

Welcome to FlexNet Operations ALM - Cloud

Orientation Guide



Welcome to FlexNet Operations ALM

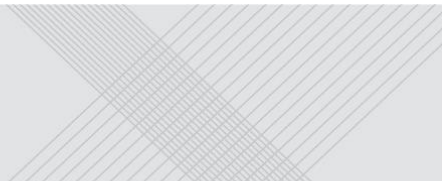
This document is designed for new FlexNet Operations ALM customers and provides basic getting started information.

In addition to reviewing this information, we invite you to register for a virtual orientation session, called “Ready, Set, Go!” The registration link is [here](#).

Additional product documentation can be found in our Product and License Center.

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Software Monetization Terminology

Table 1: FlexNet Operations Terminology

Term	Description
FlexNet Operations	Flexera's entitlement management system. Available on-premises or in the Cloud.
FNE	FlexNet Embedded, one of Flexera's Licensing solutions
Producer	Refers to a Software Producer or an Intelligent Device Manufacturer.
End-Users	Refers to the Enterprises who are the eventual users of the published software or hardware.
Producer Portal	A FlexNet Operations portal intended for the software producers.
End-User Portal	A FlexNet Operations portal intended for the enterprise users.
Entitlement	The right to use a certain product sold to a customer.
Add-Ons	A type of product which is generally sold to extend the capability of another product.
Feature	Entities use by licensed software to control the device behavior.
Device	A uniquely specified hardware and/or software system which performs a specific function.
ESD	Electronic Software Delivery
EMS	Entitlement Management System
Activation	Process of retrieving license rights from the entitlement system and installing them.
Trusted Storage	A secure file to which license are written.
Product	Comprised of individual features and is associated with one or more license models.

Table 2: FlexNet Licensing Terminology

Term	Description
FNE Client API (SDK)	Core libraries encapsulating the FlexNet Embedded technology.
FNE Toolkit (XT)	FlexNet Embedded tools for customer development.
Capability Request/Response	FlexNet Embedded activation mechanisms.
Activation Online	Installation of license rights on the client system by a connected device.
Activation Offline	Installation of license rights on the client system by a disconnected device.
Trusted Storage	A secure file location where the license rights are stored in FlexNet Embedded.
Publisher Keys	Secret keys provided by Flexera specific to the purchased operating system(s).
Identity Files	Public Key Infrastructure (PKI) key files.
Capabilities (Features)	The representation of an atomic functionality.
License Model	Captures the revenue intent, example, perpetual, subscription, etc.
Devices Series	A collection of device models which are physically identical but upgradable in the field through license changes and add-on capabilities.
Device Model	Allows creating a license for base functionality without needing an entitlement.
Device	A device is a hardware component which uses FlexNet Embedded to license its features. FlexNet Embedded devices connect to FlexNet Operations to manage ownership, state, features, and more. Examples of devices include high-end medical equipment, routers and microchip scanners.
Add-Ons	A type of product which is generally sold to extend the capability of another product.
Files	Actual software files the end user downloads. These could be binaries, file images and documents.
Download Packages	Describes the association of a file or a group of files which relate to a product.
Organizations	Entities in FlexNet Operations which represent the structure of a customer enterprise or internal software publisher/device manufacturer.
Users	Entities of FlexNet Operations which allow the individuals to login to the Producer Portal or End-User portal depending on the roles which are assigned.

FlexNet Operations Environments

FlexNet Operations has two environments:

- User Acceptance Testing (UAT)
- Production (PROD)

User Acceptance Testing (UAT)

The UAT environment is a place to perform configuration, integration development, testing, and training. The following URLs are entry points into the FlexNet Operations system.

Table 3: User Acceptance Testing (UAT)

Use	URL
Producer Portal (you)	<a href="https://<siteid>-fno-uat.flexnetoperations.com/flexnet/operations">https://<siteid>-fno-uat.flexnetoperations.com/flexnet/operations
End User Portal (end customers and channel partners)	<a href="https://<siteid>-uat.flexnetoperations.com/flexnet/operationsportal">https://<siteid>-uat.flexnetoperations.com/flexnet/operationsportal
Web Services Management	<a href="https://<siteid>-uat.flexnetoperations.com/flexnet/services">https://<siteid>-uat.flexnetoperations.com/flexnet/services
FlexNet Embedded Activation Endpoint	<a href="https://<siteid>-uat.flexnetoperations.com/flexnet/deviceservices">https://<siteid>-uat.flexnetoperations.com/flexnet/deviceservices
Cloud Licensing Service Module Endpoint	<a href="https://<siteid>-uat.compliance.flexnetoperations.com/instances/<CLS instance ID>/request">https://<siteid>-uat.compliance.flexnetoperations.com/instances/<CLS instance ID>/request
Electronic Software Delivery (ESD) Web Services	<a href="https://<siteid>-esd-uat.flexnetoperations.com/flexnet/operations/services/EsdWebService">https://<siteid>-esd-uat.flexnetoperations.com/flexnet/operations/services/EsdWebService
Electronic Software Delivery FTP Site	uploaduat.flexnetoperations.com



Tip: The “Latest News” page, located in the Producer Portal, features the FlexNet Operations Release schedule.

