Workflow Manager 2020 Release Notes

May 2020

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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 Features

Workflow Manager 2020 includes the following new features:

- Introducing Edit Functionality for Data Types
- New Reset Days In Phase on Rollback Option
- Data Groups Can Be Collected in Work Assignment and Approval Task Step Types
- Introducing New Data Elements

Introducing Edit Functionality for Data Types

In previous versions of Workflow Manager, you were not permitted to change the data type once it was set to a certain type.

In Workflow Manager 2020, you will be able to change the data type for the one that is already set to another from the list of data types supported in Workflow Manager.

However, there will be some restrictions for the Data Types Single Selection and Radio Button, which are explained in the following section.

Ability to Change the Data Type of a Data Element

In previous versions of Workflow Manager, you were not permitted to change the data type once it was set to a certain type.

In Workflow Manager 2020, you will be able to change the data type for the one that is already set to another from the list of data types supported in Workflow Manager.

However, there will be some restrictions for the Data Types Single Selection and Radio Button, which are explained in the following section.
Documentation Enhancements for Editing a Template That is in Use

In Workflow Manager 2020, a new section has been added to the user documentation that explains in more detail which fields of an in-use template are editable.

The following sections explain which fields on the Template Details page are editable for in-use templates:

- Template Tab on the Template Details Page
- Data Groups Tab on the Template Details Page
- Data Element Details

Template Tab on the Template Details Page

On the Template tab of the Template Details page, you are permitted to change/edit the Name, Folder, Status, and Global template properties for templates that are in-use.

![Template Details](image)

**Figure 1:** Editable Fields on Template Tab of In-Use Template
Data Groups Tab on the Template Details Page

On the Data Group Details tab of the Template Details page, you are permitted to add a new Data Element to the existing Data Group. You are also permitted to edit the existing Data Element properties such as Name, Data type, and Sort order. You are not permitted to change the When collected? property only when your creating first Data Group.

Figure 2: Editable Fields on Data Groups Tab of In-Use Template
Data Element Details

You are not permitted to change or edit a data element’s data type if the following two conditions are true:

- Data type is **Single Selection** or **Radio Button** and **Use to define conditions/branching** is set to **Yes**.
- AND
- The template (which has such data type as explained in above point) has an active workflow request submitted.

You are permitted to edit the rest of the properties of a data element for an in-use template.

![Figure 3: Editable Properties on Data Element Details View](image)

**New Reset Days In Phase on Rollback Option**

In Workflow Manager 2020, a new property named **Reset Days In Phase on Rollback Option** has been added.

The **Days in Phase** column on the **All Workflow Requests** page lists the number of days worked on each workflow phase.
Figure 4: Days In Phase Column on the All Workflow Requests Page

If you want to reset the Days in Phase value to 0 when you roll back to any phase/step during the workflow process, you can now select the new Reset Days in phase on Rollback option on the Company Preferences page.

Company Preferences

Figure 5: New Reset Days in Phase on Rollback Option
Data Groups Can Be Collected in Work Assignment and Approval Task Step Types

In Workflow Manager 2020, data groups can now be collected in Work Assignment and Approval Task workflow step types.

- Collecting Data Group for Work Assignment in a Workflow Step
- Collecting Data Group for Approval Task in a Workflow Step

Collecting Data Group for Work Assignment in a Workflow Step

When you create a workflow step with a step type of Work Assignment, you can select the data group that you want to display for the workflow step.

During the workflow step, set Collect a data group in this workflow step? option to Yes, and then choose a data group from the Select the data group list.
When a work assignment workflow step is displayed in a workflow request, you will see the data information field. This data field populates with respect to the selection of the data group in the workflow step.

**Collecting Data Group for Approval Task in a Workflow Step**

During the workflow step, set the **Collect a data group in this workflow step?** option to **Yes**, and then choose a data group from the **Select the data group** list.

**Figure 7:** Data Information Field on Work Assignment Workflow Step

**Figure 8:** Collecting a Data Group in an Approval Task Workflow Step
In the workflow request, the approval dialog box opens, prompting the requester to approve this workflow step. The approver will approve or reject the workflow step with respect to the data that is displayed.

