

Workflow Manager Release Notes

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Introduction

Workflow Manager helps enterprises efficiently manage the Application Readiness and Software License Optimization processes to streamline the procurement, preparation, deployment, and ongoing management of applications. Workflow Manager maximizes productivity of the IT team by automating change management, asset management, and other ITIL processes as part of the enterprise application lifecycle Test.

When IT-wide processes such as preparing application for deployment, migrations, and license optimization are managed poorly, expensive errors can occur, resulting in costly delays, lost productivity, and overspending. Workflow Manager standardizes, coordinates, and streamlines the management of applications through the entire enterprise lifecycle, reducing costs and maximizing productivity.

Workflow Manager supports both AdminStudio Suite and FlexNet Manager Suite for Enterprises. IT teams of every size use Workflow Manager to coordinate software asset management—from application packaging and deployment, though software licensing and optimization after deployment. Workflow Manager can manage desktop management processes, such as preparing for Windows migrations and application virtualization, as well as procurement, auditing, and retirement of software assets.

New Enhancements

Workflow Manager includes the following new enhancements:

- [New Columns Added in Workflow Phase and Step SLA Status Reports](#)
- [Support for Data Element in Approval Email Notification](#)

New Columns Added in Workflow Phase and Step SLA Status Reports

With this update, the **New Risk Date** and **New Due Date** columns have been added to the **Workflow Phase and Step SLA Status Report**.

Phase name	Step name	Start time	Last Activity At	Rollbacks	Time elapsed (hrs)	Hold time (hrs)	Risk Date	Due Date	New Risk date	New Due date	SLA status
p1	s1	1/25/2022 2:32:38 PM	1/25/2022 2:40:18 PM	0	0.13	0.03	1/27/2022 2:32:38 PM	1/30/2022 2:32:38 PM	1/27/2022 2:34:38 PM	1/30/2022 2:34:38 PM	●
	s2	1/25/2022 2:32:38 PM	1/25/2022 2:57:34 PM	0	0.42	0.23	1/27/2022 2:32:38 PM	1/30/2022 2:32:38 PM	1/27/2022 2:46:38 PM	1/30/2022 2:46:38 PM	●
p2	s2	1/25/2022 2:40:19 PM	1/25/2022 2:57:33 PM	0	0.28	0.2	1/27/2022 2:40:19 PM	1/30/2022 2:40:19 PM	1/27/2022 2:52:19 PM	1/30/2022 2:52:19 PM	●
	s2.1	1/25/2022 2:57:34 PM	1/25/2022 4:15:02 PM	0	1.3	0.7	1/27/2022 2:57:34 PM	1/30/2022 2:57:34 PM	1/27/2022 3:39:34 PM	1/30/2022 3:39:34 PM	●
	s2.2	1/25/2022 2:57:34 PM	1/25/2022 3:39:02 PM	0	0.7	0.38	1/27/2022 2:57:34 PM	1/30/2022 2:57:34 PM	1/27/2022 3:20:34 PM	1/30/2022 3:20:34 PM	●
	s2.3	1/25/2022 3:39:02 PM	1/25/2022 4:08:21 PM	0	0.48	0.32	1/27/2022 2:57:34 PM	1/30/2022 2:57:34 PM	1/27/2022 3:20:34 PM	1/30/2022 3:20:34 PM	●
s2.3	1/25/2022 4:08:21 PM	1/25/2022 4:15:02 PM	0	0.12	0	1/27/2022 4:08:21 PM	1/30/2022 4:08:21 PM	1/27/2022 4:08:21 PM	1/30/2022 4:08:21 PM	●	

The **New Risk Date** and **New Due Date** are adjusted based on the sum of stop time on the SLA clock at each workflow step. For more information on stopping the SLA clock at Workflow Step, see [Stopping and Restarting the SLA Clock](#).

Support for Data Element in Approval Email Notification

You can now refer to a data element to display its value in an approval email notification.

Workflow Manager

Notification of Approval Task

Workflow request name: Workflow

Approval workflow step: Phase 1/Approval

Value of DE1: 

Approval

Click **Approve** or **Reject** to either approve or reject this workflow step.

[Approve](#) [Reject](#)

Viewing Workflow Request Progress

Click **Workflow Progress** to view the progress for this workflow request.

[Workflow Progress](#)

For more information on modifying email templates, see [Using Replaceable Parameters in Email Templates](#).

