant into the staging tables within the compliance database. For inventory collected by FlexNet inventory agent, the data that has been uploaded into the internal inventory database is imported (that is, the inventory database is treated as another connection).  
If this task is invoked with the following property:  
  
  `p "ChainWritersMessage=true"`  
and completes successfully, an InventoryImportWriters task is automatically triggered. This means that third-party inventory in particular is available as soon as possible (for details, see Rapid Processing of Third-Party Inventory).  
Default schedule: None (instead, see InventoryImport).  
Underlying executable:  

  ```
  ComplianceReader.exe -us false  
  -d BusinessIntelligenceRights  
  -d BusinessIntelligenceData  
  -importtype Readers  
  ```

<table>
<thead>
<tr>
<th>InventoryImportSpreadsheet</th>
<th>Tenant</th>
<th>Queued when an operator performs a one-off inventory spreadsheet upload through the web interface. Not available for external use.</th>
</tr>
</thead>
</table>
| InventoryImportWriters      | Tenant| Takes the data currently available in the staging tables within the compliance database, de-duplicates records as necessary, writes the results into the main data tables of the compliance database, and calculates the resulting license consumption.  
Default schedule: None (instead, see InventoryImport).  
Underlying executable:  

  ```
  ComplianceReader.exe -us false  
  -d BusinessIntelligenceRights  
  -d BusinessIntelligenceData  
  -importtype Writers  
  ```
<table>
<thead>
<tr>
<th>Task</th>
<th>Scope</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>LicenseReconcile</td>
<td>Tenant</td>
<td>Runs only the license consumption calculations of the compliance writers (that is, does not include writing the last data from the staging tables into the compliance database). Underlying executable: ComplianceReader.exe -us false -e LicenseReconciliation</td>
</tr>
<tr>
<td>POLineImport</td>
<td>Tenant</td>
<td>Queued when purchases are imported through the web interface. Not available for external use. Underlying executable: SQL stored procedure.</td>
</tr>
<tr>
<td>SAPInventoryImport</td>
<td>Tenant</td>
<td>Import inventory from FlexNet Manager for SAP Applications. Default schedule: Daily at 10pm batch server time. Underlying executable: SAPReader.exe -b</td>
</tr>
<tr>
<td>SAPPackageLicenseImport</td>
<td>Tenant</td>
<td>Import the licenses calculated by SAP, writing results into the compliance database. Default schedule: Weekly on Sundays at 6am. Underlying executable: ImportPURL.exe -l SAPPackages</td>
</tr>
<tr>
<td>SAPUserAndActivityImport</td>
<td>Tenant</td>
<td>Internal use. Not available for external use. Underlying executable: SQL stored procedure.</td>
</tr>
<tr>
<td>SAPUserRoleImport</td>
<td>Tenant</td>
<td>Internal use. Not available for external use. Underlying executable: SQL stored procedure.</td>
</tr>
</tbody>
</table>
### Task Summary

<table>
<thead>
<tr>
<th>Task</th>
<th>Scope</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>ServiceNowExport</td>
<td>Tenant</td>
<td>Export data to ServiceNow, based on the integration set up between ServiceNow and FlexNet Manager Suite. May also be triggered by operator activity in the web interface. Default schedule: Weekly on Sundays at 3am. Underlying executable: fnmp_servicenow_export.exe</td>
</tr>
</tbody>
</table>

### Additional Verbs for the Batch Scheduler

Other commands for the batch scheduler are useful for debugging and recovery work, in case of problems.

In normal operation, the batch scheduler almost exclusively makes use of the `run` verb, as described in [Batch Scheduler Command Line](#). The additional verbs covered here are generally reserved for development, testing, and remediation.

- **Note:** Executing these commands with shadow copying allows for each process to be executed in its own application domain, and allows real-time updates of a high-availability system (see [Updating a Running System: Shadow Copy](#)).

**Syntax:**

**BatchProcessTaskConsole.exe help**

Prints a text message to the console showing the command-line options.

**Syntax:**

**BatchProcessTaskConsole.exe list-tasks**

Creates a list of tasks that are currently executing, together with requests for tasks to execute in future.

**Syntax:**

**BatchProcessTaskConsole.exe process-dispatch -p**

Sends a pause message to the batch scheduler service through the express (or process control) queue. Once the message is received and saved to the database, the batch scheduler service stops the queue processing and message dispatch to the batch processor. It writes a ‘paused’ record to the log file, and repeats this logging every minute until processing is resumed.

**Syntax:**

**BatchProcessTaskConsole.exe process-dispatch -r**

Sends a resume message to the batch scheduler service through the express (or process control) queue. Once the message is received and saved to the database, the batch scheduler service restarts the queue processing and message dispatch to the batch processor. It also stops writing paused records in the log file.
Syntax:
BatchProcessTaskConsole.exe test taskName [options] [ -- taskArguments]

Use with the same task names and arguments as listed in Batch Scheduler Command Line. This causes the batch scheduler to treat the request as usual; but when the message reaches the batch processor, it does not execute the task, but instead pauses for a brief period. Together with a subsequent examination of the log files, this test can help to ensure that the system is running correctly.

Syntax:
BatchProcessTaskConsole.exe fail-task -m messageGUID

This is an important but dangerous command, and should only be used when a task has been lost and the system has failed to heal itself, resulting in a backlog of tasks. This will manifest as the ‘lost task’ sitting in the processing state for a significant (multi-day) period, while the pending tasks are not progressing, even though actual processing on the task has finished. Use the list-tasks command to check the queue and running tasks. It is bad practice to use the fail-task command to terminate a task that is still running normally, albeit for a long time. For further information, see Troubleshooting Batch Processing.

Batch Processing Constraints

The batch scheduler imposes the following constraints on tasks that are queued for the batch processor. (These collections or groupings of tasks are labeled ‘bands’ to avoid confusion with database groups in massive implementations.)

Constraints are of two types:
• Within each of the following bands, for the scope(s) described, only one task may run at a time.
• Between certain bands, as specified below, operations are mutually exclusive. For example, any running task in band A prevents any task in band E from starting.

Therefore, when ActiveDirectoryImport is running, it blocks all other tasks in band A (unique task within band) and all tasks in band E (mutually exclusive bands).

Band A: Inventory imports

For each tenant (on a multi-tenant system), or across the system (for an on-premises implementation), only one of the following tasks can be run at a time:
• ActiveDirectoryImport
• DataWarehouseUpdate
• DataWarehouseUpdateRights
• EntitlementRecommendations
• InventoryImport
• InventoryImportNoStats
• InventoryImportReaders
In addition, IBM PVU License Update blocks band D (Content) in the same way as band A members do; but it is not mutually exclusive with the members of band A (Inventory imports).

**Band B: Business imports**

For each group (in a massive implementation with multiple compliance databases), or across the system (for an on-premises implementation), only one of the following tasks can be run at a time:

- BusinessAdapterImport
- EnterpriseGroupImport
- IBMPassportAdvantage
- POLineImport
- UserAssignmentImport

**Band C: SAP imports**

For each tenant (on a multi-tenant system), or across the system (for an on-premises implementation), only one of the tasks in band C or D can be run at a time:

- SAPInventoryImport
- SAPPackageLicenseImport
- SAPUserAndActivityImport
- SAPUserRecommendationsExport

**Band D: SAP business imports**

These tasks remain mutually exclusive with those in band C (SAP imports), but in addition are mutually exclusive with band B (Business imports):

- SAPTransactionProfileImport
- SAPUserConsumptionImport
- SAPUserRoleImport

**Band E: Content**

Across the system (or across a group, for those massive implementations), only one of the following tasks can be run at a time:
Band F: General

For any individual tenant, only one instance of each of the following tasks can run at a time (no parallel instances of the same task, but these tasks are not mutually exclusive):

- ActivityLogHistoryDelete
- BaselineImportProcessing
- BusinessAdapterConfig
- FNMEAEnterpriseGroupExport (mutually exclusive with all tasks in band B - Business imports)
- FNMPDataMaintenance
- FNMPSoftwareUsageHistoryUpdate
- IMDataMaintenance (one running instance per group, where groups apply; and otherwise one per system for this task)
- ServiceNowExport (mutually exclusive with all tasks in either band A [Inventory imports] and band B [Business imports])

Mutually-exclusive bands

When two bands are mutually exclusive, it means that any task from either band blocks all tasks from the other band.

- Band A (Inventory imports) and band E (Content) are mutually exclusive
- Band D (SAP business imports) and band B (Business imports) are mutually exclusive
- Some members in band F (General), as marked, are mutually exclusive with tasks in bands A and/or B.

Separating Readers and Writers

The import and processing of inventory information is divided into two stages that are controlled by separate code entities within FlexNet Manager Suite:

- Compliance "readers" collect data that has been uploaded to the central application server, and write it into staging tables within the operations databases.

- Compliance "writers" take the data from the staging tables, normalizing it where required, and write the results into the operational tables in the compliance database. They perform recognition of newly-inventoried evidence against the ARL, and evaluate any pending automated purchase processing. Thereafter they recalculate license consumption (or 'reconciliation'), using the most recently updated data.
It is possible to run the compliance readers and writers in tandem, such that every ‘read’ is promptly followed by an immediate ‘write’ and reconciliation. However, the write and recalculate processes can be resource intensive, slowing performance for other tasks. Keeping in mind that inventory data may be incoming from multiple different sources (FlexNet inventory agent, third-party inventory tools, Active Directory, business imports, and so on), allowing a write and recalculate after every single data load may become problematic.

For this reason, the batch scheduler allows for triggering compliance readers and writers separately, completely independent of one another.

In its default operation, the batch scheduler handles this sequencing automatically.

However, if you are manually scheduling various processes, or running processes from the command line, you should be aware of the distinction between various tasks (described in Batch Scheduler Command Line). For example:

- This command imports inventory from the single default connection for inventory collected by FlexNet inventory agent, and immediately runs the writers (transferring data into the compliance database) and then running the license consumption calculations:

  ```
  ShadowHost.exe
  BatchProcessTaskConsole.exe run InventoryImport ---s """"FlexNet Manager Suite"
  ```

- This command loads the same inventory to the staging tables, but does not include the writing to the compliance database nor the license consumption calculations:

  ```
  ShadowHost.exe
  BatchProcessTaskConsole.exe run InventoryImportReaders ---s """"FlexNet Manager Suite"
  ```

  You may then choose to run a number of other imports (readers) from other inventory connections, and only later run the writers and recalculation (see InventoryImportWriters).

If you are doing your own scheduling for these processes, you should allow the batch scheduler to minimize the number of writer and recalculation tasks that are run. This ensures that your automation integrates successfully with other imports that may be triggered by (for example) an upload from an inventory beacon or an import of a CSV file through the web interface. The way to give the batch scheduler that freedom is to add the ChainWritersMessage parameter to the readers command. For example, this command (executed by Microsoft Task Scheduler, and therefore no longer using the console version of the executable) runs all inventory imports, one after another as appropriate; and only when all are completed does it schedule the writers and recalculation:

  ```
  ShadowHost.exe
  BatchProcessTask.exe run InventoryImportReaders ---s """"FlexNet Manager Suite"
  -p "ChainWritersMessage=true"
  ```

Troubleshooting Batch Processing

The following notes may assist in troubleshooting the batch scheduler and batch processor on your batch server.
Examine log files

The batch scheduler and batch processor create log files under `%ProgramData%\Flexera Software\Compliance\Logging\BatchProcessScheduler`. Tasks go through the batch scheduler first, so you should first investigate `BatchProcessScheduler.log`. You can then use the ID given to each task to track processing results in `BatchProcessor.log`.

For a list of the status values that may be logged, and their meaning, see How Batch Scheduling and Processing Works.

Checking the state of batch processing

You can inspect the batch scheduler’s view of what tasks are queued, executing, and recently completed by executing the following command:

```
ShadowHost.exe BatchProcessTaskConsole.exe list-tasks
```

This command is equivalent to the following database query (which you could also use within Microsoft SQL Server Management Studio):

```
SELECT *FROM BatchProcessExecutionInfo bi
WHERE BatchProcessStatusID IN (1, 2, 3)
ORDER BY bi.StatusOrder, bi.DateOrder
```

For more information about using the `list-tasks` command in debugging, see Killing or Failing Tasks.

Checking the database record

You can use Microsoft SQL Server Management Studio to examine the contents of the `BatchProcessExecution` table (for details of the table columns, see `FNMSSchemaReferencePDF`, available through the title page of online help). There is also a convenient view on this table, called `BatchProcessExecutionInfo`. This can be used to monitor the health of executing tasks, including those requested by Windows Scheduled Tasks.

Additional troubleshooting

The following topics may also assist with troubleshooting.

Correct Identification and Connection

In a multi-server implementation, where the web application server is a distinct machine from the batch server, the fully qualified domain name of the batch server must be available so that both servers can access the Microsoft Message Queuing (MSMQ). The name is saved in the `ComplianceSetting` table of the compliance database, as `BatchSchedulerHostName`.

If this record is incorrect, it is best practice to re-run the PowerShell installation scripts with the correct data. However, you can also update the `ComplianceSetting` table directly.

In a multi-server implementation, on each server in turn, use the following command to determine the host name and default DNS suffix of the current machine:
Ensure that you can successfully ping each server from all of the others. In particular for MSMQ, ensure that from the web application server, you can ping the fully-qualified domain name stored for the batch server (and matched in the output of the `ipconfig` command). Ping tests reachability as well as DNS resolution. If the ping is not successful, remedy any DNS issues or barriers to connectivity (assuming that ping itself is not blocked).

If you make any change to the naming of the batch server, or change records of it available to other central application servers, you must manually restart the batch processor and batch scheduler services. In addition, you can either:

- Wait ten minutes for the ancillary IIS services to restart (this is the least disruptive in a production environment)
- Restart IIS manually (this restarting approach may be faster in a test environment).

Within about a minute of IIS restarting, the batch scheduler service has reconnected to the database, re-established the message queue from the database record, and messaged the batch processor service to resume processing.

**Tip:** In a single-server environment, it is sufficient to specify `localhost` as the batch server name when configuring other server functionality.

### Monitoring, Stopping, and Restarting the Services

It is important to monitor health of the batch scheduler and batch processor services. If they are not operational, FlexNet Manager Suite is not performing tasks that manage data integrity. The web interface continues to operate, but data that relies on background processes (such as license consumption calculations) is not updated until the processes are once again operational.

In the main, you should not need to intervene manually with these services. By design, both are set to automatically restart after failure, and this is an important part of the system’s ability to heal itself. For example, if the database becomes inaccessible or the message queues are misconfigured, the batch scheduler responds by shutting down. Thereafter, the Windows Service restart setting allows the batch scheduler to try again each minute until processing can begin again.

**Tip:** This configuration is set during installation, and should not be changed without configuring a different method of restarting the service.

If you do need to restart the batch scheduler, previously requested tasks that are queued are preserved. These have been saved to the database as part of their processing (see How Batch Scheduling and Processing Works). On restart, the batch scheduler restores its internal state (the task queues) and continues as before.

If you restart the batch processor, running tasks are not left as orphans. On shut-down, the batch processor forcibly closes any processes that it is currently executing. These tasks are marked as failures in the execution history in the log file. Failed tasks are not resumed on restart. For this reason, it is best practice to use the following process for a shut-down and restart of the services:

1. Pause the batch scheduler to stop it sending new tasks to the batch processor:

   ```bash
   ShadowHost.exe BatchProcessTaskConsole process-dispatch -p
   ```
2. Monitor the running tasks, repeating until no tasks are listed as executing:

   ShadowHost.exe BatchProcessTaskConsole.exe list-tasks

   **Tip:** You can also review BatchProcessExecution/BatchProcessExecutionInfo in the database.

3. Stop the services and complete whatever adjustments are necessary.

4. Restart the services. The batch scheduler restarts in its paused mode.

5. Resume normal processing of the pending queue, and dispatch of tasks to the batch processor:

   ShadowHost.exe BatchProcessTaskConsole process-dispatch -r

For more details of pausing and resuming batch scheduling, see Additional Verbs for the Batch Scheduler.

### Killing or Failing Tasks

There is no direct way to kill tasks in the batch processing service. You may be able to interrupt and close executables called by the batch processor.

You can also ‘fail’ tasks; but misusing this feature in an attempt to interrupt and kill the task poses a considerable risk to system stability and data integrity. This is because failing the task only instructs the batch scheduler process to regard the task as dead, but does not stop the batch processor from running the task.

