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SaaS Manager Release Notes

October 2020

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:

- PingOne Cloud (Enterprise) Integration Instructions (Released October 27, 2020)
- Expansion into EMEA (Released October 26, 2020)
- Reclaiming Licenses (Released October 14, 2020)
- Duo Security Integration Instructions (Released October 14, 2020)

- Lucidchart Integration Instructions (Released October 6, 2020)
- FlexNet Manager Suite Organizational Data for an HR Roster (Released October 2, 2020)

PingOne Cloud (Enterprise) Integration Instructions (Released October 27, 2020)

The PingOne Cloud for Enterprise suite provides single sign-on (SSO) and identity management for cloud-based applications.

Information Stored

The PingOne Cloud (Enterprise) Integration pulls an Application Roster, Application Access, Application Discovery, SSO Application Roster, and SSO Application Access with the following stored data.

***Note** • Please note the following:*

- *The information stored is subject to change as enhancements are made to the product.*
- *For Single Sign-On (SSO) information, the **SSO Name** is the name of the application managed by the SSO provider. The **SSO Display Name** is the display name of the application managed by the SSO provider. Depending on the application, these two names may appear the same or different. Therefore, both SSO Name and SSO Display Name are stored in SaaS Manager.*

Application Roster

- User ID
- Email
- First Name
- Last Name
- Active Date

Application Access

- User ID
- Occurred (Last Login)

Application Discovery

- Application ID
- Application Name

SSO Application Roster

- User ID
- Email
- First Name

- Last Name
- SSO Name
- SSO Application ID
- SSO Application Instance ID

SSO Application Access

- User ID
- Occurred
- SSO Name
- SSO Display Name
- SSO Application ID
- SSO Application Instance ID

Minimum Permissions Required

Administrator

Authentication Method

Basic

API Endpoints

Application Roster and Application Access

`https://directory-api.pingone.com/api/directory/user`

Application Discovery

`https://admin-api.pingone.com/v3/applications/instances/idp/<Account ID>`

***Note** • Account ID is the same as Client ID.*

SSO Application Roster

`https://directory-api.pingone.com/api/directory/user`

`https://admin-api.pingone.com/v3/reports/<Account ID>/poll-subscriptions/<Poll Subscription ID>/events`

SSO Application Access

`https://admin-api.pingone.com/v3/reports/<Account ID>/poll-subscriptions/<Poll Subscription ID>/events`

Application Task Tracking

The Application Task Tracking chart has also been updated to include PingOne Cloud (Enterprise).

Expansion into EMEA (Released October 26, 2020)

SaaS Manager has set up a European, the Middle East and Africa (EMEA) data center to support customers in EMEA. All existing SaaS Manager features are available, and all data is 100% live at app.flexera.eu.

Reclaiming Licenses (Released October 14, 2020)

License Reclamation is the process of taking back licenses from application users. These users fall into one of the following scenarios.

- Employees who are inactive in your organization's HR Roster
- Application users who have never logged in to an application
- Application users who are inactive

Reclaimed licenses help optimize SaaS spend and increase procurement efficiency because you avoid buying additional licenses for new license requests. You also limit security risks by reclaiming licenses from inactive employees in your HR Roster. To achieve these goals, SaaS Manager provides an automated License Reclamation workflow. In addition, SaaS Manager's reclamation history tracks each step of the License Reclamation workflow and each License Reclamation status.

To reclaim a user's license, the SaaS Manager Administrator can Reclaim Immediately or Notify the User. For details, see Reclaiming Licenses.

At this time per the Application Task Tracking, you can only reclaim Salesforce and Smartsheet licenses through a direct connect integration.

Additional Resources:

- For reclamation integration task details, see Integration Task Terminology.
- For reclamation user interface details, see **Reclamation Opportunities** in the **Users** section of Application Details.

Duo Security Integration Instructions (Released October 14, 2020)

Duo Security is a cloud-hosted SAML Identity Provider (IdP) that adds two-factor authentication, complete with inline self-service enrollment and Duo Prompt, to popular cloud services like Salesforce and Amazon Web Services using SAML 2.0 federation

Information Stored

The Duo Security Integration pulls an Application Roster, Application Access, Application Discovery, SSO Application Roster, and SSO Application Access with the following stored data.

