FLEXEra

Known Issues

FlexNet Manager Suite 2019 R1
On-Premises

FlexNet Manager Suite 2019 R1

Severity Matrix

Severity	Definition
1	A serious issue with no known workaround
2	A serious issue with an viable workaround
3	The feature is usable with moderate workaround
4	The feature is usable with a simple workaround or fix
5	The feature is usable with a simple workaround or fix, affecting few customers.

Issues are grouped by FlexNet Manager Suite release and sorted by Severity and Component.

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

Severity	Component(s)	Summary	Master Issue Number	Workaround
1	Inventory	The FlexNet Manager inventory import task may fail with a primary key violation	IOJ-1919402	
1	Inventory, Inventory import (read/write/export)	FlexNet Manager Suite ILMT adapter may create duplicate esxi hosts due to incorrect hostname import	IOJ-1860967	
1	Inventory import (read/write/export)	License reconcile fails when two clusters have same name and cluster type	IOJ-1925833	The work around for on premises customers is to add another rule in the cluster.xml file in the path : "C:\ProgramData\Flexera Software\Compliance\ImportProcedures\Inventory\Matcher\Cluster.xml". </Matcher> <Matcher Name="Match strictly by ClusterType and Name when ExternalName and Namespace not provided" Order="30"> <Description> Matcher using ClusterType and Name when ExternalName and Namespace not provided </Description> <Conditions> <Condition Property="ExternalName" Method="NotSet"/> <Condition Property="Namespace" Method="NotSet"/> <Condition Property="ClusterType" Method="Set"/> <Condition Property="Name" Method="Set"/> </Conditions> <Rules> <Rule Value="ClusterType,Name;{0}|{1}"/> </Rules> </Matcher>
1	Inventory import (read/write/export)	IBM PVU reconcile can fail with a foreign key error on "ReconcileSoftwareLicensePointsConsumedData"	IOJ-1989323	
1	Remote execution	Remote execution on Unix like platforms using elevated privileges user will fail	IOJ-2070065	Install agent manually
1	Software license management	PVU consumption figures in the compliance view are incorrect for current full-capacity	IOJ-2072337	
1	Web UI	System default currency page may fail to load if too many exchange rate set	IOJ-1831999	
1		Users can delete custom report folders that contain the private reports of other users	IOJ-2073349	
2	Inventory, Uploaded file importers	Inventory resolver merge devices with same name	IOJ-1833214	1. Use the computer domain registry key to keep both devices in separate domains. 2. Machine IDs can be used to override the actual host name on one of the devices. This is not recommended for servers running Oracle.
2	Agent	Multiple inventory agent versions may be recognized as installed based on historic installation component cache data left in place after agent upgrade	IOJ-1921601	No workaround.
2	Agent	Oracle Inventory may take excessive time	IOJ-1920907	

2	Agent	Error installing the FlexNet inventory agent on Windows Server 2003	IOJ-1924154	
2	Component installers	While upgrading to a new version of FlexNet Manager Suite, customized authentication setting in IIS is overwritten	IOJ-1904419	NO
2	Database	Reconcile failure executing ProcessAlertsForSoftwareTitleEvidence: INSERT EXEC failed because the stored procedure altered the schema of the target table.	IOJ-1912323	
2	Database	Cannot delete an Oracle database instance when Oracle Enterprise Manager is installed on the same instance	IOJ-1916240	
2	Database, Web UI	Duplicate IPs on a device in a rule cause Inventory Agent Status page to fail to load	IOJ-1995293	
2	Database	Oracle instances flagged as "Not Licenseable" still consume a license	IOJ-1824736	
2	Hardware asset management, Web UI	Linked inventory device may not be shown when viewing asset record	IOJ-1929186	
2	Integration: ILMT, Inventory, Inventory import (read/write /export)	Duplicate virtual machine records may be created importing from ILMT	IOJ-1880512	In ILMT inventory ESXi host which is running VM contributing to IBM PVU license. This only happens when esxi host is not inventoried.
2	Integration: ServiceNow	FlexNet Manager Suite to ServiceNow export created while a Previous export is still processing	IOJ-1919743	
2	Inventory	SCCM Import Fails on ReadHardDriveDetails Step With Error: "Arithmetic overflow error converting expression to data type bigint"	IOJ-1926003	
2	Inventory	Active Data Guard option can incorrectly be detected as Used on a Data Guard standby instance	IOJ-1911897	
2	Inventory	Oracle Partition usage based on the presence of evidence in SCHEMA_VERSION_REGISTRY	IOJ-1913240	
2	Inventory	Advanced Security option does not show as used even though an instance has redaction policies enabled	IOJ-1862311	NO
2	Inventory	Inventory devices keep being linked and unlinked from the Suite applications	IOJ-1992483	
2	Inventory	FlexNet inventory agent may incorrectly count Oracle Universal Installer (OUI) packages which are located in a backup directory.	IOJ-1772298	
2	Inventory Beacon	Co-installed inventory beacon will only import active directory data from a domain beacon is connected to	IOJ-1926818	Use remote beacon to import active directory data from other domains
2	Inventory Beacon	SAPReader.exe fails when an Admin Module and Dependent SAP systems are added to the Beacon out of sequence	IOJ-1878631	1) Make sure you have the credentials available for your SAP Admin Module. 2) Take screenshots of the SAP Systems list and delete them all and re-add them, starting with the Admin Module on top when re-adding. Note: The deletion does NOT remove any data from FNMS, as the Beacon is only responsible for scheduling the inventories.

2	Inventory Beacon	An unhandled exception may occur when trying to add/edit an inventory source when the Operating System language uses a decimal comma instead of a decimal point.	IOJ-1839000	
2	Inventory Beacon	A child inventory beacon does not download adoption and upgrade packages completely from the parent inventory beacon	IOJ-1742927	OPTION 1: 1. On the parent beacon: Extract the attached "FNMS-64079_Beacon_AuthcodeWorkaround_0.1.9.zip" to a folder, such as the desktop. 2. Open a command prompt (or PS window) as administrator and change to the root folder where the files were extracted. with cd "C:\users\myuser\desktop\FNMS-64079" 3. Use the following to run: PowerShell -ExecutionPolicy Unrestricted -File ".\Hotfixes\FNMS-64079_Beacon_AuthcodeWorkaround.ps1" 4. Wait 15 - 30 minutes for the child beacons to re-attempt download. OPTION 2: Move child beacon to a parent beacon (by downloading another Configuration File without setting a Parent Beacon) to download packages. You can move it back to child again when required inventory agent package downloaded. OPTION 3: The complete Packages folder can be copied manually from Parent Beacon to Child Beacon, where the packages will be functional/usable but the alerts/errors will still be visible: C:\ProgramData\Flexera Software\Staging\Common\Packages\ OPTION 4: On the Parent Beacon only, copying the actual authenticode file from a cached folder and renaming it. This is time consuming, but will allow the Child Beacon to natively download all what it wants: 1. Open two Windows Explorer on the Parent Beacon and navigate to these two folders on each window: ProgramData\Flexera Software\Distribution\Cache\Common and ProgramData\Flexera Software\Staging\Common\Packages\Flexera\Adoption\LatestVersion Open each Agent flavor folder in the 2nd link and open the corresponding cached folder on the first link. 2. Copy the authcode.cab file from the first link to second link, then rename it exactly like the file ending in metapkg.ndc.gz but using .cab instead of .gz. Example: Copy ProgramData\Flexera Software\Distribution\Cache\Common\Package_Flexera_Adoption_12.4.0_Rev1.0_FlexNet Inventory Agent_FlexNet Inventory Agent\authcode.cab TO ProgramData\Flexera Software\Staging\Common\Packages\Flexera\Adoption\12.4.0\Rev1.0\FlexNet Inventory Agent\FlexNet Inventory Agent_metapkg.ndc.cab 3. Do the same processes with the Inventory Beacon's upgrade package. Example: ProgramData\Flexera Software\Distribution\Cache\Common\Package_Flexera_Upgrade_12.4.0_Rev1.0_Flexera Inventory Beacon Upgrade_Flexera Inventory Beacon Upgrade\authcode.cab TO ProgramData\Flexera Software\Staging\Common\Packages\Flexera\Upgrade\12.4.0\Rev1.0\Flexera Inventory Beacon Upgrade\Flexera Inventory Beacon Upgrade_metapkg.ndc.cab 4. Restart the FlexNet Beacon Engine service on the Child Beacon and it should be able to download all files.
2	Inventory import (read/write/export)	Inventory Reader may fail because of incorrect length of "CPUAffinity" field	IOJ-1922424	
2	Inventory import (read/write/export)	Compliance Import may fail with foreign key constraint violation	IOJ-1869186	
2	Inventory import (read/write/export)	ILMT import does not import current sub and full capacity	IOJ-1996262	Use FNMS to calculate sub-capacity for IBM PVU

2	Inventory import (read /write/export), Software license management	Change in edition/version weight may unlink manually linked applications from license	IOJ-1838486	
2	Inventory import (read /write/export)	Inventory importer may fail when writing Cloud Service Instance data	IOJ-1924156	
2	Reports	When saving a compliance trend report to a PDF, there is no legend	IOJ-1908251	
2	Reports, SAM for IBM	"IBM PVU License Consumption" report doesn't show "Exemption reason" for exemption by device role.	IOJ-1904129	The exemption reasons for licenses can be viewed in the consumption tab of licenses listed in the report.
2	SAM for IBM	PVU consumption from Oracle VM charging full-capacity	IOJ-1988646	
2	Software license management	Incorrect consumption of VM host for Microsoft Server Core license	IOJ-1893975	Override the number on host
2	Software license management	Default license configuration does not cover software installed on cloud instance	IOJ-1902908	After migration OR new license creation select appropriate "cloud service provider" use right value in addition to On-Premises to make sure both are covered by the license use rights.
2	Software license management	Datapump compression usage is not a reliable source of licensing evidence for Oracle version 12.1.0.1	IOJ-1885199	
2	Software license management	License summary shows obsolete consumed IBM PVU points for the retired license	IOJ-1928357	
2	Uploaded file importers	Inventory resolver does not delete ServiceComponent if it is the only component reported by oracle inventory	IOJ-1896162	Delete the device (through All Inventory page) that has that only one component and when the Oracle inventory (without component) reported by that device again it would not create component as it does not exist in the ndi. Only required if a component is reported as Used.
2	Uploaded file importers	Oracle VMs can report under the incorrect host when using a locally installed agent on Oracle VM Server	IOJ-1909714	
2	Web UI	Oracle Server Worksheet doesn't show Role-Exempted Licenses	IOJ-1921933	Remove all exemptions by role on the Use Rights & Rules tab and instead exempt devices as needed individually on the Consumption tab.
2	Web UI	On exporting "Raw Software Usage" report, data in the report is not inconsistent with data displayed in the UI grid	IOJ-1873835	No Workaround
2	Web UI	All Inventory page does not show chassis type	IOJ-1856850	Using report builder, build a report for inventory device, select chassis type in addition to other required properties
2	Web UI	Combobox in advanced filter is limited to 100 items	IOJ-1738785	
2	Web UI	Attaching a document while creating a Purchase, Contract, Asset or User displays an error	IOJ-1757300	Save the Purchase Order first and then attach the document.
2	Web UI	Contracts with expiring terms and conditions show red bar error when custom properties are used	IOJ-1815271	No workaround
2		License reconcile can fail when importing existing license compliance links	IOJ-2079647	