A task should only be failed when it is ‘lost’. This term means that execution has finished in the batch processor, but the batch scheduler has not been notified of its completion. If the task imposes constraints (listed in Batch Processing Constraints), its continued presence in the batch scheduler list may be blocking other tasks. In the very rare case of a suspected lost task, first validate that the batch processor is (still) configured properly to send messages to the batch scheduler; and then you can validate that a task is lost, and if necessary fail it, using these steps:

1. On your batch server, inspect the batch processor log files under %ProgramData%\Flexera Software\Compliance\Logging\BatchProcessScheduler.

2. If there are any error messages indicating that the batch processor cannot send messages to the batch scheduler, suspend this process, and first remedy the configuration of your batch scheduler and batch processor.

   Particularly for server identification issues, you may wish to re-run the PowerShell configuration scripts provided for installation and implementation, as these set up the correct relationship between the two services. You may alternatively need to repair permissions on the message queue; ensure MSMQ is running on all applicable servers; or take other action as required to remedy the particular problem. When these two services are again communicating properly, you may resume stepping through this process to clean up any task you suspect was lost during the period of messaging failure.

3. Execute:

   ShadowHost.exe BatchProcessTaskConsole.exe list-tasks

   The output includes the message GUID, which can be used when searching the batch scheduler/processor logs. Depending on when the breakdown occurred in status messaging from the batch processor back to
the batch scheduler, the suspect task may be shown as either Queued (if the batch processor hasn’t yet picked up the task, or if the message that the batch processor started work did not get through) or Processing (if only the end-of-task success or failure message was lost). Any other value of the task status means that the task is not lost, and you should exit this process and review alternative explanations.

4. Re-examine the batch processor log file, now looking for evidence that the suspect task has indeed finished. Alternatively, in cases where the batch processor starts a child process, examine that process or its logs for evidence of completion.

The underlying executables that are run in the child processes are listed in Batch Scheduler Command Line.

5. When the log files show the suspect task has definitely completed (successfully or otherwise, with mere completion being the requirement), and the list-tasks output still shows the same task as either Queued or Processing, copy the message ID from the output of the list-tasks command.

6. Substituting your copied message ID for the placeholder shown below, execute:

   `[ShadowHost.exe BatchProcessTaskConsole.exe fail-task -m messageGUID]`

   The batch scheduler updates the status of the task to Error to mark the failure (you can verify this by re-running the list-tasks command shown earlier).

Any blocked tasks can now be queued by the batch scheduler, and then executed by the batch processor.

**Symptom: ARL Starts While Blocked**

Even though other (time-consuming) tasks are running that should prevent the execution of the ARLImport task (as listed in Batch Processing Constraints), a queued request for ARLImport may suddenly trigger the execution of the task.

This is because the ARLImport task has (by default) a 60-minute ‘starvation limit’ that prevents it being held up (or ‘starved’ of processing time) for too long. Before the time limit is exceeded, tasks with lower exclusivity requirements (tenant scope, compared with the system/group scope for ARLImport) are allowed to run, even if requested later than the ARLImport task, where the latter is being delayed by other tasks. When the starvation limit is exceeded, the batch scheduler tightens constraints, and no longer allows tasks with lower exclusivity to ‘sneak in’ to the queue. Furthermore, as soon as the ARLImport is starved, any arriving request that would normally block the ARLImport is itself blocked first. These changes prioritize the queued ARLImport task for execution by moving it quickly to the front of the execution queue (for operational details, see How Batch Scheduling and Processing Works). This preemptive move prevents the task sitting in the Submitted state for an excessive (even indefinite) time, blocked by other constraining tasks.

By default, only the ARLImport task has a starvation limit. The number of minutes is stored in the StarvedAt column of the BatchProcessType database table. The use of this table means that it is theoretically possible to set a starvation time limit for all types of batch processor tasks. However, setting such ‘preemptive strikes’ on the batch scheduler is not recommended, since it is only useful for tasks with high exclusivity (like system) being starved by tasks with lower exclusivity (like tenant). Best practice is to allow the batch scheduler to fulfill its prioritization tasks without prejudice.
Flexera Analytics, powered by Cognos, allows you to build custom reports based on weekly snapshots of your licensing and installation data.

**Improved security**

From release 11.0.11 of IBM Cognos (shipped with FlexNet Manager Suite 2018 R2), Flexera Analytics supports the use of HTTPS protocols, both for communications between servers (in a multi-server implementation) and also for direct access from your web browser. You can also use the Transport Layer Security (TLS) 1.2 protocol to improve the security of data transfers, and this is the recommended security level for HTTPS communications. For more information, please see:

- Configuring IIS to Use SSL/TLS Encryption
- Reconfigure Cognos to Use Third-Party SSL Certificates.

These topics are both available in both of Installing FlexNet Manager Suite On-Premises and Upgrading FlexNet Manager Suite On-Premises, and both PDFs are available through the title page of online help.

**More About Flexera Analytics**

Data for reports is automatically copied from the compliance database to the data warehouse database once a week, by default at 6am (central server time) on Sunday mornings. You can adjust the schedule with the Data warehouse export scheduled task. Because this scheduled task calls the batch scheduler for FlexNet Manager Suite, this task waits until other running tasks are completed. For more information, see Server-Side Scheduled Tasks.

The system preserves the 12 most recent weekly snapshots. As well, the last snapshot taken within a month is preserved as a monthly snapshot, and the 36 most recent monthly snapshots are preserved. (The other weekly snapshots taken earlier each month are automatically culled as they are outside the 12 most recent.)

**Tip:** Snapshots have been collected since the FlexNet Manager Suite 2014 R1 release.

Log files for Flexera Analytics (powered by Cognos) are available in `<drive>:<Installation path>\logs`. The default value is `C:\Program Files\ibm\cognos\analytics\logs`. 
If the default number of operators in each Cognos role is not sufficient for your needs, please contact your Flexera Consultant to request additional quantities at no additional cost.

Before attempting to access Flexera Analytics, make sure that you have added the operator accounts to the appropriate role:

1. Navigate to the system menu (\u2014 in the top right corner), and choose Accounts.
2. In the Roles tab, expand the Business reporting portal section.
3. Select the appropriate privileges from the drop-down list (such as Analytics User).
4. Give the role an appropriate name and description, and click Create.
5. Switch to the All Accounts tab, and create or select your account, and assign it to the new role.

Registering Valid Domains for Custom URLs

People accessing your Flexera Analytics reports can save custom URLs to keep their favorites at their fingertips. However, each URL must contain a server name that is already specified in the valid domains list; otherwise, the users cannot create the URL.

Valid domains can only be registered by the operator in the Analytics Administrator role.

To register one or more domains for custom URLs:

1. On your server that hosts Flexera Analytics, run the IBM Cognos Configuration program as an Administrator.
2. In the Explorer panel on the left, navigate to Security > IBM Cognos Application Firewall.
3. In the main Component Properties panel, ensure that the value of the Enable CAF validation? property is set to True.
4. For the Valid domains or hosts property, select the value, and click the edit (pencil) icon that appears in this row.
   The Value - Valid domains or hosts dialog appears.
5. In this dialog, click Add and enter the domain and/or host-name you want to authorize.
   You may specify a fully-qualified domain name for a host, or use an asterisk wild card to match any host in a domain. You may also include multiple entries if need be. Examples include:
   - host1.exampleCompany.com
   - *.exampleCompany.com
6. When your list is complete, click OK to close the dialogue box.
7. In the Component Properties panel, select File > Save (or enter Ctrl+S) to save the updated configuration.
8. Restart the IBM Cognos services by clicking restart icon in the toolbar, or selecting Actions > Restart from the menu.
Restarting these services may take a little time.

Your changes are now active, and people reviewing your Flexera Analytics pages can now save their preferred URLs.

Data Models for Flexera Analytics

Two separate packages are supplied with FlexNet Manager Suite for use in Flexera Analytics:

- **Flexera Data Models** consists of two data models (relational and dimensional) that organize your asset-management data and define how the data relates to each another. The relational model organizes data using measures and attributes but uses a flat structure. The dimensional model organizes data using measures and attributes but uses a hierarchy structure that enables you to drill up and drill down to see how data relates to other functionality. For more information, see the “Flexera Data Models” chapter in the FlexNet Manager Suite Schema Reference PDF file, available through the title page of online help.

- a model of operational data. This model allows you to report on some data stored in the data warehouse database (suggested name: FNMSDataWarehouse), combined with data from the operational compliance database (suggested name: FNMSCompliance). This makes it a powerful model for custom reporting on operational data.

- **FlexNet Manager Platform Reports and Dashboard** contains a model of operational data. This model allows you to report on some data stored in the data warehouse database (suggested name: FNMSDataWarehouse), combined with data from the operational compliance database (suggested name: FNMSCompliance). This makes it a powerful model for custom reporting on operational data.

- **FlexNet Manager Platform Data Warehouse (analysis)** contains a dimensional model that allows greater flexibility for increased online analytical processing (OLAP). This data comes from the data warehouse database (suggested name: FNMSDataWarehouse), and some report-time specialized queries that calculate trending data sets and the like.

The models consist of the following elements:

- **Folder** — Both models provide folders that conveniently group related material together. In the dimensional model, each folder is called an analysis, including Installation analysis for reports about software inventory within your enterprise; and Consumption analysis for reports about license positions. The operational model provides a more sophisticated folder structure to group related database objects.

- **Fact** — In the dimensional model, the first child of each analysis folder is the central fact around which the related data dimensions and measures are organized. For example, the Installation analysis contains the Installation fact; and similarly, the Consumption analysis starts with the Consumption fact. The operational model does not include the fact element.

- **Dimension** — In the dimensional model, each dimension gives a related data set that you can use to analyze the central fact. For example, it’s obvious that when you report on your Installation fact, you need to analyze in terms of individual software applications; so that there is a Software title dimension available. The operational model includes dimensions from which you can select the operational data for your report.

- **Measure** — Each measure contains a specific value derived (in general) from one or more fields in one of the source databases. In the dimensional model, some measures are attached directly to the fact. For example, the
**Installation fact** has an **Installed (max qty)** measure that you can include in your reports. Measures also relate to other dimensions, but here they are referred to as **attributes**, and you generally choose from individual values of the attribute, rather than selecting the entire attribute. For example, the **Software title** dimension expands into a hierarchy of the **Publisher**, **Product**, and **Application** measures; but for creating reports, you generally select one of the publisher’s names, and so on.

*Figure 3: Elements in the dimensional data model*

The dimensional data model is covered in the following sections.

## Data Warehouse (Analysis) Model

**FlexNet Manager Platform Data Warehouse (analysis)** dimensional model centers around two related facts for analysis:

- **Installation fact**
- **Consumption fact**.

Because these facts are so closely related, they share several dimensions in common. These shared dimensions are grouped separately in this document, and described only once.

## Installation Analysis

The **Installation analysis** is a folder which contains:

- The **Installation fact** (see **Installation Fact: Measures**)
- A **Software title** dimension that is unique to the **Installation analysis** (see **Software Title Dimension**)
- Several common dimensions shared with the **Consumption analysis** (see **Point in Time Dimension** and **Enterprise Group Dimensions**).

Together these dimensions and associated measures/attributes allow you to analyze software installation numbers over time in your enterprise.
Installation Fact: Measures

The **Installation fact** allows tracking of software installations over time. The **Installation fact** supports the following measures. These general comments apply to all measures:

- For each measure, the figure shown is the maximum value found in all data snapshots included in your reporting period.

- All values are filtered by the access rights of the current operator (or report user). Access rights are managed through roles to which the operator is assigned, using enterprise groups of various kinds as filters. For example, if operator Sam is denied access to data from your North American location (and its children), then a report entry for license consumption in your Chicago office always shows zero when viewed by Sam, regardless of how many licenses are really consumed in Chicago.

- Since you may build a report using any combination of enterprise groups, the totals described for the following measures may be segmented across those groups, as expected. This subtotalling and segmentation effect is omitted from the following descriptions for simplicity.

### Table 9: Measures for the Installation fact (alphabetical listing)

<table>
<thead>
<tr>
<th>Measure</th>
<th>Notes</th>
</tr>
</thead>
</table>
| **Installed (max qty)** | The total number of application installations, as filtered by your chosen dimensions and identified in the most recent compliance calculation before the snapshot.  
  **Related management view:** License Compliance > Installed Applications.  
  **Database reference:** This is always a calculated value, not stored in the operations databases, but is the count of records for the matching application in the InstalledSoftwareData table.  
  **Data warehouse reference:** InstallationData table, InstalledCount column. |
| **Installed on VMs (max qty)** | The subset of the total application installations that are on devices identified as virtual machines. This is not relevant to license consumption, since these installations may be covered by special rights, or by exemptions, or in other ways so that they do not consume from a license.  
  **Related management view:** No direct equivalent.  
  **Database reference:** This is always a calculated value, not stored in the operations databases. The InstalledSoftwareData table records for the appropriate SoftwareTitleID (application) provide values for all relevant ComplianceComputerID (computers where the software is installed), as a foreign key to the ComplianceComputer table. The value is the count of these records where ComplianceComputerTypeID = 3 (virtual device).  
  **Data warehouse reference:** InstallationData table, VirtualEnvironmentCount column. |
<table>
<thead>
<tr>
<th>Measure</th>
<th>Notes</th>
</tr>
</thead>
</table>
| **Licensable installations (max qty)** | The subset of the total application installations that appear to be licensable (regardless of whether or not they are currently consuming from a license).  
*Related management view:* In application properties, on the **Devices** tab, you can add the **Licensable** column, and filter for **Yes**. The results returned gives the equivalent count for the chosen application.  
*Database reference:* This is always a calculated value, not stored in the operations databases. The **SoftwareTitle** table must have a **IsLicensable** value of **true**, and for everything except Oracle Instances, it is the count of installations found, as all of these must be accounted for in the compliance calculations. (It does not take account of device role exceptions and the like, as these depend on the license rather than the application.) In the case of Oracle Instances, there is an additional check that counts only those which are used as requiring licenses.  
*Data warehouse reference:* InstallationData table, LicensableInstalledCount column. |
| **Licensed (max qty)**           | The subset of the total application installations that have been covered by a license (and are consuming license entitlements) in the most recent compliance calculation before the snapshot.  
*Related management view:* **License Compliance > Installed Applications**, filtered by application name and **Licensed** = **Yes**.  
*Database reference:* This is always a calculated value, not stored in the operations databases; but is the count of records for the matching application in the **InstalledSoftwareData** table that have the **IsLicensed** column set to **true**.  
*Data warehouse reference:* InstallationData table, LicensedCount column. |
| **Used (max qty)**               | The subset of the total application installations that appear to be in use as at the most recent compliance calculation before the snapshot.  
*Related management view:* **License Compliance > Installed Applications**, filtered by application name and with **Usage** column displayed (this gives the count).  
*Database reference:* This is always a calculated value, not stored in the operations databases; but is the count of records for the matching application in the **InstalledSoftwareData** table that have the **IsUsed** column set to **true**.  
*Data warehouse reference:* InstallationData table, UsedCount column. |

**Software Title Dimension**

As part of the **Installation analysis**, the **Software title** dimension allows you to drill down to an individual application (or ‘software title’) as part of analyzing software installed throughout your enterprise.
The **Software title** dimension expands into a three-level hierarchy that gives you access to (in order):

- **Publisher**
- **Product**
- **Software Title Name** (or, as seen within FlexNet Manager Suite, the application name).

You may report on any level. For example, if you choose only a publisher, your report includes all products and applications from that publisher.