In Workflow Manager 2020, the below Data Elements are introduced:

- **Upload Folder Content**
- **AdminStudio Package Content Upload**

### Upload Folder Content

You can now add a data element with a data type of **Upload Folder Content** to a workflow template, which gives requesters the ability to upload the entire contents of a selected folder and all of its subfolders to a workflow request. After the folder content is uploaded, you can upload additional files (if required).

When the requester clicks the **Upload Folder Content** button, the Upload dialog box opens.
The requester would then click **Browse**, select the specific folder from the preferred location, and then click **Upload**.

**Figure 11**: Upload Dialog box

Once the folder is uploaded, the sub-folders will be listed in a tree.

**Figure 12**: Upload Dialog Box with Folders Listed

The requester would click **Browse** at the bottom and upload the additional files (if required), and then click **Upload**. The requester would then click **Close** to return to the workflow step.
**AdminStudio Package Content Upload**

You can now add a data element with a data type of *AdminStudio Package Content Upload* to a workflow template, which gives requester the ability to upload the entire contents of a selected folder and all of its subfolders to a workflow request. After the folder content is uploaded, you can upload additional files (if required).

When the requester clicks the **Upload Folder content** button, the Upload dialog box opens.

**Data Entry**

![Upload Dialog Box](image)

**Figure 13:** Prompt to Upload Folder Content

The requester would then click **Browse**, select the specific package folder from the preferred location, and then click **Upload**.

![Upload Dialog Box](image)

**Figure 14:** Upload Dialog box

Once Uploaded, All uploaded files will be moved to the selected folder structure. Select the **Package File** radio button, and select an application file which you want to import into the AdminStudio catalog.
Select the **Transform File** radio button, and select the relevant supporting file which has to be imported along with a selected application file into the AdminStudio catalog.

![Figure 15: Dialog Box with Package List](Image)

The requester would click **Browse** at the bottom and upload the additional files (if required), and then click **Upload**. The requester would then click **Close** to return to the workflow step.
Upgrading Workflow Manager Older Version to Workflow Manager 2020

To upgrade an installation of Workflow Manager 2019 Update 2 or older to Workflow Manager 2020, you must first uninstall the older version of Workflow Manager.

To upgrade an older version of Workflow Manager to Workflow Manager 2020, perform the following steps.

<table>
<thead>
<tr>
<th>Task</th>
<th>To upgrade an older version of Workflow Manager to Workflow Manager 2020:</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Download the installer for Workflow Manager 2020 from the Flexera Product and License Center: <a href="https://flexerasoftware.flexnetoperations.com">https://flexerasoftware.flexnetoperations.com</a></td>
</tr>
<tr>
<td>2.</td>
<td>If your Workflow Manager 2019 Update 2 or older is installed, open the Control Panel and uninstall it.</td>
</tr>
<tr>
<td>3.</td>
<td>Launch the installer you downloaded in Step 1. Follow the instructions in the Installation Wizard until installation is completed.</td>
</tr>
<tr>
<td>4.</td>
<td>After successful installation, AdminStudio Configuration Wizard will automatically launch.</td>
</tr>
</tbody>
</table>

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 2020.