2		Multiple use rights on User licenses may over consume licenses	IOJ-1901830	Consumption overrides can be used to achieve a correct license position but this does need ongoing manual management.
2		The Microsoft 365 adapter may fail with the error "Key can not be null"	IOJ-1927417	
2		When titles become unlicensed, historic install records still cause PVU license consumption	IOJ-1926683	
2		The Oracle In-Memory database option is not recognized.	IOJ-1921330	
2		IBM ILMT PVU report is showing duplicate rows of data for the same computer	IOJ-1923580	
2		Oracle LMS scripts may incorrectly report the Multitenant option as in use on Oracle 12c	IOJ-1915579	
2		After SQL Failover, IM server failed to reconnect to SQL without manual intervention	IOJ-1914149	
2		When running publisher specific Oracle reconciliation, IBM Calculated Licenses become zero	IOJ-1921178	
2		Tenant names not included in generated license names in new O365 Connector	IOJ-1925076	
2		PVU consumption not occurring for a host when deleted and then restored	IOJ-1991195	
3	Bundles	Reconciliation error may occur due to a bundle (multi-product) licenses	IOJ-1996053	
3	Business adapters	Need to only import unique records from Data Platform	IOJ-1920626	Modify the query in the computer.xml file under "C:\ProgramData\Flexera Software\Compliance\ImportProcedures\Inventory\Reader\data platform v5\" to add the line: AND (dos.IS_UNIQUE IS NULL OR dos.IS_UNIQUE = 1)
3	Component installers	PowerShell script process fails when non default SQL port is used	IOJ-1728269	You can either · Hard code the port number in the DatabaseHelper.ps1 script, or · Add the port number to the end of the hostname, ensuring you keeping the entire string within a single quote, such as 'hostname\instance,portnumber' Note: If the wrong entry is already in the registry, you can use forceUpdateConfig to prompt for the latest database information.
3	Documentation	Some documentation for FlexNet Manager Suite 2019 R1 on-premises incorrectly claims compatibility with SQL Server 2017	IOJ-2071010	Updated documentation is available from Helpnet: https://helpnet.flexerasoftware.com/fnms2019r1/onpremises/FlexNet%20Manager%20Suite%20Release%20Notes%202019%20R1%20-%20English.pdf https://helpnet.flexerasoftware.com/fnms2019r1/EN/SysReq/index.html https://helpnet.flexerasoftware.com/fnms2019r1/onpremises/FlexNet%20Manager%20Suite%20System%20Requirements%202019%20R1.pdf
3	Documentation	Documentation for the SAP Reader command is not updated with the correct SystemID parameter for -s option	IOJ-1920356	
3	Hardware asset management	Unable to Accept Link for multiple records for "Recommended asset"	IOJ-1748949	No workaround

3	Inventory	Tanium adapter imports SQL evidence incorrectly when name contains R2	IOJ-1920490	
3	Inventory	Oracle instances started from a symbolic link path do not have their correct ORACLE_HOME discovered by parsing the oratab file and inventory fails	IOJ-1914988	
3	Inventory	Oracle options are considered always in use from OEM if pack access is agreed even if not granted	IOJ-1916150	
3	Inventory	Oracle Advanced Security is not shown as used when Data Pump usage is detected	IOJ-1928997	No Workaround
3	Inventory	The Computer search flydown can potentially bring back duplicate records causing a red bar error	IOJ-1930994	
3	Inventory	PowerShell fails to convert large JSON dataset which affects inventory adapters	IOJ-1990377	
3	Inventory, Web UI	Discovery & Inventory rule shows incorrect day selection when scheduling weekly frequency	IOJ-1727433	
3	Inventory import (read /write/export)	Inventory import test connection does not prevent inventory data import into FNMS	IOJ-1922824	
3	Purchase management	The "Expiry date" column in the file 'PurchaseOrderImportTemplate.xlsx' is incorrectly formatted to MM/DD	IOJ-2069386	
3	Reports	Advanced Filter Based on Does Not Equal Condition Is Changed to Equals When Ran	IOJ-1900271	In report builder use "Is not like" advance filter instead of "Does not equal".
3	Reports	Cascading deletion incorrectly deletes the custom reports marked as "Public" when the user who created them is deleted	IOJ-1931018	Leave the operator in the disable state.
3	Software license management	Exempting IBM PVU sub-capacity ineligible devices is still calculating the host as full-capacity	IOJ-2074397	
3	Software license management	Compliance priority may not set when an application is covered by upgrade/downgrade rights	IOJ-1863875	
3	Software license management	Ignored inventory devices may consume licenses where allocated	IOJ-1780438	Remove the allocation from the device. This bug does not apply to IBM PVU license type.
3	Uploaded file importers	Evidence counts maybe assigned to the incorrect application if the incoming evidence has no publisher set and the product name is the same	IOJ-1988630	
3		IBM PVU license reconcile fails with Solaris zone that is missing logical processor information	IOJ-2076638	The workaround for this issue is to override the number of logical processor property on the solaris zone which is impacted.
3		Bug- Unknown Users Alert does not show until license record is opened and saved	IOJ-2072765	This issue has been fixed and checked in to trunk. Refer comments: https://jira.flexera.com/browse/FNML-68010 Kindly check with the customer and revert back for clarifications.

3		Beacon New Connection Loses Connection String	IOJ-1908393	In Other Source Connection section, after entering Connection Name, Source Type, Connection String(with password), click on Test connection button and then Save. Click Save on main Beacon UI. Relaunch the beacon. The connection string stays in the Beacon > Inventory Systems screen.
3		Inventory Agent/extensions download button issues	IOJ-1920621	
3		Oracle LMS Scoped Evidence Consuming Excessive Amount of Space	IOJ-1918796	
3		The Microsoft 365 RefreshToken may be visible in the Event Viewer	IOJ-1918395	
3		String truncation exception when importing Azure metadata from IM	IOJ-1928927	
3		License consumption not showing imported ILMT points	IOJ-1929591	
3		The FlexNet Manager Suite for SAP GetRoles method may fail	IOJ-1929543	Update equations to GetRoles(false, false). The behaviour should remain identical. Once the equation is updated, the error should disappear.
3		Performance issues with license consumption grid	IOJ-1928563	
3		Ignored Oracle Instances are being displayed	IOJ-1930876	No Workaround
3		IBM Regions may not display when viewing the License grid	IOJ-1989993	Run the attached SQL in your 2019 R1 environment: FNMS2019R1-with-cluster-ibm-region-fix-Grid_LicenseComputerConsumptionListModelByLicense.sql
3		Unable to retrieve multiple subscriptions from Azure	IOJ-1995806	
3		Duplicate Key errors on the #NumProducts temporary table during CAL based reconcile	IOJ-1996461	
3		License recommendations related to usage right types 'User multiplier infrequent' and 'User multiplier external' don't get accepted	IOJ-1995176	No workaround
4	Web UI	In the "All Inventory" screen, "Link to asset" view has white text links on white background in the "Inventory Linked" column	IOJ-1910518	No Workaround

98 issues

Known issues in release 2019 R1 that are resolved in release 2020 R1

Severity	Component (s)	Summary	Master Issue Number	Workaround
1	Analytics (Cognos), Security	Cognos version used by Flexera Analytics uses old version of jQuery	IOJ-2072273	
1	Database, Inventory, Uploaded file importers	Inventory NDI files fail to import when the SoftwareFile_MT.SoftwareFileID database identity column exceeds 2,147,483,647	IOJ-2091541	
1	Integration: ILMT, SAM for IBM	All time peak consumption is imported from ILMT instead of peak from the last 3 months	IOJ-1996496	A hotfix is currently being developed, this will be applied to FlexNet Manager cloud during March 2020. On-premises customers should use FlexNet Manager Suite to calculate the IBM PVU license position as an alternative t
1	Inventory, Inventory import (read /write/export)	MaxDuplicateImportedComputerSerialNo setting cannot be configured in FlexNet Manager Suite Cloud to allow importing 2 devices with the same serial number	IOJ-1845922	
1	Inventory, VMware discovery & inventory	First octet of IP address used as device name for vCenter servers that have an IP address as their primary network identifier	IOJ-2082558	Upgrade VMWare vCenter Server 6.7 Update 3 does support PNID IP change to hostname. that will solve the problem.
1	Inventory Beacon	High memory usage may occur during discovery /remote execution on beacon if DNS is slow	IOJ-2087160	Restart Beacon Service
1	Inventory import (read /write/export)	Some file evidence-based usage gathered by FlexNet agents is not imported	IOJ-2114072	
1	License Reconcile	License reconcile process may consume a large amount of memory during bundle loading	IOJ-2079985	
1	SAML, Security	Login session does not expire if SAML identity provider does not provide a session timeout	IOJ-2084936	
1	Software license management, Web UI	Unable to scroll in UI to select license key on license Consumption tab when long values are used	IOJ-2083886	
1	Web UI	Red bar error when viewing Raw Software Usage page with error in webui.log: Arithmetic overflow error converting expression to data type int	IOJ-2073549	
2	Agent, Inventory import (read /write/export)	Inventory device records for HP-UX nPar/vPar partitions may be merged if the /usr/sbin /parstatus -wM command cannot be run successfully	IOJ-1802126	There is an updated custom reader step available from Flexera Support to work around this issue.

2	Integration: App Portal	Queries made by App Portal to FlexNet Manager Suite may perform poorly	IOJ-2088218	
2	Integration: Citrix	XenApp file evidence removed during import if file is not also referenced in the computer's software inventory	IOJ-2101296	No known workaround exists.
2	Integration: SCCM, Inventory import (read /write/export)	SCCM GetUniversalApplicationInstalledInstallerEvidence-CreateIndexes reader step fails if imported installer evidence Publisher+Name+Version is longer than 900 bytes	IOJ-2106942	No known workaround exists. Patches for FNMS 2018 R2 and FNMS 2019 R1 are available from support.
2	Inventory, SAM for Oracle	Oracle Database option query to detect Partitioning by segments may run slowly	IOJ-2076683	
2	Inventory, Remote execution, SAM for IBM	VMware hosts that don't consume PVU licenses are unnecessarily targeted for frequent OS credential discovery and virtual inventory gathering	IOJ-1994644	Turn off the discovery of vCenter and OVM as Frequent virtualization inventory should only be doing inventory. Update BeaconRuleActionPropertyValue set Value='false' where KeyName in ('BDiscoveryOptionsPerformESXScan','BDiscoveryOptionsDiscoverOracleVM','BRemoteExecutionActionsPerformOracl and BeaconRuleActionID IN (SELECT BeaconRuleActionID FROM BeaconRuleAction WHERE NAME ='Virtual cluster server scan for IBM PVU')
2	Inventory, SAM for IBM, Software license management	Device consumes licenses if it is linked to a license and then later set to "archived" status	IOJ-2076666	The device can be exempted from the device license so it does not consume. There is no workaround to stop the install assigned to the license however.
2	Inventory Beacon	Inventory beacon UI allows inappropriately frequent imports to be scheduled	IOJ-2080949	No workaround
2	Inventory Beacon	Cannot configure PowerShell inventory connection in beacon UI with some non-English locale settings	IOJ-1901036	Option 1: From Windows Control Panel, add English (US) language and configure this to be the first language in the list, and the r correctly. Option 2: Modifies the reader config file for the adapter making the following change: <Configuration Version="3.0" Language="PowerShell"> to this <Configuration Version="3" Language="PowerShell">
2	Inventory Beacon	Inventory beacon uninstall leaves behind some binaries	IOJ-1925874	Only impact when downgrading beacon version, required clean up of following files after uninstalling beacon # C:\Program Files (x86)\Flexera Software\Inventory Beacon\DotNet\bin
2	Inventory Beacon	Flexera.Beacon.TestConnection.exe does not get installed on beacon if usage agent component is deselected from installation	IOJ-1773388	
2	Inventory Beacon	Beacon authentication service can have cross-tenant performance issues	IOJ-2110382	
2	Inventory Beacon	Inventory beacon policy may be requested more frequently than the configured update interval	IOJ-2080959	
2	Inventory import (read /write/export)	UsersWriter step of import writers may run for a long time	IOJ-2087242	

2	License Reconcile, SAM for IBM	Consumption numbers shown on the Consumption tab of a PUV license may be incorrect after a device moves to another host	IOJ-2091438	
2	License Reconcile, Software license management	A supplementary title installation may not be covered by a bundle license, depending on undefined order of processing titles during import	IOJ-2071371	
2	Reports	The column order set by users in the Report Builder is not saved	IOJ-1756627	
2	SAM for Oracle	Used Count values on the All Licenses page may be shown incorrectly for Oracle Processor licenses when using sub-capacity licensing	IOJ-1719702	No Workaround
2	SAM for SAP	Temporary files may be placed in the Windows\System32 folder by the SAP Reader when processing a large amount of data	IOJ-2082688	There is a patch available from Flexera Support for this issue.
2	SAM for SAP	Hardware key and installation number of SAP systems are incorrect on System landscape details page	IOJ-1894962	
2	SAM for SAP	License consumption numbers shown by SAP and FlexNet Manager Suite may differ	IOJ-1804464	
3	Documentation	Group Assignments online help incorrectly lists licence types which do include that tab	IOJ-1867497	
3	Agent, Inventory	Pop-up window may appear during inventory gathering on Mac OS X/macOS saying: To use the "java" command-line tool, you need to install a JDK	IOJ-2083891	1: Upgrade installed java to compatible java package as suggested solution by apple++ (Recommended option) 2: Remove that non-compatible java. (Recommended option as customer does not require java) 3: Exclude problematic java path by configuring exclude file evidence rules, from file scanning, It mean inventory agent v and execute. (short term quick solution only exclude problematic java path)
3	Agent, Inventory Beacon	Cannot configure non-default port for HTTP(S) communications from agents to beacons	IOJ-1887867	Use a self-hosted web server to configure the custom port.
3	Agent, Inventory	Usage of 64-bit applications and applications with a non-unique install path may not be tracked when agent UseAddRemove preference is "true"	IOJ-1664037	
3	Documentation	Table schema documentation for the SoftwareLicenseType mentions obsolete custom license type functionality	IOJ-2114408	
3	Documentation, Inventory import (read /write/export)	Document that the value of AffinityEnabled in the ConsolidatedComputer inventory sptreadsheet template should be blank if the record is a physical computer	IOJ-1924575	
3	Integration: App Portal	API used by App Portal to get license availability count does not count availability from "at risk" licenses and does count availability from "retired" licenses	IOJ-2089798	