***Note •** Please note the following:*

- *The information stored is subject to change as enhancements are made to the product.*
- *For Single Sign-On (SSO) information, the **SSO Name** is the name of the application managed by the SSO provider. The **SSO Display Name** is the display name of the application managed by the SSO provider. Depending on the application, these two names may appear the same or different. Therefore, both SSO Name and SSO Display Name are stored in SaaS Manager.*

Application Roster

- User ID
- Email
- First Name
- Middle Name
- Last Name
- Active Date

Application Access

- User ID
- Occurred
- Notes

Application Discovery

- SSO Application ID
- SSO Name
- SSO Display Name
- Application Instance ID

SSO Application Roster

- User ID
- Email
- First Name
- Middle Name
- Last Name
- Active Date
- SSO Application ID
- SSO Name
- SSO Display Name

- Application Instance ID

SSO Application Access

- User ID
- Occurred
- Notes
- SSO Application ID
- SSO Name
- SSO Display Name
- Application Instance ID

Minimum Permissions Required

Administrator with the Owner role

Authentication Method

Basic

API Endpoints

Application Roster and Application Access

`https://api-XXXXXXXX.duosecurity.com/admin/v1/users`

Application Discovery

`https://api-XXXXXXXX.duosecurity.com/admin/v1/integrations`

SSO Application Roster

`https://api-XXXXXXXX.duosecurity.com/admin/v1/users`

`https://api-XXXXXXXX.duosecurity.com/admin/v2/logs/authentication`

SSO Application Access

`https://api-XXXXXXXX.duosecurity.com/admin/v2/logs/authentication`

Application Task Tracking

The Application Task Tracking chart has also been updated to include Duo Security.

Lucidchart Integration Instructions (Released October 6, 2020)

Lucidchart is a web-based proprietary platform that is used to allow users to collaborate on drawing, revising, and sharing charts and diagrams.

Information Stored

The Lucidchart Integration Instructions pull an Application Roster with the following stored data.

***Note •** The information stored is subject to change as enhancements are made to the product.*

Applications Roster

- User ID
- Email
- First Name
- Middle Name
- Last Name
- Active Date

Minimum Permissions Required

Enterprise Administrator

Authentication Method

Token Based

API Endpoint

Application Roster

`https://users.app.lucidchart.com/scim/v2/chart/Users`

Application Task Tracking

The Application Task Tracking chart has also been updated to include Lucidchart.

FlexNet Manager Suite Organizational Data for an HR Roster (Released October 2, 2020)

Organizations with SaaS Manager capabilities can use FlexNet Manager Suite organizational data as the source for their Human Resources (HR) Roster.

If your organization has compliance users in FlexNet Manager Suite, open a case with Flexera Support in the Customer Community to set up FlexNet Manager Suite as the source for your HR Roster.

The following FlexNet Manager Suite organizational data can be requested. This data is updated once every 4 hours.

- Unique ID
- Created Date

- Email
- First Name
- Last Name
- Department
- Location

Note • *The availability of data for these fields may vary by organization.*

Important • *Any HR Roster changes in SaaS Manager will not be synced with FlexNet Manager Suite organizational data.*

For details, see FlexNet Manager Suite Organizational Data.

Enhancements

SaaS Manager includes the following enhancements:

- G Suite Integration Instructions (Released October 26, 2020)
- Renamed Workday Integration Instructions (Released October 26, 2020)
- Add an Application Workflow (Released October 14, 2020)
- Smartsheet Integration Instructions (Released October 14, 2020)
- Azure and Office 365 Integration Instructions (Released October 14, 2020)
- Salesforce Integration Instructions (Released October 14, 2020)
- Salesforce Integration Instructions (Released October 6, 2020)
- Office 365 Integration Instructions (Released October 1, 2020)

G Suite Integration Instructions (Released October 26, 2020)

The **Integrating G Suite with SaaS Manager** section of the G Suite Integration Instructions was updated. Instructions were added for obtaining the G Suite Domain Name.