<table>
<thead>
<tr>
<th>Issue</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>IOJ-1818172</td>
<td>Config.exe should perform an iisrest when using only the <strong>Activate AdminStudio License</strong> option.</td>
</tr>
<tr>
<td>IOJ-1860932</td>
<td>Workflow Manager Installation Guide clarification when installing on a server with a previous version of Workflow Manager installed.</td>
</tr>
<tr>
<td>IOJ-1877338</td>
<td>Enhance documentation on Workflow Manager permissions.</td>
</tr>
<tr>
<td>IOJ-1885357</td>
<td>Link is missing in the Workflow Manager 2017 User Guide.</td>
</tr>
<tr>
<td>IOJ-1885365</td>
<td>Add more examples for gathering data from a web service.</td>
</tr>
<tr>
<td>IOJ-1897374</td>
<td>Automatic rollback does not roll back correctly.</td>
</tr>
<tr>
<td>IOJ-1897489</td>
<td>Request for an option to prevent folder structure from being created when viewing the Properties tab.</td>
</tr>
<tr>
<td>IOJ-1898851</td>
<td>Search on work assignment step does not work when previewing template.</td>
</tr>
<tr>
<td>IOJ-1899287</td>
<td>Issue importing a template with an <strong>Approval Task</strong> workflow step.</td>
</tr>
<tr>
<td>IOJ-1900052</td>
<td>Cannot set copied role to notifications in an existing template.</td>
</tr>
<tr>
<td>IOJ-2068972</td>
<td>Workflow step details should be displayed in the Workflow Phase SLA report.</td>
</tr>
<tr>
<td>IOJ-2069406</td>
<td>In the Workflow Phase SLA Report, the start time, due date and risk date are same for phases even though the due period and risk period are non-zero.</td>
</tr>
<tr>
<td>IOJ-2072214</td>
<td>What would cause a <strong>Failed to Register Workflow Manager</strong> error?</td>
</tr>
<tr>
<td>IOJ-2076105</td>
<td>Customizing the Shared Folder Path to Store Uploaded Files returns unknown when configured in <code>web.config</code>.</td>
</tr>
<tr>
<td>IOJ-2085105</td>
<td>Request for new data element to upload folder structure.</td>
</tr>
<tr>
<td>IOJ-2086440</td>
<td>When a workflow is rolled back to an active step, the days in phase should be reset (to zero days in that particular phase or start fresh).</td>
</tr>
<tr>
<td>IOJ-2086681</td>
<td>Request the ability to collect a data group for Work Assignment and Approval Task step types.</td>
</tr>
<tr>
<td>IOJ-2087299</td>
<td>The documentation for <strong>Editing a Template That is in Use</strong> should be more readable and descriptive.</td>
</tr>
</tbody>
</table>
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.

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Processor</td>
<td>32-bit or 64-bit processor at 2 GHz or greater.</td>
</tr>
<tr>
<td>Note</td>
<td><em>Workflow Manager runs in 32-bit mode on a 64-bit OS.</em></td>
</tr>
<tr>
<td>RAM</td>
<td>4 GB or greater (8 GB preferred)</td>
</tr>
<tr>
<td>Hard Disk Space</td>
<td>100 GB or greater</td>
</tr>
<tr>
<td>Operating System</td>
<td>Windows Server 2008 R2 or later / English base language (Windows Server 2012 preferred)</td>
</tr>
<tr>
<td>IIS</td>
<td>IIS 7.0 or later</td>
</tr>
<tr>
<td>.NET Framework</td>
<td>.NET Framework 4.6.1 or later</td>
</tr>
<tr>
<td>ASP.NET</td>
<td>ASP.NET 4.0.30319 or later</td>
</tr>
</tbody>
</table>
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

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>MSXML</td>
<td>MSXML 6.0</td>
</tr>
<tr>
<td></td>
<td>Note • MSXML is installed by the Workflow Manager installer.</td>
</tr>
<tr>
<td>Processor</td>
<td>32-bit or 64-bit processor at 2 GHz or greater</td>
</tr>
<tr>
<td>RAM</td>
<td>4 GB or greater (8 GB preferred)</td>
</tr>
<tr>
<td>Hard Disk Space</td>
<td>80 GB or greater</td>
</tr>
<tr>
<td>Operating System</td>
<td>Windows Server 2008 R2 or later (Windows Server 2012 preferred)</td>
</tr>
</tbody>
</table>
This following table lists the system requirements for the machine that stores Workflow Manager’s uploaded source files and the repackaged output files:

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Processor</strong></td>
<td>2 GHz or greater</td>
</tr>
<tr>
<td><strong>RAM</strong></td>
<td>2 GB or greater</td>
</tr>
<tr>
<td><strong>Hard Disk Space</strong></td>
<td>1 TB or greater</td>
</tr>
<tr>
<td><strong>Operating System</strong></td>
<td>Windows Server 2008 R2 or later</td>
</tr>
</tbody>
</table>
Workflow Manager End User Computers

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

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Browser</strong></td>
<td>• Microsoft Edge</td>
</tr>
<tr>
<td></td>
<td>• Microsoft Internet Explorer 9.0 or later</td>
</tr>
<tr>
<td></td>
<td>• Chrome for Windows 33.0 or later</td>
</tr>
<tr>
<td></td>
<td>• Firefox for Windows 25.0 or later</td>
</tr>
<tr>
<td></td>
<td>• Safari for macOS and iOS</td>
</tr>
<tr>
<td><strong>Monitor Resolution</strong></td>
<td>1024 x 768 pixels or higher</td>
</tr>
</tbody>
</table>

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.

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