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# SaaS Manager Release Notes

June 2020

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## Introduction

SaaS Manager integrates with a large group of SaaS applications, providing unparalleled business intelligence about when and how your users are interacting with the SaaS products licensed within your organization. SaaS Manager helps you discover, manage, optimize, and secure your SaaS subscriptions. It also identifies any unused, underused, or abandoned licenses, to help you rein in runaway spend.

# New Features

SaaS Manager includes the following new features:

- [Visio Integration Instructions \(Released June 15, 2020\)](#)
- [Microsoft Project Integration Instructions \(Released June 11, 2020\)](#)

## Visio Integration Instructions (Released June 15, 2020)

Microsoft Visio is software used for drawing a variety of diagrams. These diagrams include flowcharts, org charts, building plans, floor plans, data flow diagrams, process flow diagrams, business process modeling, swimlane diagrams, 3D maps, and more.

The [Visio Integration Instructions](#) pull an Application Roster and Application Access (Unique ID and Last Login).

The [Application Task Tracking](#) chart has also been updated to include Visio.

## Microsoft Project Integration Instructions (Released June 11, 2020)

Microsoft Project is a project management software product. It is designed to assist a project manager in developing a schedule, assigning resources to tasks, tracking progress, managing the budget, and analyzing workloads.

The [Microsoft Project Integration Instructions](#) pull an Application Roster and Application Access (Unique ID and Last Login).

The [Application Task Tracking](#) chart has also been updated to include Microsoft Project.

# Enhancements

SaaS Manager includes the following enhancements:

- [ServiceNow Integration Instructions \(Released June 29, 2020\)](#)
- [StatusPage Integration Instructions \(Released June 29, 2020\)](#)
- [Troubleshooting Documentation \(Released June 29, 2020\)](#)
- [Tableau Integration Instructions \(Released June 25, 2020\)](#)
- [Pingdom Integration Instructions \(Released June 19, 2020\)](#)
- [AppDynamics Integration Instructions \(Released June 18, 2020\)](#)
- [Office 365 Integration Instructions \(Released June 18, 2020\)](#)
- [Okta Integration Instructions \(Released June 15, 2020\)](#)
- [Azure Integration Instructions \(Released June 15, 2020\)](#)
- [Namely Integration Instructions \(Released June 11, 2020\)](#)

- [Activated Date and the Deactivated Date in the user's Applications Accessed tab \(Released June 11, 2020\)](#)
- [Employee Status Values: Inactive and Disabled \(Released June 10, 2020\)](#)
- [Okta Integration Instructions \(Released June 10, 2020\)](#)
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- [Box Integration Instructions \(Released June 2, 2020\)](#)
- [Tableau Integration Instructions \(Released June 2, 2020\)](#)
- [Adding an Integration Documentation \(Released June 2, 2020\)](#)

## ServiceNow Integration Instructions (Released June 29, 2020)

The following [ServiceNow Integration Instructions](#) sections were updated:

- The Application Roster now stores a user's Active Date.
- For the Minimum Permissions Required, the account must have the rest\_api\_explorer role.
- The entire Integrating ServiceNow with SaaS Manager section was updated to reflect the current integration.
- The Application Roster and Application Access endpoint was updated to `https://<<-instance- >>.service-now.com/api/now/table/sys_user`

## StatusPage Integration Instructions (Released June 29, 2020)

The entire Integrating StatusPage with SaaS Manager section was updated in the [StatusPage Integration Instructions](#) to reflect the current integration.

## Troubleshooting Documentation (Released June 29, 2020)

The [Troubleshooting](#) documentation now provides explanation for the following issues:

- **Add Integration** step is not available while setting up an integration
- Application Roster and Access tasks ran. I see users but no usage data.
- Integration was set up successfully, but the tasks failed.
- Single Sign-On (SSO) integration ran successfully. I do not see the **Users** tab.

The required permissions for the following troubleshooting issues are now based on the respective integration instructions:

- 401 Unauthorized
- Unable to execute http request

## Tableau Integration Instructions (Released June 25, 2020)

The following [Tableau Integration Instructions](#) sections were updated:

- The Minimum Permissions Required are now SiteAdministratorExplorer.
- The Integrating Salesforce with SaaS Manager section was updated to reference the SiteAdministratorExplorer username and password.
- The Application Roster and Application Access endpoint was updated to `https://<<-apiBaseUr1->>/api/3.1/sites/{siteID}/users`

## Pingdom Integration Instructions (Released June 19, 2020)

The following [Pingdom Integration Instructions](#) sections were updated:

- Updated the Credentials Required section to replace “API Key” with “Application Key”.
- Updated entire Integrating Pingdom with SaaS Manager section.

## AppDynamics Integration Instructions (Released June 18, 2020)

The following [AppDynamics Integration Instructions](#) sections were updated:

- Removed “Username” and added the following to the stored Application Roster information:
  - First Name
  - Last Name
- Updated the Minimum Permissions Required section with the following required permissions:
  - Administrator role along with the custom role of "Administration, Agents, and Getting Started Wizard" permissions is required for accessing the API.
  - Account Owner permissions are required for creating the user with the "Administrator role and a custom role of 'Administration, Agents, and Getting Started Wizard' permissions".

For AppDynamics' permissions details and explanation for creating a custom role, see [AppDynamics Roles and Permissions](#).

- Added the following note to the Credentials Required section:



**Note** • User credentials used in the integration setup should at least have the Administrator role with the custom role of Administration, Agents, and Getting Started Wizard permissions.