Renamed Workday Integration Instructions (Released October 26, 2020)

The Workday HCM New integration instructions have been renamed Human Capital Management (Workday). The name change reflects the application's name as listed in SaaS Manager's **Managed Applications** and **Add Application** screens and in Technopedia's application catalog.

The Application Task Tracking chart has also been updated for Human Capital Management (Workday).

Add an Application Workflow (Released October 14, 2020)

The **Managed Applications** screen in SaaS Manager has an enhanced workflow for adding and searching for SaaS applications. After clicking **Add Application**, the names and vendors of SaaS applications are displayed as rows of cards in groups of 50 in alphabetical order. Application cards for direct integration applications have a tooltip icon on the top right corner. Hovering over the icon displays the tooltip text: “Direct integration available”. The enhanced search includes a toggle to only display direct integration applications.

The redesigned **Add Application** user interface also provides a direct link for selecting integration options such as integration tasks and application-specific setup fields.

For further details, see:

- Adding an Application
- Managed Applications

Smartsheet Integration Instructions (Released October 14, 2020)

The Smartsheet Integration Instructions now allow Smartsheet administrators to reclaim or deactivate Smartsheet licenses.

If a Smartsheet Administrator’s email address to transfer sheets is entered during the integration setup, the user-owned sheets are transferred to the Smartsheet Administrator.

If no Smartsheet Administrator email address to transfer sheets is entered during the integration setup, the user-owned sheets are locked in read-only mode and are deleted after 30 days.

When a user’s Smartsheet license is reclaimed, the user can log in to Smartsheet as a free collaborator, but their free Smartsheet account will no longer be associated with their previously licensed Smartsheet account.

Azure and Office 365 Integration Instructions (Released October 14, 2020)

The Minimum Permissions Required and Authentication Method sections of the Azure and Office 365 integration instructions were updated.

Azure Minimum Permissions Required

- **Global Administrator** permissions are required initially to set up the Azure application because Oauth2 with Authorize flow authentication is used for this integration. This authentication method requires you to grant SaaS Manager the following Azure Read Directory Data permissions to our Oauth Client App to retrieve the data required for the integration. Once this integration is successfully completed, a Global Reader account may be used.
- **Read Directory Data** permissions are required to read directory data in your Azure account along with:

- Read All Groups
- Read All Usage Reports
- Read All Users' Full Profile
- Sign in and Read User Profile

Office 365 Minimum Permissions Required

- **Global Administrator** permissions are required initially to set up the Office 365 application because Oauth2 with authorize flow authentication is used for this integration. This authentication method requires you to grant SaaS Manager the following Office 365 Directory.Read.All permissions to our Oauth Client App to retrieve the data required for the integration. Once this integration is successfully completed, a Global Reader account may be used.
- **Directory.Read.All** permissions are required to read the list of users in your Office 365 account along with:
  - Reports.Read.All - To read the user access event details in your Office 365 account
  - Offline_access - Helps maintain access to data you have been given access to

Azure and Office 365 Authentication Method

OAuth2 with Authorize flow. For details, see the Microsoft OAuth2 authorization code flow documentation.

Salesforce Integration Instructions (Released October 14, 2020)

The Salesforce Integration Instructions were clarified to include the following note.

NOTE: For Sandbox integrations, please select the Salesforce Sandbox application.

Salesforce Integration Instructions (Released October 6, 2020)

The Salesforce Integration Instructions were clarified on how to filter user types when integrating with SaaS Manager.

When integrating Salesforce with SaaS Manager, there is an optional SaaS Manager integration setup field **Include User Types** to filter the types of users in the results.

To filter the types of users in the results, enter a comma-separated list of user type(s) in the optional **Include User Types** field.

Example: Standard,PowerPartner,CSPLitePortal,CustomerSuccess,PowerCustomerSuccess,CsnOnly.

Leave this field blank if you wish to retrieve all the types of users.

Office 365 Integration Instructions (Released October 1, 2020)

For the Office 365 integration, the Application Roster now stores Assigned Licenses.

Legal Information

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