3	Integration: AWS, Inventory import (read /write/export)	"AWS imports" task is scheduled after upgrading to FlexNet Manager Suite 2019 R1 even if no AWS connection is configured	IOJ-1992840	
3	Integration: AWS	Inventory device records for AWS instances are deleted if AWS status was "terminated" or failed to be retrieved at any time in the past	IOJ-2113036	
3	Integration: Citrix, Inventory import (read /write/export)	CreateVDIDevices step of inventory writers fails with error if multiple VDIs have the same name, template & domain: Violation of UNIQUE KEY constraint 'UQ_VDI'	IOJ-2102047	
3	Integration: ILMT, Inventory import (read /write/export)	Deleted inventory devices that are over 90 days old are imported from ILMT	IOJ-2105938	Ignore a devices that is marked deleted within ILMT and still exist as an inventory device within ILMT.
3	Integration: SCCM	Inventory for obsolete computers may be imported from SCCM	IOJ-2082412	
3	Inventory, Inventory import (read /write/export)	Poor performance in "Read metadata blob Json data for computer" inventory import step reading from FlexNet inventory database	IOJ-2084402	
3	Inventory, Web UI	Last Inventory Date for inventory devices shows as today instead of blank for devices that have no inventory	IOJ-2101366	No workaround available.
3	Inventory	'Overlapping evidence' column in the Evidence tab of an application may display "No" if "Local" and "ARL" evidence is overlapping	IOJ-1996902	Refer to the Alert in the Evidence tab instead of the 'Overlapping evidence' column.
3	Inventory import (read /write/export), SAM for Oracle	If a VMware host has special characters in its name, import process fails at ArchiveOracleLMSAuditEvidence writer step with error: Illegal characters in path	IOJ-2089728	
3	Inventory import (read /write/export)	Application server hotfix installations use the wrong install directory if the FlexNet agent is also installed	IOJ-1847127	
3	SAM for IBM	PVU consumption overrides may not be displayed correctly in the "Current consumption" section of the license Compliance tab	IOJ-2080890	
3	SAM for IBM	Capped column is not populated on Consumption tab of PVU licenses	IOJ-1990047	
3	SAM for Oracle	Usage of Oracle Advanced Compression may be incorrectly identified due to incorrect recognition rule for CMP* tables	IOJ-2074331	
3	SAM for Oracle, Web UI	Oracle LMS download file may silently fail to be generated with no indication of an error to the user	IOJ-1920360	

3	Uploaded file importers	Bogus versions & publishers appear in FlexNet agent inventory for Microsoft SharePoint, Project & Search Server applications	IOJ-1866404	
3	Web UI	Help label "Also changes Compliance properties..." is not rendered on the Inventory Settings page in German & French	IOJ-2075780	
3	Web UI	Red error bar shown with error in webui.log when viewing license Consumption tab if computers have a NULL name: Object reference not set to an instance of an object [...] at Flexera.Web.Core. Display.UiHelper_MultiLink	IOJ-2098624	
4	Purchase management, Reports	Purchase "Created By" column is blank in reports	IOJ-2071887	No Workaround

57 issues

Unresolved Issues in FlexNet Manager Suite 2019 R1

Severity	Component(s)	Summary	Master Issue Number	Workaround
1	Business adapters, Inventory import (read /write/export)	Salesforce adapter - Use of the same subdomain for multiple Salesforce instances will end up with one or more licenses showing no usage	IOJ-2124653	
2	Agent, Inventory, SAM for Oracle	Oracle Database inventory may return zero users from databases with hundreds of thousands of users	IOJ-1925375	
2	Agent, Inventory, SAM for Oracle	Issues parsing listener.ora by ndtrack causes incorrect listener names to be discovered during local Oracle discovery	IOJ-1754713	See Knowledge Base article at https://community.flexera.com/t5/FlexNet-Manager-Knowledge-Base/Oracle-discovery-potential-problems-with-listener-ora-files/ta-p/5786
2	Agent, Inventory, SAM for Oracle	FlexNet inventory agent reports discovered Oracle listener, based on hostname rather than bound network interface controller DNS name	IOJ-1740259	
2	Agent, Component installers	Attempting to downgrade the installed version of FlexNet inventory agent with third-party tools leaves the agent non-functional	IOJ-1809619	Re-install by running the MSI or installing the new version again restores the files.
2	Agent, Inventory	Many ndtrack agent processes may run but remain blocked doing nothing if one ndtrack process takes a long time to run	IOJ-2079096	There is no known workaround for this item. Analysis of why the tasks are running for more than 24 hours can help reduce instances of this issue. For example reducing the amount of file scanning performed by the inventory agent if that is excessive.
2	Agent, Inventory	Invalid inventory directory exclusions using wildcards may cause high CPU usage and ndtrack process seg faults on UNIX-like operating systems	IOJ-1927932	Please don't specify wildcard within the path set to configure include or exclude directory paths e.g. */oracle/*backup/
2	Agent, Inventory	Usage active time values reported from the FlexNet agent may be inaccurate for computers that are in a suspended state at 12am on Monday mornings	IOJ-1719198	No known workaround exists.
2	Agent, Inventory, SAM for Oracle	Oracle Database inventory cannot be gathered from "+ASM" instances	IOJ-1730590	
2	Agent, Inventory	ndupload process on agents and beacons may fail to upload files with non-ASCII characters in filenames	IOJ-2077845	Change the value of 'Inventory' reigstry key under [HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\ManageSoft Corp\ManageSoft\Common\Rules] to the following: From $(ServerLocation)/Inventories/$(UserId) on $(MachineId) at $(DateTime) ($(Generation)).ndi To $(ServerLocation)/Inventories/system on $(MachineId) at $(DateTime) ($(Generation)).ndi
2	Batch processing	Batch Processor status processing and success come back in reverse order	IOJ-1919441	No known workaround exists.
2	Batch processing	Batch scheduler fails when two accounts are used to separate FlexNet Manager Suite operation from data collection services	IOJ-1728113	Grant service account access to the target inventory database and use service account to import from that inventory source at this stage. This will help to avoid issue until we implement impersonation within the batch processor service.
2	Batch processing	Pending tasks are not transferred to the message queue when upgrading FlexNet Manager Suite	IOJ-1725527	Ensure the batch processing queue is empty before upgrading.

2	Batch processing	Beacon Processor process may fail accessing MSMQ message queue when using multiple batch servers: "The transaction operations sequence is invalid"	IOJ-1737873	No workaround available however it will work with single batch scheduling server if required.
2	Business adapters	'SecureSocketsLayer' authentication type cleared in BAS when navigating to another node	IOJ-2117408	After selecting SecureSocketsLayer for the authentication type, save the adapter without navigating to any other node so that the option is not cleared
2	Business adapters, Web UI	Red error bar with error in webui.log when accessing Data Inputs page if multiple data inputs have the same name: "System. InvalidOperationException: The result collection contains duplicate objects."	IOJ-1990278	No known workaround exists.
2	Business adapters	The Business Importer password is shown in plain text in the simulation UI if the import source is ODBC	IOJ-1739487	Use a non-ODBC connection type when possible.
2	Business adapters	Business Importer may truncate a long SAP role name without displaying an error	IOJ-1739470	Limiting the role name to 32 characters.
2	Business adapters	Performing a repeated Business Import of .csv files may result in a crash	IOJ-1738442	Remove the following line from the configuration xml file: <Property Name="SAP System Landscape ID" Type="SAPSystemLandscapeID" usenullvalueformatching="RemoveProperty" Update="Never" Value=" SAPSystemLandscapeID" ValueType="Field Value" UseForMatching="true" MatchingMode="like" /> Normally the ID field of each table will not be included in the configuration xml file (eg. AssetID, ComplianceComputerID). SAPSystemLandscapeID is the ID field for table "sapsystemlandscape". Adding this field in the xml file result in the SQL query change in finding the existing records in table "sapsystemlandscape" (method MarkExistingRecords() in FastImportObject.cs), as a result, the system will try to insert the same record again.
2	Business adapters	Business Importer incorrectly requires SAP field 'FastManageSoftSAPTransactionProfileObject' which is actually a custom property	IOJ-1739106	No known workaround exists.
2	Business adapters	Business importer makes use of the deprecated field "LicenseQuantity" in calculations	IOJ-1740921	No known workaround exists.
2	Business adapters	Inventory beacon expects business adapter file name and import type name to be same	IOJ-1666793	Renaming the XML file name to be exactly the same as import name in the XML file.
2	Business adapters	Supplied schema.ini files are deleted when running a business import to import data from a text file unless delimiter is configured as "none"	IOJ-1737437	To avoid a schema.ini file that is supplied with a CSV source data file being deleted, edit the adapter xml file and making the following changes to the <Import> element: Add ";FMT=Delimited(None)" in the properties in the ConnectionString. This will result in an <Import> element appearing similar to the following: <Import Type="CSV" Delimiter="<value>" ConnectionString="Provider=Microsoft.Jet. OLEDB.4.0;Data Source=C:\Source;Extended Properties='text;HDR=Yes;FMT=Delimited(None)'" Query="select * from [Data.csv]" FileName="C:\Source\Data.csv" [...]>
2	Component installers	Silent installations of FlexNet Manager Suite may not install the required VC++ redistributable libraries	IOJ-1754262	The VC++ redistributable libraries are installed when the application server is installed via setup.exe.
2	Component installers, Inventory Beacon	Beacon silent upgrade overrides custom registry configuration settings pointing to non-default folders	IOJ-1747923	

2	Contract management	Unexpected error when creating a payment instalment without frequency	IOJ-2085244	Select any valid frequency in the drop down list. A frequency must be selected.
2	Contract management	A scoped operator may receive an error when searching for contracts	IOJ-1724716	Assign the operator to an administrator level role.
2	Database	After upgrading FlexNet Manager Suite, new multiple Primary inventory data sources have been added	IOJ-1738872	Manually correct up the primary connection states after migration.
2	Database	Upgrading from FlexNet Manager Platform 9.2 to FlexNet Manager Suite, the error message "Not all objects are owned by dbo" may be encountered during the database migration step.	IOJ-1761482	Ensure database objects listed are owned by the "dbo" namespace before migrating.
2	Discovery, SAM for Oracle	Deleting oracle from Discovered devices does not work as expected.	IOJ-1913976	
2	Discovery, SAM for Oracle	Oracle RAC servers in 'Discovered Devices' may have an IP address = Localhost (127.0.0.1) which results in no Oracle discovery	IOJ-1725445	No known workaround exists.
2	Discovery, Inventory, SAM for Oracle	No error is reported when an Oracle listener is discovered, but no Oracle service.	IOJ-1731930	
2	Discovery, Inventory, SAM for Oracle	Discovered Device properties page may not display Oracle evidence if linked to a duplicate Computer record	IOJ-1745955	
2	Enterprise group management	Child nodes displayed when searching in Corporate units, category, location & cost centres	IOJ-1740934	
2	Enterprise group management	Deleting records in bulk from the user page results in an error and failure to delete users	IOJ-2123223	Delete users in smaller batches to allow it to succeed.
2	Hardware asset management	The overridden value for a computer hardware will be saved to the inventoried section if the inventoried value is blank	IOJ-1715227	No known workaround exists.
2	Hardware asset management	When bulk creating assets from inventory, after configuring "Duplicate Serial Number" on a portion of the devices and saving the changes, any remaining machines are not created as an Asset	IOJ-1719624	
2	Hardware asset management	Device Assets without Inventory page shows assets which have linked inventory	IOJ-2115958	Delete the duplicate dummy computer when it occurs.
2	Hardware asset management, SAM for Oracle, Web UI	Red error bar shown with error in webui.log when retiring an asset linked to Oracle inventory with instances allocated to licenses: 'The DELETE statement conflicted with the REFERENCE constraint "FK_SoftwareLicenseAllocation_Instance".'	IOJ-2121466	Unlink the asset from the inventory device
2	Integration: Active Directory, Uploaded file importers	Active Directory import may fail if group is created while data gathering from Active Directory is in progress	IOJ-1850056	Next AD import will fix this issue when AD data is collected again with known group information.
2	Integration: ADDM	ADDM staging tool truncates cluster key values at 255 characters, leading to possible duplicate key values	IOJ-1895733	Expand the column length by running the following query with required length for ClusterType ALTER TABLE Cluster_ci ALTER ClusterType nvarchar (<LengthNumber>)
2	Integration: Altiris	Altiris reader obtains computer serial numbers from Inv_AeX_AC_Identification table which may be unreliable as a source	IOJ-1883135	The serial number can be manually overridden but if the device is to be matched to the same device reported by other inventory sources it will mismatch.