Upgrading Older Version of Workflow Manager to a Newer Version

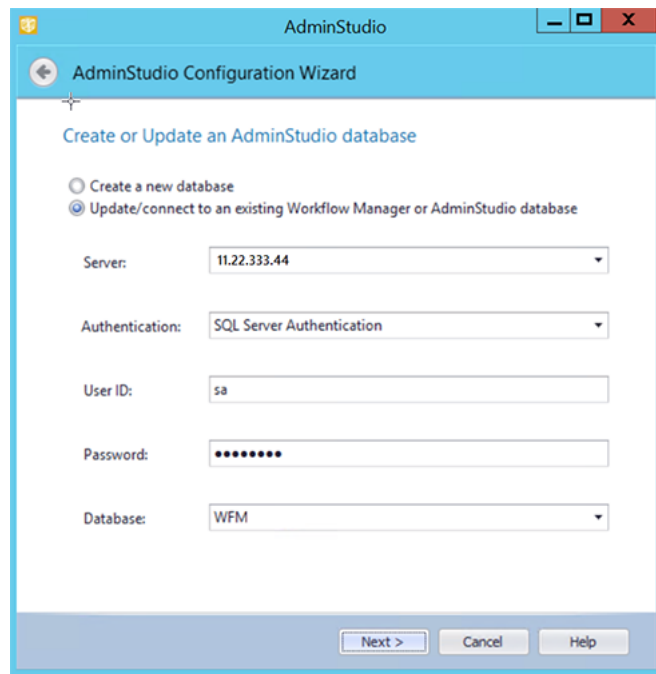
To upgrade an installation of Workflow Manager older version to a newer version, you must first uninstall the older version of Workflow Manager.

To upgrade an older version of Workflow Manager, perform the following steps.



Task **To upgrade an older version of Workflow Manager:**

1. Download the installer for Workflow Manager from the Flexera Product and License Center:
<https://flexerasoftware.flexnetoperations.com>
2. If Workflow Manager older version is installed, open the Control Panel and uninstall it.
3. Launch the installer you downloaded in Step 1. Follow the instructions in the Installation Wizard until installation is completed.
4. After successful installation, AdminStudio Configuration Wizard will automatically launch.



5. On the **Create or Update an AdminStudio database** panel of the **AdminStudio Configuration Wizard**, provide the details and credentials of the SQL Server and database that was used in the older version of Workflow Manager.
6. Follow the instructions in the Configuration Wizard until it is completed. The wizard will upgrade the database and make it compliant with the new version of Workflow Manager.
7. Refresh/restart IIS on the Workflow Manager server.

After performing these steps, you can launch the updated version of Workflow Manager.

Resolved Issues

This section lists the customer issues that were resolved in Workflow Manager.

Issue	Description
IOJ-2201406	Users should be able to see the Registration phase data for all the Workflows.
IOJ-2192195	Phase and Step values would be disabled after completing a Workflow.
IOJ-2176602	Users would sometimes see an incorrect sequence for a Workflow Step.
IOJ-2168995	Some users were not able to see the first phase of a completed workflow.
IOJ-2153246	Some columns were not visible when exporting to Excel.
IOJ-2180152	Timestamp mismatch on the Workflow last step completion time and Workflow end date in Reports.
IOJ-2222853	Addressed a critical security issue related to SQL injection uncovered by the security scan of Workflow Manager.



System Requirements

This section lists the system requirements for Workflow Manager.

- [Workflow Manager Web Server](#)
- [Workflow Manager / AdminStudio Database Server](#)
- [File Share Server](#)
- [Workflow Manager End User Computers](#)
- [Portal Web Server for Intranet Clients](#)
- [Portal Web Server for Internet Clients](#)
- [Workflow Manager System Account Requirements](#)

Workflow Manager Web Server

The following table lists the system requirements for the Web server that hosts the Workflow Manager Data Web service and the actual Workflow Manager Web site.