**Table 10: Attributes for the Software title dimension, Publisher level**

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Publisher</td>
<td>The name of the company that publishes this application (and product). Related management view: For each application, the publisher is linked through the General tab of the application properties. However, the publisher must exist first for linking, and these records are maintained in the Procurement &gt; All Vendors view. The publisher for each application is widely available in application listings, such as License Compliance &gt; All Applications. Database reference: The master list of all vendors (including both publishers and resellers) is maintained in the Vendor table. Once linked to an application, minimal detail about the publisher is replicated in the SoftwareTitlePublisher table, where this value is visible as PublisherName. This table is referenced through the SoftwareTitleProduct table, which is in turn referenced by the SoftwareTitle (application) table. Data warehouse reference: PublisherName column in the SoftwareTitleData table.</td>
</tr>
</tbody>
</table>
Table 11: Attributes for the Software title dimension, Product level

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Product</td>
<td>The common name for a family of applications, independent of version or edition details. This must be unique for any given publisher.</td>
</tr>
<tr>
<td></td>
<td>Related management view: For each application, the <strong>Product</strong> name is displayed in the <strong>General</strong> tab of application properties (and when you manually create an application record, you can link the product value there). All applications that share a common value in that <strong>Product</strong> field are deemed to be distinct versions/editions of the same product. The product name is widely available in application listings, such as <strong>License Compliance &gt; All Applications</strong> (although sometimes you must add it to the listing from the column chooser). Database reference: Product names are maintained in the <strong>SoftwareTitleProduct</strong> table. Data warehouse reference: <strong>ProductName</strong> column in the <strong>SoftwareTitleData</strong> table.</td>
</tr>
</tbody>
</table>

Table 12: Attributes for the Software title dimension, Software Title (or application) level (alphabetical listing)

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application</td>
<td>The name of the application.</td>
</tr>
<tr>
<td></td>
<td>Related management view: For each application, the <strong>Name</strong> is displayed in the <strong>General</strong> tab of application properties (and when you manually create an application record, you can edit the application name there). The application name appears in all application listings, such as <strong>License Compliance &gt; All Applications</strong>. Database reference: Available in the <strong>SoftwareTitle</strong> table, <strong>FullName</strong> column. Data warehouse reference: <strong>SoftwareTitleName</strong> column in the <strong>SoftwareTitleData</strong> table.</td>
</tr>
<tr>
<td>Application status</td>
<td>Shows the current status for the application, from values such as Authorized, Ignored, Deferred, and others.</td>
</tr>
<tr>
<td></td>
<td>Related management view: For each application, the <strong>Status</strong> is displayed in the <strong>General</strong> tab of application properties (and when you manually create an application record, you can edit the status there). The application <strong>Status</strong> is widely available in application listings, such as <strong>License Compliance &gt; All Applications</strong>. Database reference: Status values (for all applications) are saved in the <strong>SoftwareTitleAction</strong> table. The <strong>SoftwareTitle</strong> table references the appropriate value through the <strong>SoftwareTitleActionID</strong> column. Data warehouse reference: <strong>Action</strong> column in the <strong>SoftwareTitleData</strong> table.</td>
</tr>
<tr>
<td>Attributes</td>
<td>Notes</td>
</tr>
<tr>
<td>------------</td>
<td>-------</td>
</tr>
</tbody>
</table>
| **Classification** | The classification applied to this application, such as Commercial or Malware.  
*Related management view:* For each application, the **Classification** is displayed in the **General** tab of application properties (and when you manually create an application record, you can edit the classification there). The application classification is widely available in application listings, such as **License Compliance > All Applications.**  
*Database reference:* Classifications (for all applications) are saved in the SoftwareTitleClassification table. The SoftwareTitle table references the appropriate value through the SoftwareTitleClassificationID column.  
*Data warehouse reference:* Classification column in the SoftwareTitleData table. |
| **Edition** | The edition of this application. Editions describe different levels of product functionality, such as Standard and Pro.  
*Related management view:* For each application, the **Edition** is displayed in the **General** tab of application properties (and when you manually create an application record, you can edit the edition there). The application edition is widely available in application listings, such as **License Compliance > All Applications.**  
*Database reference:* All editions (for all applications) are saved in the SoftwareTitleEdition table. The SoftwareTitle table references the appropriate value through the SoftwareTitleEditionID column.  
*Data warehouse reference:* EditionName column in the SoftwareTitleData table. |
| **Is licensed** | A Boolean that indicates whether the application is linked to any license.  
*Related management view:* For each application, the **Licenses** tab of application properties lists the license(s) to which this application is linked. You can also attach or detach licenses to/from the application on that tab. The **Licensed** column is widely available in application listings, such as **License Compliance > All Applications.**  
*Database reference:* The SoftwareTitleLicense table links applications to licenses. If the SoftwareTitleID for the chosen application appears in this table (at snapshot time), then **Is licensed** reports Yes.  
*Data warehouse reference:* IsLicensed column in the SoftwareTitleData table. |
**Attributes**

<table>
<thead>
<tr>
<th>Attributes</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Version</td>
<td>The version (or release number) of this application. <strong>Related management view:</strong> For each application, the <strong>Version</strong> is displayed in the <strong>General</strong> tab of application properties (and when you manually create an application record, you can edit the version there). The application version is widely available in application listings, such as <strong>License Compliance &gt; All Applications</strong>. <strong>Database reference:</strong> All versions (for all applications) are saved in the <strong>SoftwareTitleVersion</strong> table. The <strong>SoftwareTitle</strong> table references the appropriate value through the <strong>SoftwareTitleVersionID</strong> column. <strong>Data warehouse reference:</strong> <strong>VersionName</strong> column in the <strong>SoftwareTitleData</strong> table.</td>
</tr>
</tbody>
</table>

**Consumption Analysis**

The **Consumption analysis** is a folder which contains:

- The **Consumption fact** (see **Consumption Fact: Measures**)
- A **Software license** dimension that is unique to the **Consumption analysis** (see **Software License Dimension**)
- Several common dimensions shared with the **Installation analysis** (see **Point in Time Dimension** and **Enterprise Group Dimensions**).

Together these dimensions and associated measures/attributes allow you to analyze license consumption numbers over time in your enterprise.

**Consumption Fact: Measures**

The **Consumption fact** allows tracking the results of license consumption calculations over time. It supports the measures listed below. These general comments apply to all measures:

- For each measure, the figure shown is the maximum value found in all data snapshots included in your reporting period.
- All values are filtered by the access rights of the current operator (or report user). Access rights are managed through roles to which the operator is assigned, using enterprise groups of various kinds as filters. For example, if operator Sam is denied access to data from your North American location (and its children), then a report entry for license consumption in your Chicago office always shows zero when viewed by Sam, regardless of how many licenses are really consumed in Chicago.
- Since you may build a report using any combination of enterprise groups, the totals described for the following measures may be segmented across those groups, as expected. This subtotalling and segmentation effect is omitted from the following descriptions for simplicity.
### Table 13: Measures for the Consumption fact (alphabetical listing)

<table>
<thead>
<tr>
<th>Measure</th>
<th>Notes</th>
</tr>
</thead>
</table>
| Allocated (max qty)| The number of installations (or users, depending on license type) that have specifically received allocations from the license in question. Allocations are essentially a manual linking of the installation/user with the license, to the exclusion of all other licenses, and may be made individually on the Consumption tab of the license properties. While they remain a 1:1 association, they can also be processed in bulk on the Apply Allocations and Exemptions page.  
  
  Related management view: See either the Consumption tab of the license properties, or the License Compliance > Apply Allocations and Exemptions page.  
  
  Database reference: The allocation count matches the number of entries in the SoftwareLicenseAllocation table that have both:  
  - A SoftwareLicenseID that links to the correct software license, and  
  - A value of 1, 2, or 3 for the SoftwareLicenseAllocationStatusID (this is a key to the text reasons given in the SoftwareLicenseAllocationStatus table, and these values mean that an allocation of some kind has been granted).  
  
  Data warehouse reference: AssignmentData table, AssignedCount column. |
| Consumed (max qty) | The consumption count for each license, as filtered by your chosen dimensions and identified in the last exported compliance calculation for each point in time. This is the final consumption calculation for each license, taking into account all beneficial aspects like items covered by other product use rights, device exemptions and the like.  
  
  Related management view: The Compliance tab of license properties displays the Consumed entitlements count. Also visible in many license listings, such as License Compliance > All Licenses.  
  
  Database reference: The total consumption for each license in the most recent compliance calculation is stored in the SoftwareLicense table, NumberInstalled column.  
  
  Data warehouse reference: ConsumptionData table, ConsumedCount column. |
<table>
<thead>
<tr>
<th>Measure</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Covered by downgrade right (max qty)</strong></td>
<td>The number of license entitlements consumed under a downgrade right (that is, the consumption occurred against a license for a later version or higher edition, but which included a downgrade right).</td>
</tr>
<tr>
<td><strong>Related management view:</strong> This collective total is not available in management views.</td>
<td></td>
</tr>
<tr>
<td><strong>Database reference:</strong> Downgrade count is the number of installations where the installed software title is a lower version or edition than the software title of the license. This involves linking from the InstalledSoftwareData table, through the SoftwareLicenseID to identify the license, and through the SoftwareTitleID to the SoftwareTitle table, where the SoftwareTitleVersionID and SoftwareTitleEditionID provide keys to the reference tables of versions and editions respectively.</td>
<td></td>
</tr>
<tr>
<td><strong>Data warehouse reference:</strong> ConsumptionData table, DowngradeCount column.</td>
<td></td>
</tr>
<tr>
<td><strong>Covered by rights on VMs and hosts (max qty)</strong></td>
<td>The number of virtual machines that are linked to the selected license, but that are not consuming any entitlements because they are covered by special product use rights.</td>
</tr>
<tr>
<td><strong>Related management view:</strong> For an individual license, look at the Consumption tab of license properties. Filter for Inventory device type of Virtual machine, and check the Consumed value (shows zero for any virtual device linked to this license but not consuming at the last license compliance calculation), and check for an Exemption reason such as Covered by virtual application access.</td>
<td></td>
</tr>
<tr>
<td><strong>Database reference:</strong> The SoftwareLicensePointsConsumedData table stores the count of entitlements consumed (in LicensesConsumed) for each license (identified by the SoftwareLicenseID). This is the count of records for a given SoftwareLicenseID for which the LicensesConsumed value is 0 and the ComplianceComputerTypeID in the associated ComplianceComputer record is 3 (for virtual machine).</td>
<td></td>
</tr>
<tr>
<td><strong>Data warehouse reference:</strong> ConsumptionData table, VMNonConsumedCount column.</td>
<td></td>
</tr>
<tr>
<td>Measure</td>
<td>Notes</td>
</tr>
<tr>
<td>----------------------------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td><strong>Covered by second use right (max qty)</strong></td>
<td>The number of license entitlements that were <em>not</em> consumed because the related consumption was covered by the second use right on the license. <strong>Related management view:</strong> This collective total is not available in management views. For an individual license, open the license properties, and review the <strong>Consumption</strong> tab. A device contributing to this count shows 0 in the <strong>Consumed</strong> column, and an <strong>Exemption reason</strong> of <strong>Second use</strong>. <strong>Database reference:</strong> This is always a calculated value, not stored in the operations databases; but is the count of records in the <strong>SoftwareLicenseSecondUseMapping</strong> table that have the <strong>SoftwareLicenseID</strong> column set to the ID of this license in the <strong>SoftwareLicense</strong> table. <strong>Data warehouse reference:</strong> ConsumptionData table, SecondUseCount column.</td>
</tr>
<tr>
<td><strong>Exempted (max qty)</strong></td>
<td>The number of installations linked to the license that do not consume a license entitlement because they have an exemption. Exemptions may take either of two forms:</td>
</tr>
<tr>
<td></td>
<td>• An exemption for an individual inventory device linked to the license can be made on the <strong>Consumption</strong> tab of the license properties (these manual exemptions may also be made in bulk using the <strong>Apply Allocations and Exemptions</strong> page)</td>
</tr>
<tr>
<td></td>
<td>• An exemption may be made automatically during license consumption calculations when the inventory device has been assigned a role (such as Test) that matches an exemption reason declared in the <strong>Use rights &amp; rules</strong> tab of the license properties.</td>
</tr>
<tr>
<td></td>
<td><strong>Related management view:</strong> See either the <strong>Consumption</strong> tab of the license properties, or the <strong>License Compliance &gt; Apply Allocations and Exemptions</strong> page.</td>
</tr>
<tr>
<td></td>
<td><strong>Database reference:</strong> The exemption count matches the number of entries in the <strong>SoftwareLicenseAllocation</strong> table that have both:</td>
</tr>
<tr>
<td></td>
<td>• A <strong>SoftwareLicenseID</strong> that links to the correct software license, and</td>
</tr>
<tr>
<td></td>
<td>• A non-null value of <strong>SoftwareLicenseExemptionReasonID</strong> (this is a key to the text reasons given in the <strong>SoftwareLicenseExemptionReason</strong> table, and any valid value means that an exemption of some kind has been granted).</td>
</tr>
<tr>
<td></td>
<td><strong>Data warehouse reference:</strong> ExemptCount column in the ConsumptionData table.</td>
</tr>
<tr>
<td>Measure</td>
<td>Notes</td>
</tr>
<tr>
<td>------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
</tbody>
</table>
| **Installed (max qty)** | The number of installed software records that are linked to the license in question. This is unlikely to be the total number of installations of the same application.  
*Related management view:* For an individual license, look at the Applications tab of the license properties, and add the **Installed** column from the column chooser. There is no management view that shows this value for many licenses at a time. (Keep in mind that this is not the **Installed** count on an applications listing such as **Installed Applications**, because that figure is not filtered by license.)  
*Database reference:* The `InstalledSoftwareData` table records installations and links to licenses through the `SoftwareLicenseID` property.  
*Data warehouse reference:* `InstalledCount` column in the `ConsumptionData` table. |
| **Last purchase date** | The most recent purchase date of all the purchases linked to the selected license.  
*Related management view:* For an individual license, you can check the result on the **Purchases** tab of the license properties, adding the **Purchase date** to the table from the column chooser, and sorting on the dates to see the latest one.  
*Database reference:* Not saved as a distinct value in the operations databases. The `EntitlementTransaction` table links individual purchases (through the `PurchaseOrderDetailID`) to licenses (through the `SoftwareLicenseID`). Each purchase then links to the `PurchaseOrder` table through its `PurchaseOrderID`, and this table records the `PurchaseOrderDate` for all the purchases that form part of the same purchase order.  
*Data warehouse reference:* `LastPurchaseDate` column in the `PurchaseData` table. |
<table>
<thead>
<tr>
<th>Measure</th>
<th>Notes</th>
</tr>
</thead>
</table>
| **Licensed cores (max)** | The number of processor cores that are covered by a license, totaled for all inventory devices linked to this license at the appropriate license consumption calculation.  
*Related management view:* In the properties for an individual license, check the **Consumption** tab and add the **Cores** column from the column chooser. This shows the number of cores licensed for each device attached to this license. (Remember that the core count for individual devices may be missing from inventory, depending on the inventory tool used; and that you can manually correct the value in the **Hardware** tab of the inventory device properties.) No management view of multiple licenses shows the total cores licensed.  
*Database reference:* Individual core counts per device are saved in the SoftwareLicenseCoresConsumedData table, with the total per license summed for all records that have the appropriate SoftwareLicenseID.  
*Data warehouse reference:* LicensedCores column in the ConsumptionData table.                                                                                                                                 |
| **Linked VMs (max qty)** | The number of devices linked to this license that are virtual machines. This includes virtual machines which are not consuming entitlements because they are covered by other product use rights, exemptions, and the like.  
*Related management view:* This collective total is not available in management views.  
*Database reference:* Installations recorded in the InstalledSoftwareData are linked through the ComplianceComputerID column to the ComplianceComputer. Of these linked records in ComplianceComputer, the number with ComplianceComputerTypeID=3 gives the count of VMs (this is a foreign key to the ComplianceComputerType table, where 3 = Virtual Machine).  
*Data warehouse reference:* VirtualEnvironmentCount column in the ConsumptionData table.                                                                                                                                 |
<table>
<thead>
<tr>
<th>Measure</th>
<th>Notes</th>
</tr>
</thead>
</table>
| **Purchased (max qty)** | The total number of license entitlements owned by the enterprise (or enterprise group) for the given license, being the sum of the Licensed from PO and **Extra entitlements** values stored in the properties of the license. This is the number of entitlements you are entitled to consume for this license. (Where individual purchases have been associated with particular enterprise groups, these facts are reflected in the subtotals for relevant groups.)  
  Related management view: See the Compliance tab of the individual license properties, or review a license listing such as the License Compliance > All Licenses page.  
  Database reference: The EntitlementTransaction table links individual purchases (through the PurchaseOrderDetailID) to licenses (through the SoftwareLicenseID). The PurchasedCount in the data warehouse is the sum of the LicenseQuantity fields for all records in the PurchaseOrderDetail table that are thus linked to the relevant license (filtered for appropriate enterprise groups, where the purchases have values for LocationID, BusinessUnitID, CostCenterID, or CategoryID). Any **Extra entitlements** (which are saved in the NumberPurchased field of the SoftwareLicense table) are added to the subtotal for the enterprise group identified in the license (if any), or rolled into the total for the enterprise, as appropriate.  
  Data warehouse reference: PurchasedCount column in the PurchaseData table. |
| **Shortfall/Availability (max)** | The calculated difference between **Total entitlements** and Consumed entitlements (visible in the Compliance tab of the license properties). Positive values show entitlements still available, and negative values show that consumption exceeds purchases (a purchasing shortfall).  
  Related management view: For each license, see the Shortfall/Availability figure in the Compliance tab of the license properties. Also available in license listings such as License Compliance > All Licenses.  
  Database reference: This figure is not saved in the operations databases.  
<table>
<thead>
<tr>
<th>Measure</th>
<th>Notes</th>
</tr>
</thead>
</table>
| **Total purchase price (max)** | The total of all recorded costs for all the purchases linked to the particular  
license. (This may be unrelated to the costs of licenses consumed.)  
*Related management view:* The total price for each individual purchase is visible in the All Purchases page (and in the Financial tab of the properties of each purchase, where details can be recorded). There is no management view that shows the rolled-up total of all the purchases linked to a specific license.  
*Database reference:* The EntitlementTransaction table links individual purchases (through the PurchaseOrderDetailID) to licenses (through the SoftwareLicenseID). The Total purchase price is the sum of the TotalPrice fields for all records in the PurchaseOrderDetail table that are thus linked to the relevant license.  
*Data warehouse reference:* PurchasedCost column in the PurchaseData table. |
| **Used (max qty)**             | Out of the installation records linked to the particular license, this is the subset for which there are usage records that meet the current criteria for software usage (by default, an application must have been used at least once in the last 3 months, with the settings adjustable on the Usage tab of the application properties).  
*Related management view:* You can inspect which devices/users are known to have used the licensed software on the Consumption tab of the license properties. As well, license views such as License Compliance > All Licenses offer the Used count for the installations linked to each license.  
*Database reference:* This is the count of records in the InstalledSoftwareUsageData table that have the SoftwareLicenseID matching the current license.  
*Data warehouse reference:* UsedCount column in the ConsumptionData table. |

**Software License Dimension**

As part of the Consumption analysis, the Software license dimension allows you to drill down to an individual license for a specific product, as part of analyzing license consumption throughout your enterprise.