2	Integration: Citrix, Uploaded file importers	Import of Citrix remote application *.raa file fails with "XmlException: Invalid character in the given encoding"	IOJ-1986841	Manually remove any special characters from the application description.
2	Integration: FNMEA	FNM-EA 15.5 Patch9 data push fails importer with errors.	IOJ-1741594	There are two workarounds readily available: 1. Do not call the web method with "false" as the stageOnly parameter value. An easy way to achieve this is to use FNM-EA patch 10 or later. By default this turns the parameter to "true". 2. Add a sufficiently long timeout to the executionTimeout parameter of the httpRuntime element of <INSTALLDIR>\DotNet\ComplianceConnectorService\Web.config. For example an hours timeout will be: executionTimeout="3600"
2	Integration: ILMT /BigFix, Inventory import (read/write /export), SAM for IBM, Software license management	License records created from ILMT may not show consumption if the linked application is a member of a suite	IOJ-1916229	1. Link Parent title manually to the license 2. Change 'Suite' setting minimum required application number to maximum to break the suite recognition logic. Then Child app will reporting installation , so that ILMT license will report consumption accordingly.
2	Integration: ILMT /BigFix, Inventory, Inventory import (read /write/export)	Some machines imported from ILMT may have no recognized installations	IOJ-1728890	
2	Integration: Other	Remote User counts may be inflated when user acounts are member of built-in AD groups in multi-domain environments	IOJ-1747936	
2	Integration: SCCM, Inventory import (read /write/export)	Different App-V installer evidence may be imported from SCCM each time an import is run	IOJ-1889750	
2	Integration: SCCM, Inventory import (read /write/export)	Reading data from SCCM may fail at InsertIntoTempApplicationFile step when collation of SCCM database is different from the compliance database	IOJ-1758508	
2	Inventory, SAM for Oracle	Oracle instances page may not show managing OEM when two Oracle inventory records exist for a device	IOJ-1884363	This issue may occur if a local and remote oracle inventory process was used. To fix this, delete obsolete oracle inventory records from inventory database.
2	Inventory, Web UI	Red error bar on Subnets and Beacons pages when the Beacon is configured with itself as a parent	IOJ-1743094	Correct up the configuration of beacons so that parent relationships are correct.
2	Inventory, SAM for Oracle, Web UI	Red error bar when downloading 'Oracle LMS audit evidence in zip archive' from Oracle instance page when collations of the compliance and master databases differ	IOJ-1743200	
2	Inventory	Opening an Inventory Device Properties for a computer throws an exception when getting the inventory source connection name	IOJ-1715168	
2	Inventory	Zero Touch inventory may leave a SSH session open on AIX devices	IOJ-1728352	
2	Inventory, Web UI	A red bar error occurs when expanding a grouped row in the Active Inventory page	IOJ-1737948	
2	Inventory, Web UI	An unhandled error occurs when searching for a Beacon in the 'Assign Subnets' to a beacon fly-out - 'Unassigned Subnets' page	IOJ-1666496	

2	Inventory, SAM for Oracle	For Oracle 9i on Microsoft Windows, installed agent running as sysdba fails to collect Oracle inventory	IOJ-1766929	run ndtrack.exe -t machine as windows or domain user with ora_dba group membership. This can be done by creating MS task scheduler to execute ndtrack.exe -t machine at the specified scheduled time, or use remote oracle inventory using inventory beacon.
2	Inventory, SAM for Oracle	Oracle Database option query to detect Partitioning by segments may run slowly	IOJ-1928393	No known workaround exists.
2	Inventory Beacon	Latest version and latest approved version rules for Beacon upgrade can conflict causing a failure of upgrade	IOJ-1896481	
2	Inventory Beacon	Unhandled exception while saving a change in the beacon UI when user does not have write permissions to the applicationHost.config file	IOJ-1906522	In the applicationHost.config file you should provide write permissions to users who work with the beacon . Alternatively, you can run the Beacon user interface with elevated privileges.
2	Inventory Beacon	Child beacon unable to download beacon policy from parent beacon (cloud)	IOJ-1742928	FlexNet Manager Suite (Cloud Edition): Delete or Rename the CertificateFile entry under the following registry key on the Child Beacon: HLKM\SOFTWARE\Wow6432Node\ManageSoft Corp\ManageSoft\Compliance\CurrentVersion\ FlexNet Manager Suite (On-Premises Edition): Not affected as policy/packages signing is not required.
2	Inventory Beacon	BeaconPolicy generation is re-setting disabled subnets to enabled despite have been disabled	IOJ-1719365	
2	Inventory Beacon	Business Importer ComplianceUpload does not find package if package name has minus sign	IOJ-1714884	Do not use a hyphen character in the package name.
2	Inventory Beacon	Basic authentication cannot be used on Beacons as the URL does not support the \ character	IOJ-1701803	
2	Inventory Beacon	Scheduled tasks on the Beacon are disabled if the Beacon UI is left open, with an upgrade dialog open.	IOJ-1730936	Close the Beacon UI and wait for the upgrade to trigger again and finish.
2	Inventory Beacon	Switching a Beacon from self hosted to IIS with credentials, any managed devices will be orphaned	IOJ-1701834	Ensure any managed devices communicating with this beacon also have other beacons they can communicate with.
2	Inventory Beacon	Computers with multiple network adapters (multiple IPs) will not match correctly to targets, can't enable usage when adopted	IOJ-1701829	Use the "machine with names like" filter to target devices with multiple active network adapters, to enable and disable usage.
2	Inventory Beacon	Beacon reports no policy if agent is installed on the beacon	IOJ-1741388	Please collect inventory from inventory beacon server using remote inventory.
2	Inventory Beacon	Agent on inventory beacon does not know from where to download policy	IOJ-1701831	Please collect inventory from inventory beacon server using remote inventory.
2	Inventory Beacon	Policy revision number is very frequently incremented when using FlexNet Beacons earlier than 2017 R3 and older beacons fail policy signature check	IOJ-1895994	Upgrade all beacons to release 2018 R2. The minimum compatible Beacon release is 2017 R3.
2	Inventory import (read /write/export)	License reconciliation failure: The INSERT statement conflicted with the FOREIGN KEY constraint "FK_SoftwareLicenseGroupPointsConsumedData_GroupEx"	IOJ-2078225	No known workaround exists.
2	Inventory import (read /write/export)	Not able to run two PowerShell Adapters in parallel	IOJ-2083780	Ensure Powershell based adapters run sequentially.

2	Inventory import (read /write/export), Software license management	"ReconcileLicenses/Processing easy licenses" step of inventory import writers may fail with error: Arithmetic overflow error for type int	IOJ-1922736	Reducing the multipliers on purchases and purchased quantities can resolve this issue while keeping the license at the correct ratios for compliance status purposes.
2	Inventory import (read /write/export)	Performance when calculating Virtual Machine configuration relationships needs to improve	IOJ-1753828	No known workaround exists.
2	Inventory import (read /write/export)	Inventory upload status is not displayed in 'Last 5 uploads' for data imported through a Beacon.	IOJ-1758549	No known workaround exists.
2	Inventory import (read /write/export), SAM for Oracle	The Oracle Instance user would not be updated, when a generated ExternalID is same, but the user is changed	IOJ-1736564	
2	Inventory import (read /write/export)	The logic used for matching and reconciling domains does not handle multiple identical qualified names with different flatnames	IOJ-1739123	No known workaround exists.
2	Inventory import (read /write/export)	Data Warehouse export does not cater for enterprise groups with '/' embedded in level names.	IOJ-1724226	Removing '/' characters from enterprise group names will make them perform correctly in the reports.
2	Inventory import (read /write/export)	System Task page shows incorrect number of ignored devices due to FlexNet Manager Suite license limit	IOJ-1758988	No known workaround exists.
2	Inventory import (read /write/export), Software license management	Software license reconcile processing may fail due to database deadlock while processing bundle install licenses	IOJ-1830627	
2	Inventory import (read /write/export)	Enabling the 'Synchronize assigned user with calculated user' option on the System Settings > Inventory tab has no effect during the inventory import process	IOJ-1716880	See https://community.flexera.com/t5/FlexNet-Manager-Knowledge-Base /Synchronize-assigned-user-with-calculated-user-is-not-working/tac-p/154077
2	Operators, rights and roles	Administrator unable to clear category restriction if it has been set previously and saved	IOJ-1744610	
2	Operators, rights and roles	The 'Locations' and 'Cost Centers' pages may not display any data, despite the operator having the appropriate enterprise group access right.	IOJ-1718831	
2	Operators, rights and roles	User accounts can view the Users tab, under System Settings, despite having the 'Configure user properties' option set to Deny	IOJ-1733701	
2	Operators, rights and roles	Operators with restricted "Create new licenses from purchased entitlements" right can process Purchases	IOJ-1733071	
2	Operators, rights and roles	Operators with "List devices" set, continue to receive the hyperlink for devices - which then produces and error when selected	IOJ-1732980	
2	Operators, rights and roles	An account without role can be disabled, but it cannot be enabled	IOJ-1739702	
2	Operators, rights and roles	When the 'list device' access right is removed from a role, Device licenses are displayed with consumption = 0	IOJ-1738488	
2	Operators, rights and roles, Web API	The License Reconcile control cannot be managed using Roles	IOJ-1741892	No known workaround exists.
2	Operators, rights and roles	An error is displayed when searching for applications and the operator does not have access rights to Applications	IOJ-1717339	

2	Operators, rights and roles	Operators with 'Modify an existing application' set to Deny are presented with options to Create a license and Change status, for an application	IOJ-1717342	
2	Operators, rights and roles	The Email and Job title fields, in the Accounts page, are not being recognized as updated in order to enable the Save button	IOJ-1714964	
2	Operators, rights and roles	Operators with "Allocate licenses to end-users or computers" set to Deny, may still allocate computers or Users.	IOJ-1714846	No known workaround exists.
2	Operators, rights and roles	Operators with 'Vendors' = 'Read only', should only have read only access to the Vendor field in a Purchase	IOJ-1714869	
2	Operators, rights and roles	Operators with "List Software Licenses" set to Disallow or Deny results in an 'Unexpected error' after login	IOJ-1714785	
2	Operators, rights and roles	A redbar error is displayed when filtering on Last Login in All Accounts page	IOJ-1740863	
2	Operators, rights and roles	Unable to Edit Asset Without Permission 'Create a new hardware asset'	IOJ-1851016	Add the operator to a role with the Create an Asset right.
2	Purchase management, Web UI	Attempting to process more than 100 purchases results in a red bar error	IOJ-1884841	Process purchase orders in bathes of approximately 100 at a time.
2	Purchase management	Overspent calculations may be incorrect should the quantity per unit value not = 1, in the purchase order	IOJ-1743456	No known workaround exists.
2	Purchase management	Processing purchases with quantity greater than 2147483647 (2^31-1) will produce redbar error	IOJ-1745487	No known workaround exists.
2	Purchase management	Opening the 'Licenses with Upcoming Payments' report, takes an excessive time to display	IOJ-1727113	No known workaround exists.
2	Purchase management	A 'Nothing to decrypt' error may be encountered in EntitlementAutomation, when the MaintenanceDefinition contains a NULL value	IOJ-1720229	
2	Purchase management	An error occurs when setting an out of range value in the Request Number field of the Ownership tab, and save the Purchase.	IOJ-1715930	Use a shorter value for the request number.
2	Purchase management	A "An item with the same key has already been added" error may be encountered when creating a Purchase with custom properties	IOJ-1726760	
2	Purchase management, Web UI	A red bar error occurs when expanding a grouped row in the All Payments page	IOJ-1737950	
2	Purchase management	Total price is shown as 0.00 if UnitPriceRate ID is NULL and AutoCalculateTotal = 0	IOJ-1745738	Ensure a total price rate is populated before migrating from 9.2.
2	Purchase management	In 'Unprocessed Purchases', the Process button is enabled when purchases of different type are selected.	IOJ-1666678	No known workaround exists.
2	Purchase management	Unhandled exception happens when setting an out of range string in the Invoice Number and saving the Purchase Order	IOJ-1715927	Use a shorter string for the invoice number.
2	Purchase management, Web UI	Unhandled exception happens when giving long numbers in the Purchase Quantity and Quantity per unit fields and saving the Purchase Order	IOJ-1715926	Split the total purchase quantity across multiple PO lines to make the total quantity fit within 32 bit integer limits.