## Office 365 Integration Instructions (Released June 18, 2020)

The following [Office 365 Integration Instructions](#) sections were updated:

- Updated the Minimum Permissions Required section to include “Offline\_access - Helps maintain access to data you have been given access to”.
- Updated entire Integrating Office 365 with SaaS Manager section.

## Okta Integration Instructions (Released June 15, 2020)

The [Okta Integration Instructions](#) Minimum Permissions Required section was updated to “Read-Only Admin access is required to generate the token.”

## Azure Integration Instructions (Released June 15, 2020)

The [Azure Integration Instructions](#) were updated to include the following information stored in the Application Roster:

- Department
- Location

## Namely Integration Instructions (Released June 11, 2020)

The following [Namely Integration Instructions](#) sections were updated:

- Added the stored HR Roster information:
  - User ID
  - Email
  - First Name
  - Middle Name
  - Last Name
  - Status
  - Active Date
  - Inactive Date

- Location
- Updated the Minimum Permissions Required text: “Administrator-level permissions are required to generate the Personal Access Token.”
- Updated the entire Integrating Namely with SaaS Manager section.
- Added the HR Roster API endpoint: <https://<<Base-URL>>/api/v1/profiles.json>

## Activated Date and the Deactivated Date in the user’s Applications Accessed tab (Released June 11, 2020)

The **Activated Date** and **Deactivated Date** column values in the user’s Applications Accessed tab were clarified in the SaaS Manager help.

The **Activated Date** and **Deactivated Date** information is from the Application Roster.

- The Activated Date is the date the user was added to the Application Roster.
- The Deactivated Date is the date the user was removed from the Application Roster.

For details, see the **Applications Accessed** explanation column in the User Application Usage Explanation table in [All Users](#).

## Employee Status Values: Inactive and Disabled (Released June 10, 2020)

The **Employee Status** column values **Inactive** and **Disabled** were clarified in the SaaS Manager help.

A user can be **Inactive** under the following circumstances:

- User was once present in the HR Roster data from the HR provider, but no longer is.
- User is still returned in the HR Roster list, but the HR provider has specified an “Inactive” date. This scenario will vary among HR providers as not all of them provide a user’s inactive date to SaaS Manager.
- At this time, the value **Disabled** is only available for Azure. Your organization can apply the circumstances for using this employee status in Azure. An example could be for users who are on a long-term leave.
- For details, see the **Employee Status** column explanation in the following SaaS Manager help sections:
  - [All Users](#)
  - [Underutilized Accounts](#)
  - [Users tab \(Application Details\)](#)

## Okta Integration Instructions (Released June 10, 2020)

The following [Okta Integration Instructions](#) sections were updated:

- Updated the Minimum Permissions Required text: “Administrator-level access is required to generate the token.”

- Updated the Credentials Required to include “Number of API calls allowed per minute”.
- Added step 8 (Number of API calls allowed per minute) to Integrating Okta with SaaS Manager.

## Concur Expense v3 Integration Instructions (Released June 8, 2020)

The following [Concur Expense v3 Integration Instructions](#) sections were updated:

- Updated the Minimum Permissions Required to Web Services Administrator.
- Updated the Authentication Method to OAuth2 with password grant type.

## Jamf Pro Integration Instructions (Released June 8, 2020)

The [Jamf Pro Integration Instructions](#) were updated to include the following information stored in the Application Roster:

- Middle Name
- Last Name

## Adobe Creative Cloud Integration Instructions (Released June 2, 2020)

The following [Adobe Creative Cloud Integration Instructions](#) sections were updated:

- Added the stored Application Roster information:
  - User ID
  - Email
  - First Name
  - Last Name
- Updated the Minimum Permissions Required to System Administrator.
- Updated the entire section: Integrating Adobe Creative Cloud with SaaS Manager
- Added the Application Roster API endpoint: <https://usermanagement.adobe.io/v2/usermanagement/users>

## Box Integration Instructions (Released June 2, 2020)

The [Box Integration Instructions](#) Minimum Permissions Required section was updated to Co-Administrator with the following privileges:

- Users and Groups: Manage users



- Reports and Settings: Run new reports and access existing reports

For further details, see [Granting and Modifying Co-Admin Permissions](#)

## Tableau Integration Instructions (Released June 2, 2020)

The following [Tableau Integration Instructions](#) sections were updated:

- Updated the Minimum Permissions Required to Server Administrator or Site Administrator.
- Updated steps 1 and 2 in the integration instructions to reference the Server Administrator or Site Administrator username and password.
- Created separate steps (3 and 4) in the integration instructions for obtaining the Content URL and API Base URL.
- Updated the Application Roster and Application Access API endpoint: `https://<<-apiBaseUr1->>.online.tableau.com/api/3.1/sites/{siteID}/users`

## Adding an Integration Documentation (Released June 2, 2020)

The documentation for [Adding an Integration](#) was reformatted and updated for readability and to reflect the current integration workflow. The content is divided into two subsections:

- Integration Terminology
- Authorizing an Integration

The user interface reference documentation [Integrated Applications](#) was also updated to document the screen's buttons and columns.

## Resolved Issues

SaaS Manager includes the following resolved issue:

- [Lucidchart Integration Disabled from SaaS Manager \(Released June 25, 2020\)](#)

## Lucidchart Integration Disabled from SaaS Manager (Released June 25, 2020)

The Lucidchart integration was disabled from SaaS Manager. The Lucidchart integration instructions were removed from the Integration Instructions and Application Task Tracking help sections.

# Legal Information

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