The Software license dimension expands into a four-level hierarchy that gives you access to (in order):

- **Publisher**
- **License Type**
- **Product Name**
- **License Name**.
### Table 14: Attributes for the Software license dimension, Publisher level

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Publisher</td>
<td>The name of the company that publishes this application (and product). Related management view: For each application, the publisher is linked through the General tab of the application properties. However, the publisher must exist first for linking, and these records are maintained in the Procurement &gt; All Vendors view. The publisher cited in each license is widely available in license listings, such as License Compliance &gt; All Licenses. Database reference: The master list of all vendors (including both publishers and resellers) is maintained in the Vendor table. Once linked to an application, minimal detail about the publisher is replicated in the SoftwareTitlePublisher table, where this value is visible as PublisherName. This table is referenced through the SoftwareTitleProduct table, which is in turn referenced by the SoftwareTitle (application) table. Data warehouse reference: PublisherName column in the SoftwareLicenseData table.</td>
</tr>
</tbody>
</table>

### Table 15: Attributes for the Software license dimension, License type level

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>License type</td>
<td>The type of each license (as defined in FlexNet Manager Suite). Used here as a grouping mechanism, so that you must first choose the license type to drill down any further. Related management view: For each license, the License type appears in the Identification tab of the license properties. License type is also widely available in license listings, such as License Compliance &gt; All Licenses. Database reference: License types are saved in the SoftwareLicenseType table. From there they are referenced by the SoftwareLicense table through the LicenseTypeID value. Data warehouse reference: LicenseType column in the SoftwareLicenseData table.</td>
</tr>
</tbody>
</table>
Table 16: Attributes for the Software license dimension, Product name level

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Notes</th>
</tr>
</thead>
</table>
| Product    | The common name for a family of applications, independent of version or edition details. This must be unique for any given publisher.  
*Related management view:* For each license, the Product name is displayed in the Applications tab of the license properties (and you can link other applications there, each of which displays its own Product value). Keep in mind, too, that a license may be linked to applications from more than one product. The Product name is widely available in license listings, such as License Compliance > All Licenses (although sometimes you must add it to the listing from the column chooser).  
*Database reference:* Product names are maintained in the SoftwareTitleProduct table.  
*Data warehouse reference:* ProductName column in the SoftwareLicenseData table. |

Table 17: Attributes for the Software license dimension, License name level (alphabetical listing)

<table>
<thead>
<tr>
<th>Attributes</th>
<th>Notes</th>
</tr>
</thead>
</table>
| Compliance status | Indicates whether or not use of software under this license complies with the license terms and conditions (and some related values).  
*Related management view:* For individual licenses, the Compliance status value is displayed in the Compliance tab of the license properties. The Compliance status column is widely available in license listings, such as License Compliance > All Licenses.  
*Database reference:* Values are stored in the SoftwareLicenseComplianceStatus static table. Individual license records link to this using the SoftwareLicenseComplianceStatusID property.  
*Data warehouse reference:* ComplianceStatus column in the SoftwareLicenseData table. |
<table>
<thead>
<tr>
<th>Attributes</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Duration</strong></td>
<td>The localized form of the possible license duration values, for which the English defaults are:</td>
</tr>
<tr>
<td></td>
<td>• Perpetual (a license that is not time-limited)</td>
</tr>
<tr>
<td></td>
<td>• Subscription (a license that must be renewed by regular payments, usually annually)</td>
</tr>
<tr>
<td></td>
<td>• Time limited (a license that will expire, and typically cannot be renewed, such as a time-limited evaluation license)</td>
</tr>
<tr>
<td></td>
<td><em>Related management view:</em> For individual licenses, the <strong>Duration</strong> value is displayed in the <strong>Identification</strong> tab of the license properties. The <strong>Duration</strong> column is widely available in license listings, such as <strong>License Compliance &gt; All Licenses</strong> (although sometimes you must add it to the listing from the column chooser).</td>
</tr>
<tr>
<td></td>
<td><em>Database reference:</em> Duration default values (and numeric keys) are stored in the <strong>SoftwareLicenseDuration</strong> table. Individual license records link to this through the <strong>SoftwareLicenseDurationID</strong> property.</td>
</tr>
<tr>
<td></td>
<td><em>Data warehouse reference:</em> Duration column in the <strong>SoftwareLicenseData</strong> table.</td>
</tr>
<tr>
<td><strong>Estimated unit price</strong></td>
<td>An approximate cost for a single entitlement purchased for this license. If the <strong>Override unit price</strong> has been set on the <strong>Purchases</strong> tab of the license properties, this is the value used. Otherwise, the unit price (<strong>Total price</strong> divided by <strong>Effective quantity</strong>) is taken from the most recent purchase linked to the license.</td>
</tr>
<tr>
<td></td>
<td><em>Related management view:</em> For an individual purchase, the unit price is listed in the <strong>Financial</strong> tab of the purchase properties, as <strong>Quantity X at unit price:</strong> The <strong>Unit price (currency)</strong> column is widely available in listings of purchases (although you sometimes you must add it to the listing from the column chooser).</td>
</tr>
<tr>
<td></td>
<td><em>Database reference:</em> See the <strong>PurchaseOrderDetail</strong> table, UnitPrice column.</td>
</tr>
<tr>
<td></td>
<td><em>Data warehouse reference:</em> EstimatedUnitPrice column in the <strong>SoftwareLicenseData</strong> table.</td>
</tr>
<tr>
<td>Attributes</td>
<td>Notes</td>
</tr>
<tr>
<td>-----------------</td>
<td>----------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Expiry date</td>
<td>For subscription (or other time-limited) licenses, this is the date when the current license expires. Any value is ignored when SoftwareLicenseDurationID = 3 (that is, for a perpetual license.) A null value in this field also means that the license is perpetual, since it does not have an expiry date. Related management view: For individual licenses, the Expiry date value is displayed in the Identification tab of the license properties. The Expiry date column is widely available in license listings, such as License Compliance &gt; All Licenses (although sometimes you must add it to the listing from the column chooser). Database reference: See the SoftwareLicense table, ExpiryDate column. Data warehouse reference: ExpiryDate column in the SoftwareLicenseData table.</td>
</tr>
<tr>
<td>Grants downgrade right</td>
<td>A Boolean that indicates whether this license offers downgrade rights. Tip: There is no corresponding reporting on the upgrade right. This is because when the upgrade right is available, FlexNet Manager Suite automatically updates the primary application on the license to the most recent version. This means, in effect, that every license with the upgrade right has already been upgraded to the max. Related management view: For license types that support downgrade rights, there is a Downgrade rights section in the Use rights &amp; rules tab of the license properties that gives details. There is no equivalent of this Boolean in management views within FlexNet Manager Suite. Database reference: Saved in the SoftwareLicenseProduct table, in the DowngradeEnabled column. You may also need to check InheritDowngradeFromContract, and if necessary follow the InheritDowngradeFromContractID to find the setting inherited from that contract. Data warehouse reference: GrantsDowngrade column in the SoftwareLicenseData table.</td>
</tr>
<tr>
<td>Attributes</td>
<td>Notes</td>
</tr>
<tr>
<td>----------------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
</tbody>
</table>
| **Grants rights on VMs and hosts** | A Boolean that indicates whether the license provides specific rights for virtual machines or their hosts.  
*Related management view:* For individual licenses, when the **Use rights & rules** tab includes a section on **Right of second use**, the setting **No special virtualization rights** sets this Boolean to 0 (false). The remaining three settings on that section set this Boolean to 1 (true).  
*Database reference:* See SoftwareLicense table, CoverInstallsOnVirtualMachines column.  
*Data warehouse reference:* GrantsVirtualEnvironment column in the SoftwareLicenseData table. |
| **Grants second use right**      | A Boolean that indicates whether this license offers second use rights. Only supported for license types where **License type supports second use right** is 1 (true).  
*Related management view:* For license types that support second use rights, there is a **Right of second use** section in the **Use rights & rules** tab of the license properties that gives details. There is no equivalent of this Boolean in management views within FlexNet Manager Suite.  
*Database reference:* Saved in the SoftwareLicense table, in two columns:  
- SecondUsageWorkLaptop is a Boolean that authorizes second use on a work laptop linked through the user to a desktop with a relevant installation  
- SecondUsageAtHome is a Boolean that authorizes a user with a work installation of the software to use a second copy at home (where, obviously, inventory is not collected).  
Alternatively, check the **SecondUsageInheritFromContract** Boolean, and if that is true, follow the link in the **SecondUsageInheritFromContractID** column to find the settings inherited from the contract.  
*Data warehouse reference:* GrantsSecondUse column in the SoftwareLicenseData table. |
| **License**                      | The full name of this license.  
*Related management view:* For each license, the **Name** is displayed (end editable) in the **Identification** tab of license properties. The **Name** is displayed in every license listing, such as **License Compliance > All Licenses**.  
*Database reference:* Saved in the SoftwareLicense table, in the **Name** column.  
*Data warehouse reference:* LicenseName column in the SoftwareLicenseData table. |
<table>
<thead>
<tr>
<th><strong>Attributes</strong></th>
<th><strong>Notes</strong></th>
</tr>
</thead>
</table>
| **License edition**                       | The edition of this license. While this is strictly an attribute of the license, a common convention is to allow automatic updating to reflect the edition of the latest application version linked to the license.  
*Related management view:* For each license, the **Edition** is displayed (end editable) in the **Identification** tab of the license properties. The **Edition** is widely available in license listings, such as License Compliance > All Licenses (although sometimes you must add it to the listing from the column chooser).  
*Database reference:* Saved in the SoftwareLicense table, in the **Edition** column.  
*Data warehouse reference:* LicenseEdition column in the SoftwareLicenseData table. |
| **License status**                        | Where this license was (at snapshot time) in the license life-cycle: whether Purchased, Received, In stock, Active, or Retired.                                                                                                    |
|                                           | **Tip:** Do not confuse this value with Compliance status.                                                                                                                                                                    |
| **License type supports second use right**| A Boolean that indicates whether the current license type is capable of supporting the right of second use.                                                                                                                    |
|                                           | *Related management view:* For individual licenses, the **Use rights & rules** tab includes a section on Right of second use when this value is true, and otherwise omits the section entirely. There is no equivalent available in management views.  
*Database reference:* No equivalent value stored in the compliance database (the value is calculated on the fly as the snapshot is saved to the data warehouse database (suggested name: FNMSDataWarehouse).  
*Data warehouse reference:* UseInSecondUseRights column in the SoftwareLicenseData table. |
Attributes

<table>
<thead>
<tr>
<th>Attributes</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>License version</td>
<td>The version of this license. Note that this version number applies strictly to the license, and so may have been used in custom ways in your enterprise; but a common convention is to make the license version reflect the version of the application initially licensed here (although these versions may change through upgrade and downgrade rights). Another convention is to allow automatic updating to reflect the latest application version linked to the license. <em>Related management view:</em> For each license, the Version is displayed (end editable) in the Identification tab of the license properties. The Version is widely available in license listings, such as License Compliance &gt; All Licenses (although sometimes you must add it to the listing from the column chooser). <em>Database reference:</em> Saved in the SoftwareLicense table, in the Version column. <em>Data warehouse reference:</em> LicenseVersion column in the SoftwareLicenseData table.</td>
</tr>
<tr>
<td>Subject to true-up</td>
<td>A Boolean that indicates whether this is a true up license. A true up license will not be displayed as At risk, with any over-consumption in a period being adjusted through the regular (usually annual) true up process. <em>Related management view:</em> For each license, there is a Subject to true up check box available in the Identification tab of the license properties. The Subject to true up column is widely available in license listings, such as License Compliance &gt; All Licenses (although sometimes you must add it to the listing from the column chooser). <em>Database reference:</em> Saved in the SoftwareLicense table, in the TrueUp column. <em>Data warehouse reference:</em> IsTrueUp column in the SoftwareLicenseData table.</td>
</tr>
</tbody>
</table>

Common Dimensions

This section documents dimensions that are common to both the Installation analysis and the Consumption analysis. These include:

- The **Point in time** dimension, which sets the reporting period for your custom reports, and determines how many saved data snapshots are included in them
- Four dimensions covering the four types of enterprise group (Corporate unit, Location, Cost center and Category) that allow you to segment the reported figures across your enterprise, using the corporate structure you have established in FlexNet Manager Suite
- Four near-duplicate dimensions (Corporate unit (Software license), Location (Software license), Cost center (Software license) and Category (Software license)), which, although they are unique to the Consumption analysis, are included in this section because their attributes and values exactly duplicate the
previous four. The distinct purpose of these additional dimensions is to allow reporting on the ownership of software licenses, as distinct from the consumption of software licenses using the previously-mentioned four dimensions. Thus you could, for example, use custom reports to track down licenses assigned to (owned by) the Marketing department, but accidentally being consumed by the Sales team.

**Point in Time Dimension**

The **Point in time** dimension expands into a tree hierarchy with three levels:

- **Year**
- **Month** within a year
- **Day**, which is really the full date/time value when the snapshot was recorded in the data warehouse database.

You can, of course, pick any period (such as a year) to prepare your report, and then within the published report drill through to smaller time intervals, down to the individual data snapshot. Snapshots are recorded weekly by default.

This dimension has no equivalent in the management views within FlexNet Manager Suite, and does not reflect data stored in the compliance database.

**Table 18: Attributes for the Point in time dimension**

<table>
<thead>
<tr>
<th>Attributes</th>
<th>Notes</th>
</tr>
</thead>
</table>
| **Year**   | The year in which a snapshot was captured.  
*Data warehouse reference:* SnapshotData table, in the SnapshotYear column. |
| **Month**  | The month in which a snapshot was captured.  
*Data warehouse reference:* SnapshotData table, in the SnapshotMonth column. |
| **Month-year** | A convenience caption for reporting that combines the numeric month and year values. For example, August 2016 is represented as 8 - 2016.  
*Data warehouse reference:* SnapshotData table, combining the SnapshotMonth and SnapshotYear columns. |
| **Day**    | The day (number within the month) on which the snapshot was captured.  
*Data warehouse reference:* SnapshotData table, in the SnapshotDay column. |
Attributes | Notes
---|---
Date | The full date/time value when the snapshot was stored (for example, 2016-09-03 14:40:00.000). The date is represented in the extended format defined in ISO 8601:2004 (that is, YYYY-MM-DD) and the time is in 24-hour format listing hours, minutes, seconds, and milliseconds. The time zone is not included, but all timestamps are recorded using the time setting on your central application server.