2	Reports	"Does not Equal to" filter condition returns equal for date data type	IOJ-1995609	Using a different form of filter (for example greater or less than) can supply the same data in some circumstances.
2	Reports, Software license management	Applications covered by a license of type "Microsoft SCCM Client Device" may appear in the Unlicensed Installations report	IOJ-1994005	No known workaround exists.
2	Reports	Cognos report 'Publishers at risk' displays US Dollar as currency even though other currency is made as default.	IOJ-1710490	No known workaround exists.
2	Reports	The number of returned results from a custom report changes with consecutive runs	IOJ-1727573	Ensure the report returns less than 1,000,000 records as it's initial filtered result set, then further filtering will not give inconsistent row counts.
2	Reports	When saving a report, Anne is not sure if the action will overwrite or save a new copy	IOJ-1740524	
2	Reports, Web UI	Error occurs when a data series, in the report chart is clicked	IOJ-1754857	
2	Reports	Reports: "Payment Schedule Details by Month" generates improper data when multiple value is selected on "Payment schedule type" Dropdown	IOJ-1739808	
2	SAM for IBM, Software license management	IBM UVU and IBM Authorized User license types show incorrect Compliance status	IOJ-1761577	No known workaround exists.
2	SAM for IBM, Web UI	Performing a Simulation, manually adding Virtual Machines to a Host that is linked to a PVU license, may result in an error	IOJ-1717316	No known workaround exists.
2	SAM for IBM, Software license management	Supplementary applications not consuming license when hosted in Azure for IBM PVU license type.	IOJ-2127258	Temporarily mark the computer as not hosted in a cloud service provider.
2	SAM for Microsoft	Update error handling for MLS file uploads	IOJ-2092593	No known workaround exists.
2	SAM for Microsoft	Consumption may be under counted for Microsoft Server Core licenses for SQL Server Enterprise on running on virtual machines	IOJ-1988329	The consumption of affected devices can be manually overridden on the Consumption tab of license properties.
2	SAM for Oracle, Software license management, Web UI	Red error bar with error in webui.log when allocating computers to an Oracle Processor license that are already allocated to the license: Violation of PRIMARY KEY constraint 'PK__#...'. Cannot insert duplicate key in object 'dbo.@ConsumptionTree'.	IOJ-1922491	Allocate the device in the consumption grid instead of using the search above the consumption grid.
2	SAM for Oracle	Oracle License Breached with Option license does not match instance Even After Matching Option License	IOJ-1872110	
2	SAM for Oracle, Software license management, Web UI	An error is encountered when editing an Oracle User in an Oracle EBS Application properties	IOJ-1720131	
2	SAM for SAP	Some custom SAP license rules require the use of an object's database ID instead of its name	IOJ-1909909	
2	SAM for SAP	When using Cognos reports with FlexNet Manager Suite for SAP Applications, the Consolidated user report is displaying incorrect values.	IOJ-1718119	
2	SAM for SAP	The 'Indirect Access' page cannot be loaded, in FlexNet Manager Suite for SAP Applications, for a landscape where the operator has optimization set to read only	IOJ-1718128	

2	SAM for SAP	Duplicate objects can be added to the transaction profile, for FlexNet Manager Suite for SAP Applications	IOJ-1729336	
2	SAM for SAP	While viewing SAP pages, the error "Cannot display your item" is displayed	IOJ-1740746	
2	SAM for SAP, Web UI	Performing a search on the SAP Module Usage page may fail with an error in webui.log: "Cannot query a data store using criterion [...]"	IOJ-1808619	
2	SAM for SAP	The SAP systems tab is disabled in first launch of Beacon UI	IOJ-1718104	Close Beacon UI and relaunch, all buttons are enabled and SAP systems can be created
2	SAM for VMware, Uploaded file importers	Inventory resolver does not overwrite cluster when renamed	IOJ-1892356	Delete the hosts through the All Inventory page, those were members of the renamed cluster and re-inventory vCenter OR OVM Manager that has two clusters. Run IM import right after vCenter OR OVM Manager inventory.
2	SAML	NotOnOrAfter attribute in SAML assertion is treated as a timeout	IOJ-2079499	No known workaround exists.
2	Software license management	Applications that were previously linked to a license may continue to consume against the license after a failed reconcile	IOJ-2114089	The following steps can be used to resolve the consumption issue: 1. Add the application back on to the license and save the change 2. Run a license reconciliation, ensuring it completes successfully 3. Remove the application from the license and save the change 4. Run a license reconciliation, ensuring it completes successfully 5. The application should no longer be consuming against this license
2	Software license management, Web UI	License Simulation page may report an exception while adding/editing new simulation	IOJ-2116476	No known workaround.
2	Software license management, Web UI	In the Use Rights Tab: Management Core license incorrectly displays the option - Consume one entitlement per 'N' cores	IOJ-1867007	No known workaround exists.
2	Software license management	API error - 'Http 500' error when calling the GetSoftwareTitleClassificationCollection() web service method	IOJ-1745235	No known workaround exists.
2	Software license management, Web UI	Setting page filter to "Category" on the Installed Applications page may display a red bar error	IOJ-1744469	Add the category column to the grid before adding to the filter.
2	Software license management	License simulation shows all hosts, pools and partitions as 'Is capped' = True	IOJ-1725705	No known workaround exists in the Simulation area of the product. The capped state can be seen on the inventory device properties pages.
2	Software license management	A failed license reconcile may leave consumption in an inconsistent state	IOJ-1720859	Running a further full license reconcile will correct this issue.
2	Software license management	Operators with restricted "Configure software asset properties" can view the License setting, under System Settings	IOJ-1733033	
2	Software license management	Multiple licenses are marked as "In breach" for the same product, when only one license should be in this state	IOJ-1736562	
2	Software license management	The 'Used' count can be inconsistent between the Consumption tab and License grid	IOJ-1739363	No known workaround exists.
2	Software license management	Asset setting, under System settings, should not display when restriction "Configure hardware asset properties" in Hardware Assets accordion of Role	IOJ-1741021	

2	Software license management	The 'Licenses with Upcoming Payments' report fails with unexpected error for the operator without the 'List software license' right	IOJ-1767140	Allocating the right to the operator or a role will resolve this issue.
2	Software license management, Web UI	License consumption numbers shown in different areas of the UI count inactive users differently	IOJ-2087983	No known workaround exists.
2	Software license management	Upgrade rights are not retained correctly on licenses after editing	IOJ-2123244	No known workaround exists.
2	Uploaded file importers	An invalid character error is displayed when performing an AD import when the First or Last name of a User account contains a control character	IOJ-1662070	Remove the invalid ascii characters in the AD record.
2	Vendor management, Web UI	Red bar error observed when deleting a Vendor linked as Publisher to Purchase Order.	IOJ-1740684	
2	VMware discovery & inventory	vCenter discovery and inventory rule on child beacon may get stuck in an "in progress" state	IOJ-2093758	Disable the child Beacon when running the Discovery rule and for the rest of the time run only the vCenter Inventory collection.
2	VMware discovery & inventory	VMware cluster inventory does not report both affine host group and anti-affine host group	IOJ-1740350	
2	VMware discovery & inventory	VMWare inventory should collect ESXi host IP	IOJ-1660808	
2	Web API	The API call GetCustomView, returns the User Name (DisplayName) field, not the sAMAccountName.	IOJ-1740509	
2	Web UI	Red bar error when trying to allocate/exempt licenses with set roles	IOJ-2080118	The workaround is to allow the role to create licenses as well as edit them.
2	Web UI	Installed count discrepancy between "Installed Application" vs "Application Installation Details" record	IOJ-2070833	
2	Web UI	Exemption reason functionality having issues in Chrome	IOJ-2118693	Use the Bulk Allocations and Exemptions page to manage exemptions or use a different browser.
2	Web UI	Sub Asset Synching on Category	IOJ-1907112	There is no known workaround to automate this but the category can be manually set on the sub asset.
2	Web UI	Red Bar error caused by duplicate applications in a suite. Local application not shown in webui	IOJ-1911724	
2	Web UI	Inventory device update may remove linked category	IOJ-1993126	This issues occurs when a user updates an inventory device. To fix, please update the category through the linked asset.
2	Web UI	Under-Consumed License Widget on Dashboard is not Filtering Out Retired Licenses	IOJ-1994786	No known workaround exists.
2	Web UI	When changing the License Type of a license, the 'Automatically manage license priorities' does not update the license priority.	IOJ-1714600	License priority for an application can be manually adjusted after the license type is changed on the Licenses tab of application properties.
2	Web UI	Operators cannot view roles when the Roles right set is 'List roles' = 'Allow'	IOJ-1714177	
2	Web UI	Beacon properties cannot be updated should two Beacons have same name	IOJ-1712294	

2	Web UI	Red Bar error is displayed when editing an exchange rate in System Defaults page	IOJ-1740418	
2	Web UI	Noticeable delay when loading License Keys columns containing more than 1500 records, or when the page grid is greater than 50, in the Consumption tab of License Properties	IOJ-1740389	No known workaround exists.
2	Web UI	Inventory records cannot be edited should a Flexnet Manager Suite license count be exceeded. (On-Premises)	IOJ-1803112	1) changing the cost center of the related asset instead of edition the device property 2) adjusted the number of devices against their FNMS license
2	Web UI	Logging in to a tenant with an expired license shows permissions error instead of license error	IOJ-1735107	No known workaround exists.
2	Agent, Component installers	Multiple Windows inventory agent versions may be recognized as installed based on stale Windows Installer data not removed during agent upgrade	IOJ-2096914	Remove the orphan uninstall evidence from the registry.
2	Agent, Inventory, SAM for IBM	IBM WebSphere MQ Client may be recognized as IBM WebSphere MQ Server	IOJ-1927993	
2	Component installers	FlexNet Inventory Agent processes may crash due to incompatible mgscmn.dll file when agent is downgraded on Windows	IOJ-2078047	Remove any copy of mgscmn.dll under C:\Windows\System32 (or related directories) before installing a downgrade version of the agent.
2	Database, Inventory import (read/write /export)	"Arithmetic overflow error converting IDENTITY to data type int" on LicenseSimulationHWDetailsID_MT table during "Performing simulation based on current assignments" license reconcile step	IOJ-1992412	No known workaround exists.
2	Inventory, Inventory import (read/write /export)	Inventory spreadsheet import is not backwards compatible when a new FlexNet Manager Suite release adds additional columns	IOJ-1890219	You can add the additional columns to the spreadsheet, using the newer templates. This will restore the imports.
2	Inventory, Uploaded file importers	FlexNet inventory importer may not get MaxNumberOfLogicalProcessors correctly for Solaris zones	IOJ-2103742	Affected consumption can be manually overridden to the correct value. There is no workaround to get the correct number of logical processors to show however.
2	Inventory	Fabricated hosts consume against FlexNet Manager Suite license	IOJ-1987364	No known workaround exists.
2	Inventory Beacon	Inventory beacon uninstall leaves behind mgscmn.dll in Windows\SysWOW64 folder	IOJ-2087837	Only impact when downgrading beacon version, required clean up of following files after uninstalling beacon # C:\Program Files (x86)\Flexera Software\Inventory Beacon\DotNet\bin # mgscmn.dll from C:\Windows\SysWOW64 (Applicable to standalone beacon)
2	Inventory import (read /write/export)	EvidenceAlerts writer step during import may fail with error: INSERT EXEC failed because the stored procedure altered the schema of the target table.	IOJ-2101652	An SQL fix for this issue is available from Flexera Support.
2	SAM for IBM, Software license management	IBM PVU full capacity should calculate for the whole cluster	IOJ-1878636	An operator can override consumption in the Consumption tab of the license properties page.
2	SAM for SAP, Web UI	The SAP Module Usage page may not display the expected data	IOJ-2070394	Use Module Usage report in Reports area
2	SAML, Security	SAML authentication doesn't implement sliding window session timeout in FNMS	IOJ-1923259	Configure identity provider session timeout to 10 (default in FNMS for SAML authentication) or more hours.