Item	Description
Processor	32-bit or 64-bit processor at 2 GHz or greater.  Note • <i>Workflow Manager runs in 32-bit mode on a 64-bit OS.</i>
RAM	4 GB or greater (8 GB preferred)
Hard Disk Space	100 GB or greater
Operating System	Windows Server 2012 R2 or later / English base language (Windows Server OS is preferred)
IIS	IIS 7.0 or later
.NET Framework	.NET Framework 4.6.1 or later
ASP.NET	ASP.NET 4.0.30319 or later
MSXML	MSXML 6.0  Note • <i>MSXML is installed by the Workflow Manager installer.</i>


Workflow Manager / AdminStudio Database Server

This following table lists the recommended system configuration for a Workflow Manager/AdminStudio Application Catalog database server:



Note • *While minimum requirements are listed below, the recommended system configuration for a database server is dependent upon the number of users and the number of packages that will be imported into the Application Catalog database*

Item	Description
Processor	32-bit or 64-bit processor at 2 GHz or greater
RAM	4 GB or greater (8 GB preferred)
Hard Disk Space	80 GB or greater

Item	Description
Operating System	Windows Server 2012 R2 or later / English base language (Windows Server OS is preferred)
Database Software	<p>SQL Server 2008 R2 or later databases, including SQL Server 2012 and SQL Server 2014 (latest version preferred)</p> <ul style="list-style-type: none"> Dictionary sort order—SQL Server must be installed with case-insensitive dictionary sort order 52 on Code Page 1252 for non-Unicode data. For more information, use the <code>sp_helpsort</code> T-SQL command, which returns the following: Latin1-General, case-insensitive, accent-sensitive, kanatype-insensitive, width-insensitive for Unicode Data, SQL Server Sort Order 52 on Code Page 1252 for non-Unicode data Collation setting—SQL_Latin1_General_CP1_CI_AS is the required collation setting for AdminStudio database server. It is the only supported collation.
	 <p>Note • Before attempting to connect to an existing Microsoft SQL Server, open SQL Server Configuration Manager and make sure that the following three protocols are enabled:</p> <ul style="list-style-type: none"> Shared Memory Named Pipes TCP/IP

File Share Server

This following table lists the system requirements for the machine that stores Workflow Manager’s uploaded source files and the repackaged output files:

Item	Description
Processor	2 GHz or greater
RAM	2 GB or greater
Hard Disk Space	1 TB or greater
Operating System	Windows Server 2012 R2 or later / English base language (Windows Server OS is preferred)

Workflow Manager End User Computers

This following table lists the recommended system configuration for a Workflow Manager end user machine:

Item	Description
Browser	<ul style="list-style-type: none">● Microsoft Edge● Microsoft Internet Explorer 9.0 or later● Chrome for Windows 33.0 or later● Firefox for Windows 25.0 or later● Safari for macOS and iOS
Monitor Resolution	1024 x 768 pixels or higher

Portal Web Server for Intranet Clients

A portal is not required to support Windows NT authentication. You can enable Windows NT authentication directly on the web site.

Single sign-on is only supported when the user that logs into IIS has been imported into the Workflow Manager database using Active Directory. The administrator can either import the complete group or only one user. If a complete group is imported, then all the members of the group can be logged into Workflow Manager using single sign-on.

The system requirements for this machine are the same as for the [Workflow Manager Web Server](#).

Portal Web Server for Internet Clients

For better security and to manage access to the Workflow Manager Web Server, it is recommend to also set up a portal Web server for Internet clients.

If Workflow Manager needs to be accessed over the Internet, it is recommended to set up a portal Web server, residing in a demilitarized zone (DMZ). This Web server:

- accepts the requests from the Internet clients,
- forwards them to the Workflow Manager,
- gets responses from the Workflow Manager, and
- forwards them to the clients

You can configure the Workflow Manager to entertain the request only if it is coming from the Portal Web server, and otherwise reject the request. The Portal Web server manages access to Workflow Manager and ensures that clients are not able to access any data or documents without logging in.

The system requirements for this machine are the same as for [Workflow Manager Web Server](#).

Workflow Manager System Account Requirements

The AMS_SYSTEM account on the Workflow Manager server requires the following privileges:

- **IIS_WPG group member**—Must be a member of the local IIS_WPG group (or IIS_USRS) on the web server.
- **Modify permissions on file share**—Must have “modify” permissions on the Workflow Manager file share.
- **Email permissions**—Must have permission to send e-mail through the SMTP server.
- **Active Directory query permission**—Must have permission to query Active Directory.
- **Local Administrators group member**—If Workflow Manager will be calling any of the AdminStudio Platform APIs in the iPlugin DLL, the AMS_SYSTEM account must be a member of the local Administrators group.

Legal Information

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