Data warehouse reference: SnapshotData table, in the SnapshotDate column.

Enterprise Group Dimensions

There are four kinds of enterprise group in FlexNet Manager Suite:

- **Corporate unit**
- **Location**
- **Cost center**
- **Category**

Each of these four kinds is available as a dimension for your custom reports, present in common in both the Installation analysis and the Consumption analysis. This allows you to segment either application installation numbers or license consumption numbers across various kinds of enterprise groups, as best fits your corporate approach to group management.

**Tip:** Keep in mind that the numbers quoted for each enterprise group are "rolled up totals": that is, they are the total for all the children of this group, plus any local value for the group itself. For example, consider this simplified location hierarchy (each row being the only child of the one above) with the local installation counts of a particular application as shown. Each location then shows the rolled-up total installation values given in the third column:

<table>
<thead>
<tr>
<th>Location</th>
<th>Local installations</th>
<th>Rolled-up total shown</th>
</tr>
</thead>
<tbody>
<tr>
<td>North America HQ</td>
<td>12</td>
<td>55</td>
</tr>
<tr>
<td>North-west Region Office</td>
<td>10</td>
<td>43</td>
</tr>
<tr>
<td>Chicago Office</td>
<td>33</td>
<td>33</td>
</tr>
</tbody>
</table>

In reality, the rolling up of totals is more complex, since any high-level enterprise group is likely to have many peer children, each of which has many peer children, and so on down through the tree.

In the case of the Consumption analysis (only), as well as the basic enterprise groups that you may use to analyze consumption across different groups, there is a second set of the same groups with a slightly different naming convention:

- **Corporate unit** (from license)
- **Location** (from license)
- Cost center (from license)
- Category (from license).

These identify the same kinds of groups, but in this case as an attribute of the license itself, identifying any relationship between the license and enterprise groups established on the Ownership tab of the license properties.

The presence of enterprises groups in these two ways, both tracking the ownership of the license and separately segmenting the consumption of the same license, allow you to probe scenarios such as licenses that you thought were assigned to one group being consumed elsewhere (which means the license was over-assigned to the first group, and has spare capacity).

Each of the enterprise group dimensions expands to show a tree hierarchy with maximum depth of 10 levels of child groups of the same kind. Each level is identified in the group's label, such as Location - level 3.

At each level, each corporate group has only a single attribute available:

**Table 19:** Attribute for the enterprise group dimensions, at each of the 10 levels

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enterprise group name</td>
<td>The name of each Corporate unit, Location, Cost center, or Category, as displayed in the label (in place of the Enterprise group placeholder).&lt;br&gt;&lt;br&gt;Related management view: The name of each enterprise group is available wherever groups are included in management views within FlexNet Manager Suite. The details are maintained in the listing for each enterprise group (available through Enterprise &gt; Group type), where you may expand the hierarchy to any focus point, and either click the + icon to add a new child, or click the edit (pencil) icon to modify the name of an existing group.&lt;br&gt;&lt;br&gt;Database reference: The GroupEx table, in the GroupCN column.&lt;br&gt;&lt;br&gt;Data warehouse reference: In the appropriately named table:&lt;br&gt;• LocationData&lt;br&gt;• CorporateUnitData&lt;br&gt;• CostCenterData&lt;br&gt;• CategoryData&lt;br&gt;&lt;br&gt;find the name for the group at the appropriate level in LevelXName, where X has a value from 1 to 10.</td>
</tr>
</tbody>
</table>
User authentication is a critical component of the security structure in your organization. Many security-conscious organizations are moving beyond traditional user name and password authentication within each tool they use, to a standard “single sign-on” approach. This chapter describes the authentication technologies and configuration requirements that can be used with FlexNet Manager Suite to integrate with a single sign-on infrastructure.

**Single Sign-On Support with SAML**

To enable single sign-on using an identity provider, FlexNet Manager Suite includes support for Security Assertion Markup Language (SAML) 2.0 technology, and will integrate with any identity providers that are compliant with SAML 2.0.

![Tip: The terminology for SAML describes the two sides of the relationship with the following terms:](image)

- The system that controls operator login for authentication is called an “identity provider”. Any identity provider that complies with SAML 2.0 is supported. Examples include:
  - Okta ([http://www.okta.com](http://www.okta.com))
  - G Suite ([http://gsuite.google.com](http://gsuite.google.com))
  - SalesForce ([http://www.salesforce.com](http://www.salesforce.com)).
- The software that the operator can access after login (in this case, FlexNet Manager Suite) is called a “service provider”.

**Using Single Sign-on**

When single sign-on has been configured appropriately, an attempt to log in to FlexNet Manager Suite will be redirected to the identity provider (IdP), where the login is supported. You may also log in to FlexNet Manager Suite directly from the identity provider, provided that this has been configured with the appropriate link to FlexNet Manager Suite.

When logging out, you can choose to close the FlexNet Manager Suite session, without affecting the session on the identity provider (or any other service provider); or may be able to initiate a complete logout from the
identity provider. Note that a complete logout requires that the identity provider supports this function, and that the identity provider has this functionality configured.

**Configuring Single Sign-on (Overview)**

Authentication services for SAML 2.0 are provided through use of the third-party tool Kentor.AuthServices. This tool requires you to configure FlexNet Manager Suite to meet the requirements of your chosen identity provider. The major configuration steps are as follows:

1. Plan your single sign-on strategy:
   - Identify your identity provider, one which supports your preferred configuration
   - Will you support single sign-on initiated by the identity provider?
   - Will you or your identity provider require signed and/or encrypted SAML assertions?
   - Do you require support for single log-out?

2. Configure FlexNet Manager Suite as a service provider by giving it an entity ID, saved in its `web.config` file.

3. Determine whether your implementation requires that FlexNet Manager Suite use a digital certificate to support signing and encryption of the SAML assertions exchanged with the identity provider; and if so, provide the certificate and configure both the service provider and the identity provider to support it. Configuration for the service provider is again within its `web.config` file.

4. Configure the service provider (FlexNet Manager Suite) with the details needed for communication with the selected identity provider. You may do this either by:
   - Configuring it to read values from the metadata XML file maintained by the identity provider (recommended)
   - Recording the full details of configuration in its own `web.config` file (when the identity provider does not provide access to a metadata file).

   All changes to the `web.config` file are covered in Configuring FlexNet Manager Suite as a SAML Service Provider.

5. Configuring your chosen identity provider to recognize FlexNet Manager Suite. For details, see Configuring Your Identity Provider to Recognize FlexNet Manager Suite.

**Configuring FlexNet Manager Suite as a SAML Service Provider**

To set up authentication using any SAML 2.0 tool, you need to make changes to:

- The `web.config` file for FlexNet Manager Suite
- The `web.config` file for Flexera Analytics, if that is in use in your implementation
- Microsoft Internet Information Services on affected servers
- The identity provider.
Note: When SAML 2.0 is enabled, all operators of FlexNet Manager Suite must log in using the same configured identity provider. It is not possible to operate in a mixed mode where some operators use Windows Integrated Authentication and others use a single sign-on identity provider.

To configure use of a single sign-on tool using SAML 2.0:

1. In a flat text editor, open the web.config file for the web application server of FlexNet Manager Suite.

   By default, this is located on your web application server (or, in a single-server implementation, your application server) in <drive>:\Program Files (x86)\Flexera Software\FlexNet Manager Platform\WebUI.

2. Identify the authenticationType attribute in the signOn element, and update the value to Saml.

   Original:
   
   ```xml
   <signOn authenticationType="Default" allowSelfSigned="true"
   ```

   Updated:
   
   ```xml
   <signOn authenticationType="Saml" allowSelfSigned="true"
   ```

   Tip: You can also customize the property of operators used to authenticate access to FlexNet Manager Suite. For more information, see Customizing Operator Login Data Type.

3. Optionally, update the createUnknownOperator Boolean attribute of the signOn element.

   • When createUnknownOperator=true, and a user successfully logs into your identity provider who is not already a known operator in FlexNet Manager Suite, the operator is automatically created in FlexNet Manager Suite as a time-saving measure. However, the new operator is not assigned to any roles in FlexNet Manager Suite, and is therefore presented with the Sign In Failure page. To permit access, a known administrator must assign the appropriate role(s) for the new operator.

   • When createUnknownOperator=false, and a user successfully logs into your identity provider who is not already a known operator in FlexNet Manager Suite, the user is presented with the Sign In Failure page. To permit access, a known administrator must first create an operator account for this user, and then assign the appropriate role(s) for the new operator.

   Tip: The serviceUri, accountUri, and managerUri fields are not required for SAML authentication.

   In summary, the user experience is identical in both cases, and both have the same secure outcomes (access is denied); but there is a little less work for the administrator in the first case.

4. Continue searching through the web.config file, and update the Kentor.AuthServices element with the SAML 2.0 details, as follows.

   The Kentor.AuthServices element stores details about the service provider (FlexNet Manager Suite). It has two child elements that cover the identity provider and the optional identity provider Certificates. Each section is described in turn in the following tables. More details about the attributes described below are

**Configuration information for FlexNet Manager Suite as the Service Provider**

Edit these attributes in the Kentor.AuthServices element.

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>entityId</td>
<td>A mandatory URI that uniquely identifies FlexNet Manager Suite as the service provider. This must remain fixed for the lifetime of the SAML configuration.</td>
</tr>
<tr>
<td></td>
<td><strong>Tip:</strong> If Secure Socket Layer (SSL) is in use, all URLs must use the HTTPS protocol. Because the URI is used only as an identifier, it does not need to be a real URL that resolves to web resources.</td>
</tr>
<tr>
<td>returnUrl</td>
<td>When the identity provider can initiate a single sign-on (because the operator logs in on the identity provider’s web page and invokes FlexNet Manager Suite), this URL is mandatory. It provides the address to which the identity provider redirects a successful operator who selects the appropriate link to FlexNet Manager Suite as service provider.</td>
</tr>
<tr>
<td></td>
<td><strong>Important:</strong> To enable single sign-on initiated by the identity provider, ensure that allowUnsolicitedAuthnResponse=true (see next table).</td>
</tr>
<tr>
<td></td>
<td><strong>Tip:</strong> If Secure Socket Layer (SSL) is in use, all URLs must use the HTTPS protocol.</td>
</tr>
<tr>
<td>Attribute</td>
<td>Description</td>
</tr>
<tr>
<td>---------------------------------------</td>
<td>-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>authenticateRequestSigningBehavior</td>
<td>An optional field that supports the following values:</td>
</tr>
<tr>
<td></td>
<td>• Never: The service provider will never sign any SAML assertions. In this case, a certificate is not required. Ensure that the identity provider is configured to accept unsigned assertions.</td>
</tr>
<tr>
<td></td>
<td>• Always: The service provider will always sign all SAML assertions. A certificate is mandatory. If the identity provider is configured to accept only signed assertions, the public key for the certificate must also be uploaded to the identity provider.</td>
</tr>
<tr>
<td></td>
<td>• IfIdpWantAuthnRequestsSigned: (default if the attribute is missing): A certificate is required if the identity provider is configured to accept only signed assertions, in which case the public key for the certificate must also be uploaded to the identity provider.</td>
</tr>
</tbody>
</table>

**Configuration information about the identity provider**

Edit these attributes in the `identityProviders > add` element. This data identifies the identity provider for the service provider (FlexNet Manager Suite).

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>entityId</td>
<td>A mandatory URI that identifies the selected identity provider.</td>
</tr>
<tr>
<td>Attribute</td>
<td>Description</td>
</tr>
<tr>
<td>-----------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>loadMetadata</td>
<td>Optional Boolean, with default: false. Determines whether FlexNet Manager Suite should use information about the identity provider taken from the metadata XML document. It downloads the document from the URL identified by metadataLocation (if specified), and otherwise downloads from the location identified by the entityId. The metadata is a XML document that contains information necessary for interaction by FlexNet Manager Suite with the identity provider. It can contain URLs of endpoints, information about supported bindings, identifiers, and public keys. For more information, see the SAML 2.0 metadata schema available at <a href="http://docs.oasis-open.org/security/saml/v2.0/saml-schema-metadata-2.0.xsd">http://docs.oasis-open.org/security/saml/v2.0/saml-schema-metadata-2.0.xsd</a>.</td>
</tr>
<tr>
<td>metadataLocation</td>
<td>An optional URL or file location pointing to the metadata file. If this attribute is not specified, the URL defined by the entityId is checked.</td>
</tr>
<tr>
<td></td>
<td><strong>Tip</strong>: FlexNet Manager Suite re-reads the metadata file based on the cacheDuration setting within the metadata file itself. (If this value is not specified, the metadata is re-read every hour.) If a file read fails, the data is considered still valid for the further period specified by the validDuration attribute (again, within the metadata file). If the metadata file cannot be re-read by the expiry of these two periods, SAML authentication is shut down.</td>
</tr>
<tr>
<td>signOnUrl</td>
<td>Optional when loadMetadata is true. URL for the identity provider. If an operator attempts to access FlexNet Manager Suite without existing authorization, they are redirected to this URL to sign in through the identity provider.</td>
</tr>
<tr>
<td></td>
<td><strong>Tip</strong>: If Secure Socket Layer (SSL) is in use, all URLs must use the HTTPS protocol.</td>
</tr>
<tr>
<td>Attribute</td>
<td>Description</td>
</tr>
<tr>
<td>-------------------------------</td>
<td>-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>logoutUrl</td>
<td>Optional when loadMetadata is true. An optional URL that the identity provider uses to listen for log out requests, allowing FlexNet Manager Suite to perform a single log out.</td>
</tr>
<tr>
<td></td>
<td><strong>Tip:</strong> If Secure Socket Layer (SSL) is in use, all URLs must use the HTTPS protocol.</td>
</tr>
<tr>
<td>binding</td>
<td>Optional when loadMetadata is true. The binding that the services provider should use when sending requests to the identity provider. Values: HttpRedirect orHttpPost.</td>
</tr>
<tr>
<td>disableOutboundLogoutRequests</td>
<td>Optional with values: True or False. When set to true, it overwrites the single logout configuration set by the identity provider so that single log out is disabled.</td>
</tr>
<tr>
<td>allowUnsolicitedAuthnResponse</td>
<td>Mandatory Boolean, with default value false. Where IdP-initiated single sign-on is to be supported, this attribute must be set to true.</td>
</tr>
<tr>
<td>signingCertificate</td>
<td>Optional when loadMetadata is true. This is a separate element that is a child of the identityProviders &gt; add element. It identifies the public key certificate supplied by the identity provider for signing and handling encrypted communications. The signingCertificate may have all the same attributes as are documented below for the similar certificate from the service provider.</td>
</tr>
</tbody>
</table>

**Configuration information for the Signing Certificates for the identity provider and FlexNet Manager Suite as the service provider**

A certificate identifying FlexNet Manager Suite is required when Single Logout is used, or whenever the identity provider requires signed or encrypted communication from the service provider (FlexNet Manager Suite). It allows the service provider to sign SAML assertions to the identity provider, validating the identity of the service provider. The requirement for use of certificates is recorded in the authenticateRequestSigningBehavior setting (see above). Use of signed assertions also requires that you have:

- Created the certificate (this may be from a well-known Certificate Authority such as DigiCert, or it can conveniently be a self-signed certificate if the identity provider does not require a trusted Certificate Authority)

- Uploaded the public key for the certificate to the identity provider.
When a service provider’s certificate is required, edit these attributes in the `serviceCertificates` element, adding them where they do not already exist.

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Description</th>
</tr>
</thead>
</table>
| storeLocation | A mandatory field with values `CurrentUser` or `LocalMachine`. Represents the location of the store to search for the certificate:  
  - `CurrentUser` — User store. The user corresponding to IIS App Pool user, configured for the FlexNet Manager Suite virtual directory.  
  - `LocalMachine` — The machine where the web application server is installed. |
| fileName      | When you do not wish to store your certificate in the appropriate certificate store, you may save it as a file in a folder beneath the installation folder for FlexNet Manager Suite (represented by the special ~/ path element). Example:  
  
  ```
  fileName="~/App_Data/okta.cert"
  ``` |
| x509FindType  | Defines what to search for to find the certificate. Valid values are those from the `System.Security.Cryptography.X509Certificates.X509FindType` enumeration (for details see [http://msdn.microsoft.com/en-us/library/system.security.cryptography.x509certificates.x509findtype.aspx](http://msdn.microsoft.com/en-us/library/system.security.cryptography.x509certificates.x509findtype.aspx)). |
| findValue     | A mandatory field containing the search term used to find the certificate. For example, if `x509FindType=FindBySubjectName`, then `findValue` must contain the certificate subject name. |

5. Save this `web.config` file, but keep it open as a source for copying data if you also use Flexera Analytics.

6. If your implementation uses Flexera Analytics, configure the separate `web.config` file for your Flexera Analytics server.