2	Software license management, Web UI	Red error bar with error in webui.log when saving a software license with specified upgrade rights: The UPDATE statement conflicted with the FOREIGN KEY constraint "FK_SoftwareLicenseProduct_SoftwareTitleUpgradeVersion_MT"	IOJ-1995729	Open license properties Note what the current upgrade rights are Disable upgrade rights Save the license Reset the upgrade rights
3	Activity Log and System tasks	'Connection type' filter values displayed on the system task grid is incorrect.	IOJ-1832671	
3	Agent, Component installers	Agent uninstall leaves config files on filesystem in Ubuntu environment	IOJ-2099001	Run the following command to completely remove agent on Ubuntu environment: dpkg --purge managesoft
3	Agent	Inventory agent should calculate processor count from HP-UX capacity on demand (COD) servers based on "number of enabled CPUs" / "Cores per socket"	IOJ-1906201	If the calculated value is not equal to the number of enabled number of CPU's, you can fix this issue by overriding the number of processors which displays in the Processors field in the Hardware tab of the inventory device properties.
3	Agent, Inventory, SAM for Oracle	Agent-based Oracle inventory fails when ORACLE_HOME environment variable is set incorrectly in impersonated user's profile on Unix-like operating systems	IOJ-1923253	Use direct Oracle inventory collection from the beacon. This is documented in the System Reference PDF On the Oracle server, run each Oracle instance which is using a different home path under a different user account. Configure ORACLE_HOME environment variable in the users environment to the correct home path for the instance. Inventory will then succeed using latest agent.
3	Agent	ndtrack.exe does not generate .ndi file in the specified folder when it was specified as '-o MachineZeroTouchDirectory="C:\"'	IOJ-1908563	\\<your_inventory_ beacon_computer>\mgsRET$\Inventory\ndtrack.exe -t machine -o Upload=False -o MachineZeroTouchDirectory="C:\\" -o LogFile="C:\agentlog.log" -o IncludeDirectory=C:\
3	Agent, Inventory, SAM for Oracle	Oracle Inventory files showed incorrect options being installed if there are two or more instances	IOJ-1741737	
3	Agent, Inventory, SAM for Oracle	Oracle inventory may be missing EBS applications inventory if multiple nodes targeted by the same rule and there are tens of thousands of users	IOJ-1888512	This occurs when 20,000 users are assigned to multiple EBS applications and you target multiple nodes within the same rule. Resolve this issue by creating one rule for each node in a cluster and schedule to run in sequential order.
3	Agent	User's domain may be reported as the computer's domain in usage metered by the FlexNet agent	IOJ-1899773	Set the domain value in the registry via a GPO that triggers when a user logs on. It would create/update the string value UserLogonDomain under HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\ManageSoft Corp\ManageSoft\Common.
3	Agent, Inventory	NETBIOS computer name is returned inventory on Windows computers, which may differ from DNS name	IOJ-2118143	Ensure NETBIOS names for computer match DNS names.
3	Agent	Agent is unable to connect to beacon through a web proxy for uploading files	IOJ-1851099	
3	Analytics (Cognos)	Quantity per unit is not correctly handled in Analytics financial risk calculations.	IOJ-2103383	No known workaround exists.
3	Analytics (Cognos), Component installers	InstallCognos.ps1 script fails if service account is a member of an AD group that doesn't exist	IOJ-1913873	To workaround the failure do the following: 1 Open InstallCognos.ps1 in a text editor 2 Search for the string "Test-LocalAdministrator" 3 Comment out the following lines of code like so: #if ($serviceUser -ne $null -and -not (Test-LocalAdministrator $serviceUser)) { # throw "The specified service user, $serviceUser must exist and be a member of the local administrators group. The user's domain must also exist and be contactable."; #} 4 Execute InstallCognos.ps1 again

3	Batch processing	Batch processing tasks may fail when the batch server name is longer than 15 characters	IOJ-1752171	Update the following registry keys, and then perform a server reboot (it may be sufficient to restart the MSMQ service). $msmqkey = "HKLM:\SOFTWARE\Microsoft\MSMQ\Parameters" Log "Configuring '$msmqkey\IgnoreOSNameValidation'" New-ItemProperty -Path $msmqkey -Name "IgnoreOSNameValidation" -Value 1 -PropertyType DWord -ErrorAction Stop -Force \| Out-Null Log "Configuring '$msmqkey\IgnoreOSNameValidationForReceive'" New-ItemProperty -Path $msmqkey -Name "IgnoreOSNameValidationForReceive" -Value 1 -PropertyType DWord -ErrorAction Stop -Force | Out-Null
3	Business adapters, Purchase management	Business adapter does not update purchase order invoice number/date when updating purchase order line details with InheritPOInvoiceDetails=1	IOJ-2112985	
3	Business adapters	PO Business Adapter Quantity Per Unit Imports are inconsistent	IOJ-2069834	No known workaround exists.
3	Business adapters	Performance issue with license allocation through a business adapter	IOJ-1906677	Break up the users into smaller sets and run a business import for each to make the allocations
3	Business adapters	Business Adapter Studio - Directory Service & SSL	IOJ-1922499	No known workaround exists.
3	Business adapters	BAS Term and Conditions Object - Contract ID Property has Missing Attribute ReferenceObjectType="Contract"	IOJ-1920509	Manually edit the XML file that they used to perform import and add/update the following line in BOLD for TermAndCondition object. <Object Type="TermAndCondition" Name="Terms And Conditions" Update="True" Create="True" OutputField="TermsAndConditions_ID"> <Property Type="contractid" Name="Contract ID" ..... Value="Contract_ID" />
3	Business adapters, Web UI	One-off upload of enterprise group data may fail with non-English locale settings	IOJ-1866286	To workaround this error perform the following on the server where the Batch Processor is installed and running: 1. Open the Control panel. 2. Click the Clock, Language and Region option. 3. Click the Region option. 4. On the Formats tab, change the Format option to English (United States).
3	Business adapters	Business adapter studio fail to encrypt connection if not run as administrator	IOJ-1885207	Run Business Adapter Studio by choosing run as administrator.
3	Business adapters	A semi-colon in the password in a database connection string may cause a business adapter to fail	IOJ-1929449	Don't use semi-colon characters in passwords used for business adapters.
3	Business adapters	Business Importer import will fail with 'sql data type conversion error' for field 'termandconditiontype', when data only contains numeric values.	IOJ-1737702	Pass expected string value. For example, if you have a Type field and enter the type ID but it's expecting the actual text, it will fail.
3	Business adapters	Business Adapter Studio may replace .csv file name with complex query text	IOJ-1757306	
3	Business adapters	Business adapters fail to retrieve data from SOAP API with error: Unable to cast object of type 'System.Net.HttpWebRequest' to type 'ManageSoft.BusinessImporter.HttpWebRequestFixture.IHttpWebRequest'	IOJ-1902977	
3	Business adapters	MGSBI does not retry failed sql or acquire lock when it runs	IOJ-2109638	

3	Component installers	FNMS Installation log does not report errors that occur when checking for the default IIS site	IOJ-1925592	Review the installation log files to check for any errors that occurred.
3	Component installers, Inventory Beacon	Uninstalling a beacon from an app server breaks app server configuration	IOJ-1917931	To workaround this issue repair the application server installation and then re-run the Config.ps1 PowerShell script from the Support folder in the installation media.
3	Component installers	Database connection was not updated when running InstallFNMS.ps1 with forceUpdateConfig	IOJ-1727165	Modify the values in the registry: HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\ManageSoft Corp\ManageSoft\Reporter\CurrentVersion
3	Component installers	Multi-tenant database creation fails when attempting to use the same database for the IM and FNMP schemas	IOJ-1725619	The best configuration is to separate the IM and FNMP databases.
3	Component installers	"Cannot add duplicate key" for "aspnet:MaxHttpCollectionKeys" Error Dialog in IIS Manager when editing the Configuration	IOJ-1770496	To resolve this issue, the duplicate key has to be manually removed from the web.config file on the FlexNet Manager Suite presentation server. WARNING: Making any changes to the web.config file will cause the AppPool to restart. Any active users that are currently using the Web UI may be interrupted and any long running processes such as reports will be aborted. It is recommended that this is done out of operation hours. WARNING: Making changes to the web.config file can cause the WebUI to fail to start up and stop working. Before making any changes, ensure you have backed up the web.config file to another location. To make this change: 1. Open notepad.exe in Administrator mode. 2. Using notepad, open the web.config file found in the WebUI folder of the Flexnet Manager Platform install folder (default location is "c:\Program Files (x86)\Flexera Software\FlexNet Manager Platform\WebUI"). 3. Search for the lines that starts with '<add key="aspnet:MaxHttpCollectionKeys"'. This will be under the "<appSettings>" XML node. If more than one is found, remove the duplicate entry (the entire line). 4. Save the file and close Notepad. It is recommended that after a change is made to the web.config file, a full IIS restart is made. To do this, either restart from IIS OR through command-line on the presentation server open a command prompt window in Administration mode and run type "iisreset /restart" (ignore quotes) and press enter. All sites hosted by your IIS instances will be restarted, so it is recommended that this is done outside of normal operation hours.
3	ContentDev Update	Manual loading of the Content libraries (ARL, SKU & PURL) may fail when an import is occurring	IOJ-1773267	Do not perform a content import while a license reconciliation is in progress.
3	Contract management	Downgrade Rights of Contracts Not Inherited to LIcense	IOJ-1922823	The downgrade rights can be manually configured on the license to match the contract.
3	Database	ConsolidatedVMPool Template contains invalid ComplianceConnectionID column	IOJ-1914283	No known workaround exists.
3	Database, Integration: SCCM, Inventory import (read/write /export)	Imports from SCCM may cause temp tables to grow quickly	IOJ-1759700	No known workaround exists.

3	Discovery	Discovery and Inventory Rules, rules "Current Run" and "Last completed run" can get overwritten by other rules	IOJ-2096900	Avoid overlap with the rules, in that only certain rules can scan certain targets exclusively
3	Discovery, Remote execution, Web UI	System Tasks may not show the most recent run for all beacons from different timezones	IOJ-1904459	Rule status for individual beacons can be viewed on the Activity Log page,
3	Documentation	Online Help may not display correctly for multi-tenant installations of FlexNet Manager Suite	IOJ-2115122	Use the online help copy available at https://docs.flexera.com/?product=FlexNet%20Manager%20Suite%20On%20Premises
3	Documentation	Online Help does not have index entries for anything but SAP-related pages	IOJ-2087961	Use the search functionality to look for specific topis.
3	Documentation, Integration: Microsoft 365	Incorrect guidance about configuring Redirect URIs section in 'Registering an app using the Azure Portal to connect to Microsoft 365' online help	IOJ-2070687	Point 6a is not needed. In the Redirect URIs section, in the Suggested redirect URIs for public clients (mobile, desktop) section choose the redirect you would like to use, such as https://login.microsoftonline.com/common/oauth2/nativeclient.
3	Enterprise group management, Operators, rights and roles, Web UI	Access Rights are not applied as expected for Corporate Units Grid	IOJ-2088722	To see enterprise groups it is possible to search for them and then they will show.
3	Hardware asset management	User Values in All Assets Grid and Asset Properties Do Not Match	IOJ-1926911	Can clear ownership information manually for assigned user, not for calculated user (aside from deleting in the db)
3	Hardware asset management, Web UI	Sequential change of asset properties does not save if the second change sets a value back to the original value	IOJ-1990161	To workaround this issue close the properties after the first save and re-open the properties for the selected assets and change the desired field(s) back to the previous value and save again.
3	Hardware asset management	Lease end date is not updating on the main asset screen but is updated in the financial tab	IOJ-1759885	
3	Hardware asset management, Inventory, Web UI	Inventory device details not shown as expected when viewing asset records with a custom "managed" asset type	IOJ-2069157	
3	Integration: ADDM	ADDM staging tool may fail to stage data and report the error: System.IO.IOException: Stream was too long	IOJ-2077955	ADDM version 12.4 usually works without any failure.
3	Integration: Admin Studio	FNMSWebAPI/AdminStudioApi/GetInstalledForDevices API call returns SoftwareTitleIDs of zero for unrecognized evidence on a device	IOJ-2115847	Ignore any zero SoftwareTitleIDs returned by this API call.
3	Integration: App Portal	SoftwareLicenseGetFNMPAvailableByFlexeraID web service endpoint used by AppBroker may return incorrect license availability count when license is at risk	IOJ-2082630	FlexNet Manager Suite (On-Premises) only: Change SQL implementation/correct WHERE clause filter in dbo.SoftwareLicenseGetAvailableGlobalTable implementation. The WHERE clause filter currently has SoftwareLicenseSummary.StatusID != 2, meant to filter out retired license. However, SoftwareLicenseSummary.StatusID refers to SoftwareLicense.SoftwareLicenseComplianceStatusID, not SoftwareLicense.LicenseStatusID. You will need to add a join to dbo.SoftwareLicense table, and change the WHERE clause to SoftwareLicense.LicenseStatusID != 2 -- LicenseStatus.Retired
3	Integration: Citrix, Security	Password for connecting to XenApp staging database cannot be encrypted	IOJ-1744196	
3	Integration: Data Platform	Count of Threads (logical processors) for a virtual host is incorrect when imported from the Data Platform v5 connector	IOJ-1870752	The number of threads for a computer can be overridden on the Hardware tab of inventory device properties.

3	Integration: ILMT /BigFix, Inventory	ILMT adapter may not import serial number for IPar and Zones virtual machine	IOJ-2069656	
3	Integration: Microsoft 365, Software license management	Licenses imported by the Microsoft 365 adapter don't show "Expiry date"	IOJ-2072047	The expiry date can be manually populated on the Identification tab of license properties.
3	Integration: SCCM	Hardware data imported from SCCM and Data Platform is marked as duplicate instead of being merged	IOJ-1871958	Deleting duplicate devices from the inventory source will automatically fix this issue at the time of the next import.
3	Integration: SCCM, Inventory import (read /write/export)	File evidences that only exist in x:\Windows folders in all the computers within the organization are not removed by SCCM adapter	IOJ-1753958	
3	Integration: SCCM, Inventory import (read /write/export)	Values for device inventory properties MaxClockSpeed, TotalDiskSpace and TotalMemory are rounded differently when imported from FlexNet agent inventory compared to other sources such as SCCM	IOJ-2069859	No known workaround exists.
3	Integration: ServiceNow	ServiceNow import rejects assets with an incorrect date.	IOJ-1759651	
3	Integration: ServiceNow	Misleading errors appear in the ServiceNow export log file for failed operations which are not problematic	IOJ-1989329	
3	Inventory, Web UI	Disabling the 'Link virtual machine to the same asset as VM host' System Setting has no effect	IOJ-2101817	Unlinking the host from the Asset will stop VMs being linked to it.
3	Inventory, Remote execution, SAM for Oracle	Error during scanning of Oracle instances from a Beacon server: 'Failed to create stream with error: 0x80070003'	IOJ-2074048	https://community.flexera.com/t5/FlexNet-Manager-Knowledge-Base/Failed-to-create-stream-with-error-0x80070003/ta-p/5364

3	Inventory	Deleting an inventory connection may not delete all associated data	IOJ-1916182	To delete data from ComplianceComputer and ImportedComputer run the following SQL command
				
				BEGIN TRANSACTION
				Exec ComplianceConnectionDeleteForComplianceConnectionID <TheDeletedComplianceConnectionID>
				IF (@@Error = 0)
				  BEGIN
				    COMMIT TRANSACTION
				  END
				ELSE
				  BEGIN
				   ROLLBACK TRANSACTION
				  END

3	Inventory, SAM for Oracle	Oracle instances are not unlinked when device is ignored	IOJ-1930963	Delete the ignored inventoried devices.
3	Inventory, SAM for Oracle	Remote Oracle Database inventory may create inventory devices with IP address as their name when inventory gathering fails	IOJ-1760950	
3	Inventory, Inventory import (read/write /export)	Local evidence not merged after reconcile	IOJ-1874002	The FNMS database has a stored procedure called dbo.ARLMergeEvidence that will perform the merging. This can be run manually or regularly through some automated task.
3	Inventory, SAM for Oracle	Oracle Database instances read from TNSNAMES.ORA are never deleted	IOJ-1769976	

3	Inventory, Web UI	FlexNet Inventory Agent Status page may show red error bar with error in webui.log if group path is longer than 256 chars: System.Data. SqlClient.SqlException (0x80131904): "String or binary data would be truncated"	IOJ-2110487	*Workaround: to be confirmed - Customer is attempting to modify their cost centers so the length could be less than 128 in order to display grid view
3	Inventory, Reports, Web UI	Application install count shown in reports includes ignored devices, while install count shown in All Applications grid excludes ignored devices	IOJ-2076859	1. In the report at "Suite/Reports/ApplicationInstallationDetail", click the filter icon. 2. Add the "Status" column if it is not already there. 3. In the status column, type "Active" and press enter. You should find that the report is now filtered to only the active devices. Note: This report shows the detail down the the Computer name and User level, depending on the application type. OptionsAttachments
3	Inventory, Inventory import (read/write /export), Uploaded file importers	Market model numbers for Lenovo & IBM hardware are not imported	IOJ-1879672	No known workaround exists.
3	Inventory Beacon	Race condition causing Unhandled Exception when launching the beacon UI	IOJ-2108758	The beacon will continue to function as normal after acknowledging the exception.
3	Inventory Beacon, Inventory import (read /write/export)	Inventory fails to upload if the connection name has a trailing space	IOJ-1923680	Remove any trailing space characters from the connection name.
3	Inventory Beacon	Loading a Beacon configuration file with an error does not provide useful troubleshooting information	IOJ-1754164	No known workaround exists.
3	Inventory Beacon	Beacon configuration changes always trigger IIS reconfiguration	IOJ-1758441	No known workaround exists.
3	Inventory Beacon	A rule with "As soon as possible" setting, the 'Next scheduled run' time is displayed in UTC time.	IOJ-1722569	
3	Inventory Beacon	When creating a Beacon connection, the displayed adapters are not filtered by the selection server connection type.	IOJ-1831136	Keep trying until you find a combination that works.
3	Inventory Beacon	Scheduled import tasks on beacons may run 1 hour late or early after daylight savings time change	IOJ-1817061	
3	Inventory import (read /write/export)	Editing license details while reconcile is running may cause "ReconcileLicenses - Finalize" reconcile step to fail with error 'INSERT statement conflicted with the FOREIGN KEY constraint "FK_SoftwareLicensesCoresConsumedData_SoftwareLicenseSnapshot"'	IOJ-2101085	Re-running the reconcile with no licenses being deleted during execution will succeed and correct up the license position.
3	Inventory import (read /write/export)	Import reading from FlexNet inventory database may fail with a timeout (or perform slowly) at the CreateLicenseUserStringMappings step	IOJ-1874353	A possible workaround to try is detailed in Flexera Community: https://community. flexera.com/t5/FlexNet-Manager-Forum/Full-Recon-failed-after-Upgrade-to-2019-R1 /m-p/114813
3	Inventory import (read /write/export)	Inventory from deleted connections is considered when matching computer records	IOJ-1753394	
3	Inventory import (read /write/export)	Licenses subject to true up show as in breach on Licenses in Breach page	IOJ-1715217	The correct compliance status is shown on the All Licenses page.

3	Inventory import (read /write/export)	"Perform simulation based on current assignments" step of license reconcile process or simulation in the UI may fail with error: "The conversion of a varchar data type to a datetime data type resulted in an out-of-range value"	IOJ-1917353	FlexNet Manager Suite (On-Premises Edition): Apply the SQL patch linked to this issue. FlexNet Manager Suite (Cloud Edition): No workaround.
3	Inventory import (read /write/export)	Error may be reported from import process when a special character exists in data source name: "Error occurred while creating the log file package. Exception: Illegal characters in path."	IOJ-1818863	
3	Inventory import (read /write/export)	Usage data for .exe files with a file version value longer than 32 characters may be ignored by import process	IOJ-1890554	
3	Inventory import (read /write/export), VMware discovery & inventory	The last inventory date of VMware clusters is not updated	IOJ-1752966	Please consider host last inventory date in a cluster as cluster inventory date. Cluster information is reported by host, latest inventory from a host will be the inventory date for that cluster.
3	Inventory import (read /write/export)	Validation errors on computer import if field 'InstanceCloudID' is missing from or has blank value in Spreadsheet.	IOJ-2122279	The validation error does not stop the successful import and can be ignored.
3	Purchase management, Web UI	Filtering by cost centers in 'All Purchases' view may time out with red error bar	IOJ-2074425	No known workaround exists.
3	Purchase management, Web UI	Red bar error with error in webui.log while processing multiple purchases: "The maximum number of form, query string, or posted file items has already been read from the request"	IOJ-1860308	Process the purchases in smaller batches. Alternatively, consider enabling automatic acceptance of purchases using some of the settings on the Purchases tab of the System Settings page (for example automatically accept for a given Vendor).
3	Purchase management	Not able to identify candidate licenses for purchases correctly based on an unknown SKU	IOJ-1996760	The purchases can be manually linked to the licenses, either via the PO processing feature or via license and purchase properties.
3	Purchase management	Purchases processed manually from Unprocessed Purchases use a hardcoded 12 months expiry date rather than the date from the linked contract	IOJ-1700887	The expiry date of the maintenance can be manually updated after linking on the Purchases tab of license properties (or vice-versa).
3	Purchase management	Maintenance checkbox is enabled by default, when a purchase is linked to a contract	IOJ-1847217	Uncheck the checkbox.
3	Purchase management, Reports	Purchase "Status" column may not show correct value in reports	IOJ-2070959	No known workaround exists.
3	Purchase management	License and Maintenance Expiry showing incorrect purchases expired unless all maintenance are covered	IOJ-1996738	When not all entitlements can be covered with maintenance there is no known workaround.
3	Remote execution	Remote execution uses host names while "Attempt connection only by IP address" is checked for the target.	IOJ-1883392	A few workarounds may exist (untested): * install the agent on the affected machines * specify the proper host name in FNMS so we use the "correct" name
3	Reports	Issues with Report Builder > Advanced Filter > Cost Center > Search	IOJ-2088427	No known workaround exists.
3	Reports	Add exemption reason for 'Device role meets exemption reason' into the reports to match consumption grid	IOJ-2104940	There is no known workaround for the exemption reason to show in reports, however it can be viewed in the regular license views and consumption properties tab.
3	Reports	Inconsistent 'Hosted in' value for 'On Premise' in custom report	IOJ-2072267	Use the field "Hosted in cloud". If the value of "Hosted in cloud" is "No", the "hosted in" value would be "On-premises". If the value of "Hosted in cloud" is yes, the "Hosted in" value would be non-empty (will display one of cloud service provider name).
3	Reports	Rows with blank "Inventory Device > Inventory Agent" values may be included in report even with filter to exclude such rows	IOJ-1921895	No known workaround exists.

3	Reports, SAM for IBM	PVU override report does not show manually overridden inventory device hardware property values	IOJ-1917147	Summary: If a device has an empty hardware property (core, processors, etc) and a value is entered, the new value and the change event will not appear in the override report (for example, the PVU override report).
				Workaround: When you change the value a second time, the updated override value will appear in the override report.
3	Reports	'User License Details' report page's flydown does not list all the user license types.	IOJ-1741049	No known workaround exists.
3	Reports, Web UI	Unable to vertically scroll the Advanced Filter sub window for grids when many filters are configured	IOJ-1753565	
3	Reports	Incorrect Consumption for Compliance Trend Report When 'Include Costs' Option Selected	IOJ-1834533	No known workaround exists.
3	Reports	Report filter condition may change from "Does not equal" to "Equals" after saving	IOJ-1902947	
3	Reports	Unhandled exception happens when running the Licenses by Group Assignment report	IOJ-1719515	
3	Reports, Web UI	Attempt to export a report containing a large amount of data may result in timeout or error	IOJ-1895710	To export it as "csv" first, and then open it in excel, they can then save it as ".xlsx" excel file.
3	Reports, SAM for IBM	Non-IBM PVU type licenses are reported in the IBM PVU License Consumption Report	IOJ-2122825	Ignore the non PVU type licenses in this report or filter them out.
3	SAM for IBM, Software license management, Web UI	Wording of 'Allow sub-capacity licensing for sources other than approved IBM tools and FlexNet Manager Suite' option in License properties, is unclear	IOJ-1756121	Enable either PVU scanning or the "Allow sub-capacity licensing for sources other than approved IBM tools and FlexNet Manager Suite option"
3	SAM for IBM, Web UI	Fields are missing for "IBM UVU" licensing type on identification tab (Licensing Properties).	IOJ-1712400	No known workaround exists.
3	SAM for IBM, SAM for Oracle	When an "overridden consumption" value is set for a vm with Pool or Pset, the "Consumed points" will be set to 0 for Oracle processor licenses and IBM PVU licenses	IOJ-1815912	The points consumed by affected computers can be overridden on the consumption tab of license properties.
3	SAM for Microsoft, Web UI	Details on Consumption tab of Microsoft User CAL license may take a long time to load	IOJ-1929129	Recommended workaround is to use the CAL License Summary report or build a report.
3	SAM for Oracle	Unrecognised evidences gets populated even when the ARL is having wildcard matching entry	IOJ-2115508	Ignore the unrecognised evidence reported.
3	SAM for Oracle	Customers and Oracle need consistent exclusions of Oracle user accounts	IOJ-1867392	
3	SAM for Oracle, Software license management, Web UI	Different compliance statuses may be shown on the License Summary grid vs the license properties page for an Oracle Processor license	IOJ-1990718	No known workaround exists.
3	SAM for Oracle	All Oracle processor consumption written to the data warehouse is zero	IOJ-1990104	No known workaround exists.
3	SAM for Oracle, Web UI	Unused Oracle options are being displayed in the Unlicensed Installations grid.	IOJ-1841763	

3	SAM for Oracle, Software license management	Users with expired responsibilities consume Application User licenses for Oracle EBS applications	IOJ-2093927	Remove expired responsibility from the EBS system. Alternatively it is possible to manually override/exempt the consumption to account for this.
3	SAM for SAP	SAP Systems cannot get imported or syncd in the corresponding systemlandscape	IOJ-1922320	
3	SAM for SAP, Web UI	The view and delete buttons in three SAP grids are disabled when user clicks delete and cancel the dialog prompt	IOJ-1915067	
3	SAM for SAP	Assigning parent group in SAP System Landscape may be unavailable	IOJ-1930080	
3	SAM for SAP	Error Creating SAP Admin Module When FNMS Has Stronger Password Requirements	IOJ-1927439	There is a script available from support that can workaround this issue with SAP passwords.
3	SAM for SAP	SAP inventory gathered by beacon may end up in Bad Packages folder after the system type is changed in the beacon UI	IOJ-1996841	
3	Software license management	License with Custom Metric changing consumption erroneously	IOJ-2106472	No known workaround exists.
3	Software license management	User License may be incorrectly reported as "At Risk" when there are sufficient entitlements to cover consumption	IOJ-2103470	Manually compare the consumption against purchased count rather than relying on the breach status for licenses affected.
3	Software license management, Web UI	Incorrect and/or obsolete "Recommended License Change" are not removed when no longer relevant	IOJ-2093631	The obsolete recommended license change can be moved to an ignored status so it does not appear in the active recommended license changes list.
3	Software license management, Web UI	'Restrict to OS' setting should be 'Read Only' for Client based License Types.	IOJ-2070693	No known workaround exists.
3	Software license management	License consumption tab may not show VM consumption if VM pool has incorrect host	IOJ-1894269	Delete the host which the VM pool is linked to and then re-import.