   Flexera Analytics is visible by navigating to Reports > Analytics. If this is present:
   
   a. Switch to your Cognos server.

   Flexera Analytics (Cognos) is likely to reside on a separate server. For SAML-based single sign-on to work, the Cognos server and web application server must be in the same domain.
b. In your flat text editor, open the local `web.config` file for the Cognos server.

   The default location (on Windows) is `<drive>:\Program Files\ibm\cognos\analytics\cgi-bin`.

c. Edit the `web.config` file using the same values noted in step 2 and 4 above.

d. From the first `web.config` file for your web application server, copy the `machineKey` element, and paste it over the same element in the `web.config` file for your Cognos server.

   This XML element has the format:

   ```xml
   <machineKey validationKey="..." decryptionKey="..." validation="SHA1" />
   ```

   e. Save your modified `web.config` for your Cognos server.

7. Configure IIS:

   a. On your application server (or in a multi-server implementation, the web application server):

      There are several sites related to FlexNet Manager Suite, enabling various features. Repeat the following configuration for each of these sites:

<table>
<thead>
<tr>
<th>Feature</th>
<th>IIS site name</th>
<th>Settings for each site</th>
</tr>
</thead>
<tbody>
<tr>
<td>FlexNet Manager Suite</td>
<td>Suite</td>
<td>- Windows Authentication is disabled</td>
</tr>
<tr>
<td>Simulations</td>
<td>ECMBusinessPortal</td>
<td>- Forms Authentication is enabled</td>
</tr>
<tr>
<td>FlexNet Manager for SAP Applications</td>
<td>SAPOptimization</td>
<td>- Anonymous Authentication is enabled</td>
</tr>
</tbody>
</table>

   **Tip:** If you are applying content compression to your application server (or in a multi-server implementation, the web application server), please also see the note below (after the Cognos server IIS settings).

   b. If you are using Flexera Analytics, on your Cognos server (where the "Gateway service" operates):

<table>
<thead>
<tr>
<th>Feature</th>
<th>IIS site name</th>
<th>Settings for each site</th>
</tr>
</thead>
<tbody>
<tr>
<td>Flexera Analytics</td>
<td>ibmcognos</td>
<td>- Windows Authentication is disabled</td>
</tr>
<tr>
<td>Single sign-on for Flexera Analytics</td>
<td>ibmcognos\sso</td>
<td>- Forms Authentication is enabled</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Anonymous Authentication is enabled</td>
</tr>
</tbody>
</table>
### Feature | IIS site name | Settings for each site
--- | --- | ---
Content compression (see note) | ibmcognos | • Enable dynamic content compression is checked
| | | • Enable static content compression is checked.

**Note:** The `web.config` files supplied with FlexNet Manager Suite for each of the web application server (or in a smaller implementation your application server) and the Cognos server by default turn on both dynamic and static content compression. Within the respective `web.config` files, the setting takes this form:

```xml
<urlCompression doStaticCompression="true" doDynamicCompression="true"/>
```

Static compression is installed by default for IIS, but dynamic compression requires a standard Microsoft installation to enable it. While you are configuring IIS, you can check whether dynamic compression is available as follows:

- **a. In the Connections pane of IIS on your Cognos server, select the ibmcognos site. (To check your web application server, use the Suite site.)**
- **b. In the siteName Home pane, double-click Compression.**
- **c. Ensure that the two check boxes are selected.**

**Tip:** If **Enable dynamic content compression** is not visible, it is not installed on this server. For installation of this standard Windows feature, see [https://docs.microsoft.com/en-us/iis/configuration/system.webServer/urlCompression#setup](https://docs.microsoft.com/en-us/iis/configuration/system.webServer/urlCompression#setup).

8. Restart IIS.

9. If you are using Flexera Analytics, run the **Flexera Report Designer Package Import Utility** to update your SAML authentication configuration:
   - **a. Navigate to the installation folder\Cognos\BusinessReporting AuthenticationService\bin**
   - **b. Right-click on the CognosPackageImport.exe application and click Run as Administrator.**
   - A window appears for the **Flexera Report Designer Package Import Utility**.
   - **c. From the Windows Authentication drop-down, select SAML/OAuth Authentication**
   - **d. Click Install Reports Package.**
   - Progress is logged in the text window of this dialog as the package is imported into the Flexera Analytics database. When successfully completed, the last line displays Finished publishing the Report Designer package.
   - **e. On your Flexera Analytics server, restart the **IBM Cognos** service for the changes to take effect.**
It is possible to revert back to Windows Integrated Authentication if required. Keep in mind that operators created for use with SAML will no longer have access, and will need to be re-created using Integrated Windows Authentication. To revert, restore the original values to the web.config file(s), and revert the IIS configuration, restarting IIS.

**Customizing Operator Login Data Type**

By default, in a single sign-on environment conforming to SAML 2.0, a SAML user logs in using an email address, or a SAML user name. The identity provider then passes a property to FlexNet Manager Suite that allows look-up of the operator to identify which roles are applicable, and so on.

In FlexNet Manager Suite, the received property value is matched against the OperatorLogin column of the ComplianceOperator table in the compliance database.

Some enterprises require that the identity provider uses a different property (such as an employee number) to authorize use of the service provider (in this case, FlexNet Manager Suite) by the operator. At a high level, the following steps are required to allow the use of a custom identifier.

*To customize the property for operator login using SAML 2.0:*

1. Ensure that the identity provider stores the necessary property (such as employee number) for each authorized account.

   The details for this configuration depend on your chosen identity provider.

2. Configure the identity provider to return the required value in a custom property, for which you set a custom property name (for example, EmpNo).

3. Ensure that the required values (in this case, the employee numbers) are also saved in the OperatorLogin column of the ComplianceOperator table of the compliance database for FlexNet Manager Suite.

   Individually, these values can be entered in the Account field of the Account Properties page of the web interface (navigate to the system menu (өө in the top right corner) > Accounts > Create an account).

4. Within the web.config file for the web application server of FlexNet Manager Suite, in the signOn element, update the authenticationLogin attribute with the name of the custom property to receive from the identity provider (in this example, EmpNo).

When configuration is complete, the following scenario applies:

- Operator Sam successfully logs in using your preferred SAML 2.0 single sign-on tool (for example, Okta).

- The tool (Okta) looks up Sam's employee number, and returns it to FlexNet Manager Suite as the value for the agreed custom property (such as EmpNo=135798642).

- FlexNet Manager Suite looks for this value in ComplianceOperator.OperatorLogin.

- Finding a match, FlexNet Manager Suite grants Sam access with access rights determined by the roles of which she is a member.
Managing Operators

There are two main aspects of managing operators:

1. Creating credentials (or identities) for the operators in both FlexNet Manager Suite and your current identity provider.

2. Assigning each operator to the appropriate role. In FlexNet Manager Suite, access and privileges are controlled by the Role(s) assigned to an operator. Without a role, an operator cannot log in, even though a valid identity may be used. Role assignment can only be performed by an administrator (that is, an operator who is already assigned to the Administrator role).

Another minor point may be to manage the expectations of operators if your enterprise is using Google OAuth and you modify the Timeout period setting in the Security tab of the System Settings page.

Creating an operator

Operator identities may be created manually. You may create the identity first in your SAML-compliant tool, after which there are two ways you can create the matching identity within FlexNet Manager Suite:

1. As an existing administrator in FlexNet Manager Suite, you can create the local account manually. In the Account field on the Create an Account page in FlexNet Manager Suite, enter the operator's email address. (This differs from the use of Windows Authentication, where you can select the account name from a drop-down list, imported from Active Directory.)
   • If you are using Flexera Account Management, this is the value that the operator uses to log in.
   • If you are using a SAML-compliant single sign-on identity provider (such as Okta), this is the account identity that is passed from your identity provider to FlexNet Manager Suite (the service provider) in the identity assertion. This is independent of the user name with which the operator logs into the identity provider.

For more information, see the online help for the Create an Account page.

Tip: If you are migrating from Integrated Windows Authentication, the existing operator accounts using that method are very unlikely to be useful when you switch to SAML authentication, because they rely on the domain/user name within Active Directory. This is most unlikely to be the account identifier in your SAML tool. Therefore you need to create new operator accounts, using the SAML account identifier (frequently this is an email address, or perhaps an employee number).

2. You may allow the operator account within FlexNet Manager Suite to be created automatically on the first attempt to log in with an identity registered in the single sign-on solution. This happens when the createUnknownOperator setting has its default true setting (see Configuring FlexNet Manager Suite as a SAML Service Provider).

Important: While the local account is automatically created, no roles are assigned to it. As a result, the operator receives a Sign In Failure message on this first login attempt (a secure outcome). To permit access, an administrator needs to add the appropriate role(s) for each new operator. For this reason, if you as administrator want to use this labor-saving approach, it is best done in collaboration with each of the new operators, so that they are not confused by the deliberate failure that, for security reasons, persists until roles are assigned.
Ensuring administrator access

We have seen that operators must be assigned to roles before having access to FlexNet Manager Suite; and we have also noted that role assignment can only be performed by an administrator. When you are using your SAML-compliant, single sign-on solution, this could produce a chicken-and-egg situation, where no one can log in to make anyone an administrator.

The solution is that an administrator account (an operator who is assigned to the Administrator role) can be automatically created by an assertion from the SAML identity provider. The Administrator role is the only role that can be automatically assigned as a result of assertion by the identity provider.

To create an administrator automatically, arrange for your identity provider to include, in the appropriate identity assertion, a custom property called FnmsAdmin. This custom assertion needs to return a Boolean value (either true or false) to indicate whether the user is to be assigned to the Administrator role in FlexNet Manager Suite.

You may be able to set this property manually (for each identity), or programmatically. For example, your identity provider may support creating a group for all identities which are to have administrator properties. You may then be able to test whether the current identity is a member of that group, in order to return the true or false Boolean result. For example, when using the identity provider Okta, the values used are:

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>FnmsAdmin</td>
</tr>
<tr>
<td>Name format (optional)</td>
<td>Basic</td>
</tr>
<tr>
<td>Value</td>
<td>isMemberOfGroupName(&quot;Administrators&quot;)</td>
</tr>
</tbody>
</table>

**Tip:** Function name is case-sensitive.

Once the FnmsAdmin property is configured in your identity provider, it is passed to FlexNet Manager Suite, including on the first login attempt for a new identity. As seen in the previous section above, the first login attempt with the new identity creates the matching local account in FlexNet Manager Suite. When the assertion says FnmsAdmin is true, the assignment to the Administrator role is made automatically, and the initial login attempt succeeds. (Contrast this with previous comments, that non-administrator operators see a sign in failure until they have been assigned to one or more roles.)

**Note:** In the account properties for this operator, the Role is set to Administrator, and because of the way this was asserted, it cannot be removed. If you wish to remove the administrator permission, you must first change the setting from the identity provider, and thereafter update the role assignment within FlexNet Manager Suite.

Impact of session timeout

The session timeout setting (Timeout period on the Security tab of the System Settings page) only affects those operators who:

- Log in using Google OAuth identities
• Have a current session (they had successfully logged in), but, since they last took any action that interacts with the central application server (such as saving data, moving to a new page, or searching), the timeout period has expired.

When an operator first logs in, the identity provider sends information about the projected session expiry as part of its identity assertion for the authorized operator. The timeout countdown is recorded in a cookie in the operator's browser, and a non-zero countdown is refreshed after each action that interacts with the central application server (that is, the timeout restarts after each relevant action). If the operator "goes quiet" and the countdown expires, the next attempt at any relevant activity causes FlexNet Manager Suite to request a new authorization from the identity provider. This means, of course, that the login screen reappears when, after a 'quiet time', the operator attempts some relevant action in the web interface for FlexNet Manager Suite. To minimize disruption, after logging in again, the operator is returned to the page they were looking at when the timeout occurred.

Kenton.AuthServices Example

An example of the values entered into the kentor.authServices section of the web.config file, when using the identity provider Okta:

```xml
<kentor.authServices entityId="http://localhost:62500/AuthServices"
    returnUrl="http://localhost:62500/"
    authenticateRequestSigningBehavior="Always">
    <identityProviders>
        <add entityId="http://www.okta.com/exk8cq8c02Kg10VRl0h7"
             signOnUrl="https://dev-271049.oktapreview.com/app/flexerasoftwaredev717079_markslocalfnms_1/exk8cq8c02Kg10VRl0h7/sso/saml/"
             allowUnsolicitedAuthnResponse="true"
             binding="HttpRedirect"
             loadMetadata="true"
             metadataLocation="https://dev-271049.oktapreview.com/app/exk8cq8c02Kg10VRl0h7/sso/saml/metadata">
            <signingCertificate fileName="~/App_Data/okta.cert"/>
        </add>
    </identityProviders>
    <serviceCertificates>
        <add fileName="~/App_Data/Kentor.AuthServices.Tests.pfx"/>
    </serviceCertificates>
</kentor.authServices>
```

Configuring Your Identity Provider to Recognize FlexNet Manager Suite

So far, the tasks have covered the configuration needed on the service provider side of the communication. It is also necessary to configure your identity provider so that it can integrate with FlexNet Manager Suite as an authorized service provider.
To prepare, have the following information at hand:

- The entityId provided for FlexNet Manager Suite
- The full-qualified domain name of your application server (or, in a multi-server implementation, your web application server)
- The public key certificate identifying FlexNet Manager Suite, ready to upload (if signing and/or encryption is required).

To configure your identity provider:

1. Log in to your identity provider, and complete the following information.

   Different identity providers use different naming conventions for these data elements. The following table lists the:
   - Terms for FlexNet Manager Suite, some of which are already identified in your web.config file (see Configuring FlexNet Manager Suite as a SAML Service Provider)
   - The equivalent terms used by three example identity providers
   - The appropriate values to use, and any other notes.

<table>
<thead>
<tr>
<th>FNMS</th>
<th>Google G Suite</th>
<th>Okta</th>
<th>Salesforce</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>entityId</td>
<td>Entity ID</td>
<td>Audience URI</td>
<td>Entity Id</td>
<td>The unique identifier for FlexNet Manager Suite as a service provider.</td>
</tr>
<tr>
<td>entityId</td>
<td>n.a.</td>
<td>SP Issuer</td>
<td>n.a.</td>
<td>Same as above.</td>
</tr>
</tbody>
</table>
| ACS URL    | ACS URL        | Single sign on URL | ACS URL | • Not using SSL: http://wapsvr/Suite/AuthServices/Acs
• Using SSL: https://wapsvr/Suite/AuthServices/Acs
where wapsvr is the fully-qualified domain name of your web application server.
Supported bindings: HTTP-Post, HTTP-Redirect. |
## Authentication

<table>
<thead>
<tr>
<th>FNMS</th>
<th>Google G Suite</th>
<th>Okta</th>
<th>Salesforce</th>
<th>Notes</th>
</tr>
</thead>
</table>
| SLO URL | n.a. | Single Logout URL | n.a. | • Not using SSL:  
  http://wapsvr/Suite/AuthServices/Logout  
  • Using SSL:  
    https://wapsvr/Suite/AuthServices/Logout  
  where `wapsvr` is the fully-qualified domain name of your web application server.  
  Supported bindings: HTTP-Post, HTTP-Redirect. |
| Start URL | n.a. | Start URL | n.a. | • Not using SSL:  
  http://wapsvr/Suite  
  • Using SSL:  
    https://wapsvr/Suite  
  where `wapsvr` is the fully-qualified domain name of your web application server. This is the start page for FlexNet Manager Suite. |

2. If you are using signing or encryption for SAML assertions, follow the instructions provided by your identity provider to upload the public key digital certificate created for FlexNet Manager Suite.

## Troubleshooting

Possible issues when configuring or using SAML.

Error type:

An unexpected error has occurred while attempting to communicate with the authentication provider. The application configuration may be incomplete or incorrect. Please refer to the log and the FlexNet Manager Suite application documentation for further information.

### Connectivity

- When the Load Metadata attribute is set to true in the identityProviders/add attribute, and no Internet connection exists while trying to load the metadata. Metadata reload period could be set by the identity provider.
Analytics - If neither of the kentor.authServices entityId or the signOn authenticationHost attributes in the ibmcognos web.config file are provided when an error occurs when trying to authenticate with the SAML identity provider.

Configuration

- When (Kentor.authServices/entityId) attribute is missing, empty or having wrong value.
- When identityProviders section does not exist in the web config.
- When (identityProviders/add/entityId) attribute does not exist or has invalid value.
- When (identityProviders/add/signOnUrl) attribute does not exist.
- When (identityProviders/add/binding) attribute does not exist or has invalid value.

Error type:
We have a problem. Unexpected error.

Analytics - If an error occurs when trying to authenticate with the SAML identity provider, due to the populated values in either the kentor.authServices entityId or the signOn authenticationHost attributes in the ibmcognos web.config file, then the user will be redirected to the authentication error page.

Single Sign-On Support with Google OAuth 2.0

To enable integration with a single sign-on infrastructure, FlexNet Manager Suite includes support for Google OAuth 2.0 authorization framework.

Tip: Google OAuth is entirely separate from G Suite integration through SAML 2.0 (for which, start from Single Sign-On Support with SAML).

After appropriate configuration, any attempt to login to FlexNet Manager Suite authenticates through the Google OAuth 2.0 authorization framework, and if successful, results in access to FlexNet Manager Suite.

Note: Enabling Google OAuth 2.0 requires that all operators of FlexNet Manager Suite log in using their configured Google account. There is no mixed-mode operation possible that would allow some operators to log in using Windows Integrated Authentication and others to use Google OAuth 2.0.

Google OAuth 2.0 supports several elements of FlexNet Manager Suite, including the basic functionality, the license simulations, and FlexNet Manager for SAP Applications. However, it does not support Analytics (Flexera Analytics, powered by IBM Cognos). If you wish to use Cognos reports, you must continue to use Windows Integrated Authentication, or use a SAML 2.0-compliant single sign-on solution.
Configuring Google OAuth 2.0

Before configuring Google OAuth 2.0, you must have an operational implementation of FlexNet Manager Suite. As always, by default this implementation is configured for Windows Authentication. You also require access to the unzipped installation archive that you downloaded for the installed version of FlexNet Manager Suite.

To configure integration between FlexNet Manager Suite and Google OAuth 2.0:

1. Use the Google API console for your integration project to set the URI for FlexNet Manager Suite, and collect the client ID and client secret provided by Google.

   For information on using the Google API console, see https://developers.google.com/identity/sign-in/web/devconsole-project.

   a. Set the Authorized redirect URI value for your project to the following:

      
      protocol://<domain>/Suite/Login/Complete

      where:
      
      • protocol is either http (where SSL is not in use) or https (where SSL is in use)
      • domain is the full-qualified domain name of your FlexNet Manager Suite application server (or, in a multi-server implementation, your web application server).

   b. Complete the required details and click Create to establish your Google API Console project.

   c. From the resulting OAuth client dialog box, copy and save the Client ID and Client secret.

      The Client ID identifies FlexNet Manager Suite, allowing it to access enabled Google APIs. The client secret acts somewhat like a password. However, it does not require encrypted storage: although it is not revealed to the person logging in, it is passed to the Google login servers in clear text, as defined by the OAuth protocol.

2. On your application server (or, in a multi-server implementation, your web application server), complete the following procedure:

   a. Open a PowerShell command-line window.

   b. Access the unzipped downloaded archive of the FlexNet Manager Suite installer, and navigate into the ...
      Support folder.

   c. If you have not done so already, set the PowerShell permissions with the following command:

      set-executionpolicy AllSigned -Force

      The -Force parameter suppresses a confirmation dialog. If you choose not to include it, respond to the warning dialog with the default Y.

   d. Run the following command (all on one line):

      .\Config.ps1
      "Config\FNMS Google Authentication Config.xml"
      updateConfig
The FlexNet Manager Suite configuration dialog appears.

e. Complete the following details:

- **Client ID** — Insert the client ID copied from the Google API console.
- **Client secret** — Insert the client secret associated with your FlexNet Manager Suite project in Google.
- **Username** — Supply the Google account (user name) used to create a FlexNet Manager Suite administrator.

a. Click Ok.

The PowerShell script completes the configuration of FlexNet Manager Suite:

- Any existing operator accounts set up for Windows Authentication are invalidated. (You may save these for a future switch back to Windows Integrated Authentication. Until then, you may choose to disable these operator accounts in the Accounts page.)

- A single operator is created using the supplied Google account name, and this operator is assigned to the Administrator role. This administrator may now authorize other operator accounts.

### Reverting to Windows Integrated Authentication

Should you need to do so, it is possible to revert from Google OAuth back to Windows Integrated Authentication.

**Note:** When reverting to Windows Integrated Authentication, any operators that have been created for use with Google OAuth 2.0 will no longer work. New accounts need to be created using Windows Integrated Authentication.

**To reinstate Windows Integrated Authentication:**

1. On your application server (or in a multi-server installation, your web application server), navigate to the Microsoft Internet Information Services (IIS) configuration.

2. There are several sites related to FlexNet Manager Suite, enabling various features. Repeat the following configuration for each of these sites:

<table>
<thead>
<tr>
<th>Feature</th>
<th>IIS Site Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>FlexNet Manager Suite</td>
<td>Suite</td>
</tr>
<tr>
<td>Simulations</td>
<td>ECMBusinessPortal</td>
</tr>
<tr>
<td>FlexNet Manager for SAP Applications</td>
<td>SAPOptimization</td>
</tr>
</tbody>
</table>

3. For each site in turn, ensure that each of the following settings is correctly configured:

- **Windows Authentication** is enabled
- **Forms Authentication** is disabled
• **Anonymous Authentication** is disabled.

4. Restart IIS to enable the new settings to take effect.

You can now create new operator accounts based on user accounts imported from Active Directory. For more information, see the online help.

### Managing Operators for Google OAuth 2.0

When Google OAuth 2.0 has been configured, the account you identified in the configuration dialog displayed by PowerShell is automatically created as an operator in FlexNet Manager Suite. This account is automatically assigned to the Administrator role. This administrator can log in to FlexNet Manager Suite to create additional operators and manage operator roles.

**Note:** When you are migrating from Windows Integrated Authentication, any other existing operator roles are now invalid. You need to create new operators, each based on the Google login name.

**To add operators using Google OAuth 2.0:**

1. Have each potential operator attempt a login to FlexNet Manager Suite using their Google identity.

   By default, the operator account is automatically created in FlexNet Manager Suite; but because the new operator account is not assigned to any roles, the person logging in sees a screen stating that there has been a Sign In Failure. To authorize access for this operator:

   a. Logged in as the administrator account, navigate to the system menu (\ in the top right corner) > Accounts.

   b. Locate the new operator account, and ensure that Enabled is selected in the Status drop-down list.

   c. Select a role for this account from the Role drop-down list.

   d. Click Save.

   When the operator is assigned to one or more roles as appropriate, that person can log in for a second time, and access is granted.

   **Tip:** You can turn off the automatic creation of operator accounts when unauthorized people log in using Google OAuth 2.0. To do so, on the web application server, use a flat text editor to edit the web.config file, by default located in n <drive>:\\Program Files (x86)\Flexera Software\FlexNet Manager Platform\WebUI. Update the createUnknownOperator Boolean attribute of the signOn element to false, and save the file. (The change takes effect immediately, with no need to restart FlexNet Manager Suite.) Operators now see the same Sign In Failure message, but no corresponding operator account is created (so see the next step instead).

2. Alternatively, gather the Google account names of all required operators, and manually create the operator accounts, assigning each to the appropriate role(s) as you go.

   One difference when using Google OAuth 2.0 is that you cannot select operator names from a drop-down list (as you can when using Windows Integrated Authentication, when the potential operators have
accounts in Active Directory). Instead, carefully enter the email address that functions as the Google account name directly in the **Account** field.

---

**Important:** Once created, operator accounts cannot be deleted. Furthermore, the account name (in this case, an email address) cannot be edited. Be sure to enter the email address correctly, and double-check it, before clicking **Create**.
Overview of Inventory Export Tool

The FlexNet Manager Suite Inventory Export Tool is a stand-alone executable for Windows platforms. It exports information about installed software recorded in FlexNet Manager Suite, transferring the data to Software Vulnerability Manager. More specifically, here is what is exported and what is excluded:

<table>
<thead>
<tr>
<th>What is exported</th>
<th>What is NOT exported</th>
</tr>
</thead>
<tbody>
<tr>
<td>Applications automatically identified within your enterprise by matching any kind of evidence rules published in the downloadable Application Recognition Library.</td>
<td>Any of the evidence records linked to these applications.</td>
</tr>
<tr>
<td>Application records you created manually and linked to evidence found within your enterprise.</td>
<td>Any of the evidence records linked to these applications.</td>
</tr>
<tr>
<td>Installer evidence found in the enterprise that is not yet linked to any application record.</td>
<td>Any other form of evidence such as file evidence, WMI evidence, and so on.</td>
</tr>
<tr>
<td>Application definitions downloaded in the Application Recognition Library that have not yet been identified in your enterprise.</td>
<td></td>
</tr>
</tbody>
</table>

Within Software Vulnerability Manager, the data appears as a software asset list, allowing assessment and notification of possible vulnerabilities in the applications present in your enterprise. Within Software Vulnerability Manager, each company’s account supports a single pool of data imported from FlexNet Manager Suite, which may be assigned to one or more asset lists for convenient management. At each data transfer, the entire pool is updated.

**Tip:** Multiple user accounts within one company have their own unique access tokens for Software Vulnerability Manager. If the Inventory Export Tool is run multiple times from FlexNet Manager Suite, even using separate access tokens, the entire company data pool is updated by each of these user’s actions.

The Inventory Export Tool is separately downloadable, and must be installed on the application server of any on-premises implementation of FlexNet Manager Suite (for larger implementation that have scaled up to multiple servers, it may be installed on the batch server). From there, using resources already saved on that operational
server, the tool accesses the necessary operations databases to collect the required data. The tool is configured to then deliver the data to a remote instance of Software Vulnerability Manager.

Prerequisites

The requirements for the FlexNet Manager Suite Inventory Export Tool are simple:

- You must have a fully operational, on-premises implementation of FlexNet Manager Suite release 2015 R2 SP2 or later. (Each instance of FlexNet Manager Suite must have a single company account for Software Vulnerability Manager. For managed service providers, there must be a separate account for each tenant.)

  **Tip:** Supply of the Inventory Export Tool as a separate utility will be deprecated at a future release when equivalent functionality is more fully integrated within FlexNet Manager Suite. Please ensure that you refer to the correct documentation for your version of FlexNet Manager Suite.

- The system must have completed at least one successful import of the Application Recognition Library.

- You must have completed at least one full inventory import, including successful recognition of at least some installed applications, so that appropriate data is available for export from FlexNet Manager Suite.

- You must have an access token that the Inventory Export Tool uses to authenticate with Software Vulnerability Manager. If you do not already have this token, a summary is provided in the following process description.

Installing and Configuring the Inventory Export Tool

It is convenient to start this process logged into your FlexNet Manager Suite application server (in larger implementations where you have scaled up to multiple servers, use the batch server). Use an account with administrator privileges, or at least sufficient privileges to copy executables between folders and execute them. After installation, the configuration process mainly consists of running the tool with appropriate command-line parameters. These simple steps are included in the following process.

To install and configure FlexNet Manager Suite Inventory Export Tool:

1. If you do not already have an API access token for Software Vulnerability Manager, obtain one:

   **Tip:** Managed service providers (MSPs) must have a separate company account for Software Vulnerability Manager available for each tenant, and must provide a distinct API access token for each tenant.

   a. Log into Software Vulnerability Manager as an administrator user with sufficient privileges to access the **Settings** tab. (It is disabled if you do not meet this requirement.)

   b. Navigate to **Settings > API > Tokens**.

      The **Tokens** page lists all generated tokens, with each user account having a pre-generated token available.
c. For the User account that will import the data from FlexNet Manager Suite and manage the resulting asset list, expand the value in the Token column by clicking the trailing ellipsis (...).

d. Select the token value, copy, and save it conveniently for use at the end of this process. (You may then log out of Software Vulnerability Manager.)

2. Use your browser to access the Flexera Customer Community.

   a. On https://flexeracommunity.force.com/customer/CCLanding, use the account details emailed to you with your order confirmation from Flexera to log in (using the Login link in the top right).

   **Tip:** Access requires your Customer Community user name and password. If you do not have one, use the Request Community Access link on the login page to request one. Your credentials are configured for access to content you have licensed.

   b. Select the Downloads tab from the row across the top of the page.

       A routing page appears to let you Access Product and License Center, displaying lists of products from Flexera.

   c. In the lists of products, identify FlexNet Manager Platform, and immediately below it, click Access Above Products.

       The Product and License Center site is displayed.

   d. In the Your Downloads section of the Home page, click the link for FlexNet Manager Platform.

   e. In the Download Packages page, click the link for FlexNet Manager Platform 2018 R2 to access the downloads. (You may need to repeat this action on a second page to access the downloadable files.)

3. In the Downloads page, click FNMS-SVM.zip to download the Inventory Export Tool to Software Vulnerability Manager. In your browser dialog, choose to save the file, and if the browser allows it, direct the saved file to a convenient working location (such as C:\Temp on your server).

4. Right-click the downloaded zip archive, choose Extract All..., and save to a convenient location (such as C:\Temp\FNMS-SVM).

5. From the extracted archive, copy the following files into bin folder of your FlexNet Manager Suite installation on this server (the default path is C:\Program Files (x86)\Flexera Software\FlexNet Manager Platform\DotNet\bin):

   - FNMS-SVM.exe
   - FNMS-SVM.exe.config
   - Flexera.SVM.Export.dll

6. Open a command-line window, and navigate to the bin directory where you have placed those files, ready to configure the tool.

7. Use the following command once to configure the tool:

   ```bash
   FNMS-SVM.exe set -u svmUploadLocation -a svmAccessToken
   ```

   Both options are mandatory.
**Note:** Managed service providers (MSPs) must make every command specific to an individual tenant account by supplying the `--tenantUID` parameter whenever Inventory Export Tool is invoked.

Replace the placeholders as follows:

<table>
<thead>
<tr>
<th>Placeholder</th>
<th>Replacement</th>
</tr>
</thead>
<tbody>
<tr>
<td><code>svmUploadLocation</code></td>
<td>The URL for uploads to Software Vulnerability Manager. If the URL happens to include spaces, enclose it in double quotation marks (which are otherwise optional). A typical example is:</td>
</tr>
<tr>
<td></td>
<td>![ svmUploadLocation ] <a href="https://api.app.secunia.com/api/fnms-sync/">https://api.app.secunia.com/api/fnms-sync/</a></td>
</tr>
<tr>
<td><code>svmAccessToken</code></td>
<td>Replace with the access token for the user account (in Software Vulnerability Manager) that will receive the data exported by the tool. (You may have obtained this token at the start of this process.) For example:</td>
</tr>
<tr>
<td></td>
<td>![ svmAccessToken ] 3214a105b796e396dd6b36435bb92d500356dd1</td>
</tr>
<tr>
<td><code>tenantuid</code></td>
<td>Managed service providers (MSPs) must include the 16-digit <code>--tenantUID</code> parameter while providing both the URL and a unique access token for each tenant. For normal, single-tenant on-premises installations, do not use this option.</td>
</tr>
</tbody>
</table>

**Tip:** The values you declare are written to the `ComplianceTenantSetting` table of the compliance database for subsequent use. If you change the upload location (such as from a UAT to a production address) or received a different token, re-run the utility as above with the new values for both options.

8. Optionally, modify the location where log files are created.

   By default, the `FNMS-SVM.log` file is written to the `C:\ProgramData\Flexera Software\Compliance\Logging\SVM` folder. To change this location, edit the `FNMS-SVM.exe.config` XML file, saving it back to the `bin` folder again afterward (see Customizing the Configuration File).

9. Optionally, test the tool to assess the exported data.

   The `dump` command drops the exported data into a `.csv` file on the server where the Inventory Export Tool is installed. The command is:

   ```
   FNMS-SVM.exe dump -f folderPath
   ```

   (The `folderPath` does not include the file name, which is automatically generated.) This command saves a tab-delimited `.csv` file, showing all exported data, in the folder identified in the command.