3	Software license management	User records from SAP, O365, Saleforce, etc may consume CAL licenses from access usage	IOJ-1902954	For SAP users
				1. Open the license and select the Consumption tab.
				2. Clear the filters, then filter out for:
				  Domain Name: Is Empty
				  Consumed: Is Greater Than 0
				  Exemption reason: Is empty
				3. Confirm the users in the list are all SAP users.
				4. Click "Exemption reason" then "Add/Edit custom reason".
				5. Add the custom reason "SAP Users" or similar and then save.
				6. Click "Exemption reason" again, select the reason that was just created and save.
				7. Repeat step 6 until all the SAP users are added to the 'SAP Users' custom exemption.
				8. Perform a reconcile and check that the selected users are exempt from consuming the license.

3	Software license management	Upgrade/Downgrade Rights don't apply to new versions of local application records	IOJ-1990873	No known workaround exists.
3	Software license management	Manual asset creation allows duplicate serial number	IOJ-1743451	No known workaround exists.
3	Software license management	License availability check from App-portal does not consider any scoping on the license.	IOJ-1713515	No known workaround exists.

3	Software license management	"Enterprise group assignment" doesn't take negative "Purchase quantity" into account	IOJ-1733027	The correct purchase quantities are available in other parts of the user interface.
3	Software license management	The "Available" field in custom report may show incorrect value	IOJ-1760767	
3	Software license management, Web UI	When multiple primary products are linked to a license, drill-down from product summary to license summary may show no results	IOJ-1815335	When multiple primary products are linked to a license, on license summary page choose Primary Product = "Multiple products"
3	Software license management	Creating a Local Suite - Minimum installation for suite recognition issue	IOJ-1799849	
3	Software license management, Web UI	Recommended License Changes page continuously suggests changes for licenses linked to purchases with different SKUs that have different license metrics	IOJ-1929690	No known workaround exists.
3	Software license management, Web UI	Product Name values may be empty on some rows shown in the Product Summary grid	IOJ-1660534	Using the card view of this information will show "No Product" strings when there is no product name.
3	Software license management, Web UI	In 'Product Summary' view, additional 'Product Name' filtering is resticted	IOJ-1753579	
3	Software license management	SUSE Enterprise Linux (SLES) is not classified as a "server" OS for FlexNet Manager Suite licensing	IOJ-1913948	No known workaround exists.
3	Software license management, Web UI	Unexpected error reported attempting to create license with a name longer than 256 characters	IOJ-1887943	Use a name of less than 256 characters for the license.
3	Software license management	Unlicensed Installations view includes installations of applications that are linked to custom metric licenses	IOJ-2125500	License the applications using two separate custom metric type licenses.
3	Uploaded file importers	Importing Active Directory data may fail when multiple OUs are renamed	IOJ-1993771	
3	VMware discovery & inventory	vCenter inventory fails using Inventory rule	IOJ-2118344	Configure the rule to also perform discovery of devices.
3	Web UI	Incorrect data displays in the "Connection type" column of the System Tasks page	IOJ-2082833	No known workaround exists.
3	Web UI	The filter values available in the "Connection type" column of the System Tasks page do not match the values listed in that column so the filter cannot be used	IOJ-2082834	No known workaround exists.
3	Web UI	Printing UI pages from browser may be malformed	IOJ-2087584	It is possible to use the export to PDF/XLSX function for grids and print that. For other pages there is no known workaround.
3	Web UI	Unable to expand Task/Step in System Tasks when using advanced filter	IOJ-2100978	No known workaround
3	Web UI	Validation on the input field for creating an inventory device.	IOJ-2092446	Do not populate '/' characters in the MAC Address field.
3	Web UI	"Advanced filter" setting is not saved properly with multi-level conditions.	IOJ-2071802	No known workaround exists.
3	Web UI	Device licenses which are allocated to users that are assigned to ignored computers cannot be seen on the consumption tab and causes red bar errors on the User Hardware tab	IOJ-1926860	No known workaround exists.

3	Web UI	History for Consumed entitlements in Custom metric licenses are not displayed	IOJ-1926051	No known workaround exists.
3	Web UI	Saving a license for a change does not save the change due to a problem but there is no user friendly indication shown to the user	IOJ-1879531	No known workaround exists.
3	Web UI	Inconsistent data reflected in the Assigned User field of Asset in different views	IOJ-1877312	Import active directory data. This should bring UserName and SAMAccountName.
3	Web UI	Users scoped by corporate unit can no longer not see the corresponding location on Enterprise -> Corporate Units when the "Restore defaults" button is clicked.	IOJ-1850923	
3	Web UI	Application history filter does not work with "begins with" for words like 'linked', 'allocated', 'unallocated'	IOJ-1929383	No known workaround exists.
3	Web UI	Editing suite members on the Evidence tab of Application properties alters minimum installed application count unexpectedly	IOJ-1994790	No known workaround exists.
3	Web UI	Cannot configure FNMPDataWarehouse DB connection details from the user interface	IOJ-1735868	To update the connection details use one or the following queries. This workaround is for single tenant on-premises installation. To update both the DB server and the DB name: update ComplianceConnection set Server = '<servername>', DatabaseName='<dbname>' where SourceType='FNMPDataWarehouse' or To only update the DB sever name: update ComplianceConnection set Server = '<servername>' where SourceType='FNMPDataWarehouse' or To only update the DB name: update ComplianceConnection set DatabaseName='<dbname>' where SourceType='FNMPDataWarehouse' Also in one more location in the registry needs to be updated in the location "HKLM\Software\Wow6432node\Managesoft Corp\Managesoft\Reporter\CurrentVersion" and update the connection string in the registry key "FNMPDWDatabaseConnectionString" You must also update the references in the Cognos. This could be edited through Cognos administration, that is a web admin in Cognos Connection /Administration).
3	Web UI	Time value may change depending on export format chosen. Exports .csv, .pdf, and .rtf use the local timezone, while .xlsx exports using the server timezone.	IOJ-1844886	Use either CSV or another export format and import that into Excel instead of using the XLSX export format.
3	Web UI	Expanding nodes on the tree grid on the System Tasks page may result in the expanded node appearing below the child nodes, instead of appearing at the top.	IOJ-1839232	
3	Web UI	Bug: Hide Affinity Rules tab/view when DRS is disabled	IOJ-1806660	
3	Web UI	Saving Account Properties causes a red error bar after previously adding a new role	IOJ-1780811	Force a browser refresh of the page and the red error bar should no longer occur. May also need to start a new browser tab, or new browser window, or close all browsers, then start again.
3	Web UI	Delete buttons in web UI may be displayed for users with read-only access, but no function happens	IOJ-2112877	The delete button takes no action and data is unchanged.
3	Web UI	Installer Evidence "Type" shown as number when searching in Evidence tab on an application record	IOJ-2069090	No known workaround exists.

3	Web UI	Advanced Filter cannot be configured in "Assets" section of "Hardware" tab when viewing a user record	IOJ-2095644	Only workaround is to use a different filter type, however that may not allow the required filter to be configured.
3	Web UI	Wrong error message is displayed when tried to change the type twice on Licenses/Contracts/Devices page.	IOJ-1713529	
3	Web UI	CSV downloads not saving non-ASCII characters correctly	IOJ-2070983	Download an XLSX file. Open the file in Excel and save the file as CSV UTF-8 (Comma Deliminted)(*.csv).
3	Business adapters, Documentation	Attempting to open the online help from Business Adapter Studio (BAS) results in a 404 error with BAS version 2017 R2 (and older) with FlexNet Manager Suite 2018 R1 (and newer)	IOJ-1908802	Open the 'Using FlexNet Business Adapters' guide.
3	Database	Performance issue when saving applications caused by calculation of application alerts	IOJ-1928571	No known workaround exists.
3	Inventory Beacon	Beacon upgrade may fail with error: "Could not find file 'C:\ProgramData\Flexera Software\...\upgrade.xml'."	IOJ-1880916	This is because the upgraded beacon package has not been downloaded yet on the local beacon servers, should be resolved in some time. Retry in about 15 min
3	Reports	Intermittent red error bar running custom reports with error in WebUI.log: "Uncaught TypeError: Cannot read property 'style' of null"	IOJ-2093790	No known workaround exists.
3	Reports, SAM for IBM	Full-capacity device in IBM PVU License consumption report	IOJ-2082018	No known workaround exists.
4	Business adapters, SAM for SAP	Business adapter creating/updating SAPSystem records with a NULL SAPSystemLandscapeID fails with error: The INSERT statement conflicted with the FOREIGN KEY constraint "FK_SAPSystem_SAPSystemLandscape".	IOJ-1738054	Ensure SAP landscape information is supplied as part of the business import.
4	Database, Inventory	Default value for ComplianceComputerRoles.ManageLicenses column in database is 0, so devices with custom roles created with default setting will not consume licenses	IOJ-2094595	The ManageLicenses column can be updated manually in the ComplianceComputerRole table from 0 to 1 for the newly created roles. Once the next reconcile is ran the devices assigned to the role will now consume.
4	Enterprise group management, Web UI	The '&' character displays as '&' when Enterprise data is exported in CSV format	IOJ-1988508	Download the csv file and perform a global Search and Replace to change all instances of & to &.
4	Inventory, SAM for Oracle	Temporary Oracle audit evidence files under ...\Temp\FNMSAuditEvidence folders are not reliably cleaned up	IOJ-1774551	Manually delete the audit evidence files from the temporary folder.
4	Inventory	Automatically exclude zones directories from Agent scanning on the Global zone	IOJ-1847619	Either: * Added ExcludeDirectory and ExcludeEmbedFileContent to the config.ini file (or during installation) * Do not use the root / Include, and specify the list of mounts to include by default
4	Reports	Awaiting Inventory status does not return results in Inventory Device Report	IOJ-1909897	
4	Web UI	Manually added currencies are not in alphabetical order	IOJ-1921155	No known workaround exists.
4	SAM for IBM	Remove region button should be disabled for a location not assigned to a region	IOJ-1912527	No known workaround exists.
5	Reports	Several reports include the superseded "Service Provider" field	IOJ-1901508	The Application Installation Details report, the Device Installation Details report, and the Device License Details report still use the superseded "Service provider" field name which was renamed to "Hosted in" throughout FlexNet Manager Suite from version 2018 R1 onwards. No known workaround.

| 5 | Documentation | The 'Gathering FlexNet Inventory' (for on-premises), incorrectly refers to a UI for configuring the inventory agent version for deployment, that does not exist. | IOJ-1903846 | Please refer to the 'Gathering FlexNet Inventory' guide from the FlexNet Manager Suite 2018 R1 release. Page 47, in the topic 'Adopted: Specifying an Installed Agent Upgrade', correctly describes the use of the ConfigureSystem.exe utility. This is available from the Documentation portal, in the file: Product Documentation for FlexNet Manager Suite 2018 R1 (on-premises). |

356 issues