The Inventory Export Tool is now ready for operation. When you invoke the tool with the `export` command (and, for single tenant implementations, no other options), it exports the full dataset of:

- All applications installed in your enterprise (regardless of how the application records were created)
- All installer evidence found in your enterprise that has not yet been linked to any application record.
Operating the Inventory Export Tool

Once installation and configuration of the tool are complete (see Installing and Configuring the Inventory Export Tool), data about installed software can be exported to Software Vulnerability Manager at any time, simply by invoking the Inventory Export Tool with the export verb and no other command line options. Operation is then fully automatic.

```
FNMS-VIM.exe export
```

⚠️ **Remember:** MSPs must always include the `tenantUID` parameter.

```
FNMS-VIM.exe export --tenantUID tenantuid
```

The export process is fast (worst case is in the order of a few minutes), and since no data is written to the operations databases, no data locking can occur to interfere with other processes in FlexNet Manager Suite. As an indication of performance, an export of around 340,000 installed items took around five minutes to successfully transfer into Software Vulnerability Manager, with about a minute of that time needed for execution on FlexNet Manager Suite.

If the tool runs without error, the following message is displayed on the command line: Data upload to VIM successfully completed. You may also check the log file for results.

The data uploaded to Software Vulnerability Manager is visible if you navigate in its web interface to **Vulnerability Manager** > **Inventory** tab, and find the appropriate software asset list (the default name is `FNMS_Import`).

For normal operation, Flexera recommends that you create a Microsoft Windows Scheduled Task to trigger the data exchange daily, after data imports have been completed from all regular data sources. Given that the default trigger for the internally-scheduled Inventory import and license reconcile occurs at 2am, you might consider a time around 5am (for more about schedules, see Server-Side Scheduled Tasks).

The process for setting up Windows scheduled tasks varies across different editions of Windows Server. The following example is for Windows Server 2012. Adjust to suit your application server (or batch server).

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**To set up an appropriate scheduled task:**

1. In Windows Explorer, navigate to Control Panel > System and Security > Administrative Tools, and double-click **Task Scheduler**.

   The **Task Scheduler** window appears.

2. In the navigation tree on the left, select **Task Scheduler Library**, and then in the **Actions** list on the right, click **New Folder**....

   A dialog appears for entering the folder name.
3. Click OK, and select the new folder in the navigation tree.

4. Select Action > Create Task....

   The Create Task dialog appears.

5. Enter an appropriate Name, such as Installed Software Export to VIM, and add any Description to help future maintenance of this task.

   Your description may be something like Exports identified applications and unrecognized installer evidence to VIM for security assessment.

6. Click Change User or Group....

   The Select User, Service Account, or Group dialog appears.

7. Enter the account name that is to run the scheduled task, and click OK.

   This is the service account that runs on your application server (or web application server in a multi-server implementation), for which the name suggested during implementation was svc-flexnet.

8. Further down in the Security options group, select Run whether user is logged in or not.

9. Switch to the Triggers tab, and click New....

   The New Trigger dialog appears.

10. Ensure that the default setting Begin the task On a schedule is selected, set the parameters for the schedule, and from the Advanced settings group, be sure that Enabled is selected.

    A suggested time is 5am daily, but choose a setting that suits your environment.

11. Switch to the Action tab, and click New....

   The New Action dialog appears.

12. Ensure that the default Action, Start a program, is selected, and browse to your local copy of FNMS-VIM.exe.

    Remember to add the export command line parameter, which is all that is needed for regular operation in a single tenant, on-premises implementation. (MSPs must add the tenant UID as always.)
13. Click **OK**.

14. Optionally, make any preferred adjustments to the **Conditions** or **Settings** tabs (normally the defaults are acceptable).

15. Click **OK** to close the **Create Task** dialog.

   The new task appears in the list of scheduled tasks for this server.

16. Right-click the new task, and click **Run** in the context menu.

   This checks that the scheduled task completes successfully.

17. You may validate the results in the first place by inspecting the log file, and subsequently examining the appropriate asset list within Software Vulnerability Manager.

The **FlexNet Manager Suite Inventory Export Tool** tool is now fully operational.
The remaining topics are reference material for advanced operators.

**FNMS-SVM.exe Command Line**

This topic provides a reference summary of the command line options for the FlexNet Manager Suite Inventory Export Tool executable, **FNMS-SVM.exe**. The command line options are identical whether the executable is invoked manually or through a Microsoft Windows Scheduled Task.

The command line is run from the bin directory in the installation of FlexNet Manager Suite on your application server. For larger implementations that have scaled up to multiple central servers, the installation should be on the batch server, or on the server which is hosting this functionality. The default path to the installed tool is `C:\Program Files (x86)\Flexera Software\FlexNet Manager Platform\DotNet\bin`.

**Note**: In the unlikely event that you have multiple separate implementations of FlexNet Manager Suite, each must be linked to a separate company account within Software Vulnerability Manager. In the same way, managed service providers (MSPs) must provide a separate company account for each tenant.

**Synopsis**

**Syntax:**

```
FNMS-SVM.exe verb [ options]
```

Each verb has its own set of supported options. Each option has both a verbose name and a single-letter short form. Notice that the verbose option names are preceded by two dashes, but the short form alternatives have a single dash.

**Syntax:**

```
dump [ -f | --folder] folderPath
export
?
```
**Note:** Managed service providers (MSPs) must add the following option to every invocation of the tool:

\[-t | --tenantUID tenantuid\]

However, this option must not be used for single tenant, on-premises implementations.

Command line verbs and options are not case sensitive. Details about the verbs (listed alphabetically) and associated options are:

<table>
<thead>
<tr>
<th>Verb</th>
<th>Option</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>(All verbs)</td>
<td>-t</td>
<td>--tenantUID tenantuid</td>
</tr>
</tbody>
</table>
| dump  | -f | --folder folderPath | Runs the data gathering part of the export process, and dumps the result in a .csv file on the server where the Inventory Export Tool is executing. This file uses a tab delimiter to separate values. The path option is mandatory, and defines the folder for saving .csv files.

The file name is a fixed format, defined as:

```
AssetList_[tenantuid_]dateTime.csv
```

where:

- `tenantuid` is omitted for a single tenant, on-premises implementation. For a multi-tenant system, it is copied from the command line option that identified the tenant.

- The `dateTime` identified the run time of the dump command, in a 14-digit format `YYYYMMDDHHMMSS`.

Therefore, in a default single tenant environment, if you gave a command line option `-f d:\temp`, an example of a saved .csv file path is:

```
D:\temp\AssetList_20161018011000.csv
```

**Tip:** If you have multiple queries in your configuration file, all of them are executed at every invocation of **FNMS-SVM.exe**, and the .csv file contains the union of all query results. For more information, see Customizing the Configuration File.
<table>
<thead>
<tr>
<th>Verb</th>
<th>Option</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>export</td>
<td>(No options for single tenant implementation)</td>
<td>In normal operation for a single tenant, on-premises implementation, the executable is invoked with the <code>export</code> verb and no options. (Managed service providers must include the <code>--tenantUID</code> option.) It then exports all records of applications installed in the enterprise (no matter whether these records were created automatically through matching rules supplied in the Application Recognition Library, or were created manually), and all other installer evidence found within your enterprise inventory but not yet linked to any application. It also exports the installation count for each entry. The combined dataset is then handed off to Software Vulnerability Manager as an asset list, by default called <code>FNMS_Import</code> (and configurable in the configuration file, described in Customizing the Configuration File).</td>
</tr>
<tr>
<td>set</td>
<td>`-a</td>
<td>--accessToken svmAccessToken`</td>
</tr>
</tbody>
</table>

- **Note:** Managed service providers (MSPs) must supply a separate `svmAccessToken` value for each tenant, and register it while including the `--tenantUID` option in the command line.
Overview of Inventory Export Tool

<table>
<thead>
<tr>
<th>Verb</th>
<th>Option</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>set</td>
<td>-u</td>
<td>--url svmUploadLocation</td>
</tr>
</tbody>
</table>

**Tip:** The URL you enter is not validated by running this command. Run the FNMS-SVM.exe export command manually (without options) to check the connection and data results. The FNMS-SVM.log file, where you can check results, is saved to the location declared in FNMS-SVM.exe.config file (which is installed in the bin directory with the executable). The default log file path is C:\ProgramData\Flexera Software\Compliance\Logging\SVM.

**Note:** Managed service providers (MSPs) must register the svmUploadLocation separately for each tenant, and include the --tenantUID option in the command line while doing so.

| \? | (No options) | Display relevant help (for example, if this is appended to the executable alone, it lists all available verbs; and if it is appended after any valid verb, it lists the options available for that verb). The appropriate command line help is also displayed for any unrecognized input values. |

**Examples**

Configure the Inventory Export Tool in a single-tenant implementation, supplying both the mandatory options: the URL for upload to Software Vulnerability Manager and the token supplied from Software Vulnerability Manager:

```
FNMS-SVM.exe set -a 3434343== -u https://api.app.secunia.com/api/fnms/sync/
```

Run a test export of the data to a .csv file in the \temp directory of the D: drive on the application server for FlexNet Manager Suite, so that you can inspect the records that are created:

```
FNMS-SVM dump -f d:\temp
```

Export the application and unrecognized installer evidence data from your FlexNet Manager Suite database directly to Software Vulnerability Manager (this is the command that you should set up in a Microsoft Scheduled Task):

```
FNMS-SVM export
```
The same command when set up by a managed service provider must include the 16-character tenant UID, such as:

```
FNMS-SVM export -t 654SDF24SD6F5Z74
```

# Customizing the Configuration File

The configuration file for the FlexNet Manager Suite Inventory Export Tool executable, **FNMS-SVM.exe**, is called **FNMS-SVM.exe.config**, and must reside in the same folder as the executable.

Certain parts of the configuration file can be modified, but proceed with caution:

1. Always make a backup copy of the originally supplied configuration file, so that if any changes cause problems, you can reliably revert to the original settings.

2. Customizations that you add to the configuration file are not migrated automatically in any future upgrades. You should therefore be careful to document the changes you make, so that you can conveniently reproduce these in future versions of the utility when required.

The configuration file is an XML text file. To make any of the following changes, save a copy of the original, then open your working copy in a flat text editor. When you save changes, be sure not to modify the saved file name.

## To modify the location for saving log files:

1. In **FNMS-SVM.exe.config**, find the element that starts:

   ```
   <appender name="FileAppender" ...
   ```

2. This contains a child **file** element, for which the **value** attribute defines the path and file name for logging. Modify this value as required.

   The default element is:

   ```
   <file type="log4net.Util.PatternString"
         value="%property{ComplianceLoggingPath}\FNMS-SVM_%date{yyyyMMdd}.log"/>
   ```

   The variables expand to a default path of `C:\ProgramData\Flexera Software\Compliance\Logging\SVM`. To redirect log files of the same name pattern to your `D:\temp` folder, overwrite the above to read:

   ```
   <file type="log4net.Util.PatternString"
         value="d:\temp\FNMS-SVM_%date{yyyyMMdd}.log"/>
   ```

## To change the name of the asset list exported to Software Vulnerability Manager:

3. Find the relevant **<query>** child in the following hierarchy within the configuration file:

   ```
   <vimexport>
   <queries>
     <query name="Default" asset-list="FNMS_Import">
   ```
4. Modify the value of the asset-list attribute.

Tip: You may also change the name of the query. This modifies the file names for any .csv files dumped as tests of the export.

To experiment with additional queries (for expert administrators only):

5. Add a new <query> element as a child of the <queries> parent. (Copying the default one is an easy first step.)

Important: For the attributes of the query:

- Every <query> element should have a unique value for its name attribute, as this will assist in troubleshooting where issues are logged against the query name in the log file.

- There is no requirement for its asset-list attribute to be unique: multiple queries may contribute to the union of data shown in the one asset list within Software Vulnerability Manager. However, you may use distinct asset list names, and each unique name results in the creation of a matching asset list in Software Vulnerability Manager.

- The tenantuid attribute should be omitted in a single tenant, on-premises implementation. In a multi-tenant environment:
  - Any <query> element that does not include a tenantuid attribute is considered “global” and is executed as a part of every tenant’s data export
  - The managed service provider may add a tenantuid attribute to any <query> element, in which case the relevant query is run only for that tenant’s data export.

6. Modify the SQL query embedded within the element to customize the scope of the returned data.

If your configuration file contains more than one <query> element, each data export (or test file dump) transmits the full set (union) of the data for all relevant queries (where ‘relevant’ means filtered for matching tenants: for a tenant-specific export, the data transferred is a union of results from global queries without a tenantuid attribute plus tenant-specific queries with a matching tenantuid attribute).

Note: In Software Vulnerability Manager, the entire data pool for each company account is overwritten for each data transfer. This means you should take care to use consistent queries against FlexNet Manager Suite to export data on each occasion. For example, if today you identify a separate access list (say Special List) in a new <query> element, and transfer the resulting data to Software Vulnerability Manager, the new access list is created in Software Vulnerability Manager, showing the matching installations gathered by that query. Supposing that tomorrow you remove that <query> element from the configuration file, the Special List access list in Software Vulnerability Manager is not itself automatically deleted, but instead shows all its member installations as deleted, because they were no longer included in the data transfer.

When you are satisfied with your changes, save the configuration file in the same folder and with the same name (keeping the original file elsewhere, unchanged). First test your SQL modifications with the dump command before exporting anything to the production instance of Software Vulnerability Manager.
Data Fields Exported to Software Vulnerability Manager

The following data fields are exported from FlexNet Manager Suite and uploaded to Software Vulnerability Manager to form the asset list visible there. These fields represent:

- All applications known to be present in the enterprise, regardless of whether the application records were created manually, or created automatically through recognition rules downloaded in the Application Recognition Library (other records from the Application Recognition Library that have not been identified within your enterprise are excluded)

- All installer evidence that is both present in your enterprise and not yet linked to any application record ("unrecognized" installer evidence).

For both kinds of record, the count of installations is included.

<table>
<thead>
<tr>
<th>Application table.field</th>
<th>Evidence table.field</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>SoftwareTitle</td>
<td></td>
<td>The internal identification key for the application record.</td>
</tr>
<tr>
<td>SoftwareTitleID</td>
<td>(Not applicable)</td>
<td>Tip: This field is omitted for installer evidence records.</td>
</tr>
<tr>
<td>SoftwareRecognitionID</td>
<td></td>
<td>The application ID used in the Application Recognition Library (also known as the Flexera ID). This is the identification used for title matching within Software Vulnerability Manager.</td>
</tr>
<tr>
<td>SoftwareRecognition</td>
<td>(Not applicable)</td>
<td>Tip: This field is omitted for installer evidence records.</td>
</tr>
<tr>
<td>SoftwareTitle</td>
<td>InstallerEvidence.</td>
<td>By default for application records, the full name of the application is the concatenation of the product name, version name, and edition fields. However, an operator may have overwritten this with any preferred value. For installer evidence records, this is the raw name returned in inventory.</td>
</tr>
<tr>
<td>FullName</td>
<td>DisplayName</td>
<td></td>
</tr>
<tr>
<td>Application table.field</td>
<td>Evidence table.field</td>
<td>Comments</td>
</tr>
<tr>
<td>-------------------------</td>
<td>----------------------</td>
<td>----------</td>
</tr>
<tr>
<td>SoftwareTitlePublisher. PublisherName</td>
<td>InstallerEvidence. Publisher</td>
<td>Application records use a normalized publisher name, so that &quot;Microsoft&quot; and &quot;Microsoft Corporation&quot;, for example, may both be normalized to &quot;Microsoft Corp&quot;. For unrecognized installer evidence, it is the publisher’s name as recorded in that evidence returned through inventory.</td>
</tr>
<tr>
<td>SoftwareTitleVersion. VersionName</td>
<td>InstallerEvidence. Version</td>
<td>The release number of the application. For application records, this is the version recorded in FlexNet Manager Suite, which may or may not be the full text of the actual version number (for example, a version of 10.2.5.1062 may be truncated to 10.2 for license management purposes, since minor release numbers rarely affect licensing). For installer evidence, it is the full version number collected through inventory (for example, 10 .2 .5 .1062).</td>
</tr>
<tr>
<td>InstalledSoftware. InstallCount</td>
<td>InstallerEvidence MatchCount. MatchedCount (summed across connections)</td>
<td>For applications, the count of matching records in the InstalledSoftware table. For unrecognized installer evidence, it is the total number of times that this evidence appears in software inventory. Notice that the result (for either object) is the total installation count unrestricted by any access rights or other scoping rules. This figure is used by Software Vulnerability Manager as a risk multiplier (a higher number of installations of a vulnerable application means a higher risk).</td>
</tr>
</tbody>
</table>