Production (PROD)

The Production instance is for customer entitlement management and licenses, usage, and delivery activities. The following URLs are entry points into the FlexNet Operations system.

Table 4: Production (PROD)

Use	URL
Producer Portal (you)	<a href="https://<siteid>-fno.flexnetoperations.com/flexnet/operations">https://<siteid>-fno.flexnetoperations.com/flexnet/operations
End User Portal (end customers and channel partners)	<a href="https://<siteid>.flexnetoperations.com/flexnet/operationsportal">https://<siteid>.flexnetoperations.com/flexnet/operationsportal
Web Services Management	<a href="https://<siteid>.flexnetoperations.com/flexnet/services">https://<siteid>.flexnetoperations.com/flexnet/services
FlexNet Embedded Activation Endpoint	<a href="https://<siteid>.flexnetoperations.com/flexnet/deviceservices">https://<siteid>.flexnetoperations.com/flexnet/deviceservices
Cloud Licensing Service Module Endpoint	<a href="https://<siteid>.compliance.flexnetoperations.com/instances/<CLS instance ID>/request">https://<siteid>.compliance.flexnetoperations.com/instances/<CLS instance ID>/request
Electronic Software Delivery (ESD) Web Services	<a href="https://<siteid>-esd.flexnetoperations.com/flexnet/operations/services/EsdWebService">https://<siteid>-esd.flexnetoperations.com/flexnet/operations/services/EsdWebService
Electronic Software Delivery FTP Site	upload.flexnetoperations.com



Tip: Newly created users in the Producer Portal environment receive a password emails from flex<siteid>@flexnetoperations.com.

Flexera System Status Dashboard

The Flexera System Status Dashboard (<https://status.flexera.com>) provides real-time insights into service availability. The goal is for you to confirm or rule out a system disruption prior to contacting our Support Team. In addition to the dashboard display, you can subscribe for either email or SMS notifications from the dashboard. By default, you are opted in to all product notifications. There is an option to select/de-select your product preferences to limit which notifications you receive for a specific cloud service availability.

The dashboard:

- Scheduled outages, due to maintenance or product or certificate update
- Unscheduled outages

More information on how to access this dashboard is available via the Customer Community [Knowledge Base](#) (Log-in credentials required).

Your Resources

Product

In addition to the in-product help library, FlexNet Operations Cloud product documentation is also published in the Product and License Center (PLC). Login credentials to the Product and License Center are sent to the contact listed on the order confirmation.



Tip: If you did not receive a welcome message or do not know your password for accessing the Product and License Center, click [here](#).

To obtain the FlexNet Operations product documentation, perform the following steps:

1. Open the Flexera Product and License Center:

<https://flexerasoftware.flexnetoperations.com>

2. Login using your assigned user name and password. The Product List page of the Flexera Software Product and License Center opens.
3. Click on **FlexNet Operations Cloud**. The **Product Information** page for FlexNet Operations Cloud opens.

The screenshot shows the Flexera Product and License Center interface. The top left features the Flexera Software logo. The main header reads "Product and License Center". A left-hand navigation menu includes sections for "Entitlements" (Product List, Entitlement History, View Licenses by Host, View Licenses by Member), "Administration" (Change Password, Download Preferences, Your Profile, Account Members, Switch Account), "Getting Help" (Table of Contents, FAQs, Support), and language options (English, Japanese, German). Below the menu is a section for "Other Support Resources" with links to "Instructions" and "Flexera Software Support". The main content area is titled "Product Information" and displays "FlexNet Operations Cloud". It contains instructions on how to download products and generate license files. Below the text are two tabs: "New Versions" (selected) and "Release Archive". A table lists product versions with columns for "Version", "Product and File Downloads", and "Licenses Download Log". The table contains one entry: "FlexNet Operations Cloud Documentation Evaluation" with a link to "FlexNet Operations Cloud Documentation" in the "Product and File Downloads" column and "Licenses Download Log" in the "Licenses Download Log" column.

Version	Product and File Downloads	Licenses Download Log
	FlexNet Operations Cloud Documentation	Licenses Download Log

4. Click on **FlexNet Operations Cloud Documentation**. The FlexNet Operations Cloud Documentation page opens.

The screenshot displays the Flexera Product and License Center interface. The top left features the Flexera Software logo. The main header reads "Product and License Center". Below this, a blue banner says "Product Download". The left sidebar contains navigation menus for "Entitlements", "Administration", and "Getting Help". The main content area is titled "FlexNet Operations Cloud Documentation" and includes tabs for "Files", "Licenses", "Download Log", "Notification Log", and "Restrict Access". A "Download Selected Files" button is visible above a table of files. The table lists five files with their descriptions, sizes, and download links. A "Download Help" link is located in the top right of the content area. Below the table, another "Download Selected Files" button is present. At the bottom left, there are language selection options for English, Japanese, and German, and a section for "Other Support Resources" with links to "Instructions" and "Flexera Software Support".

<input type="checkbox"/>	+	File Description	File Size	File Name
<input type="checkbox"/>	+	FlexNet Operations Orientation Guide	658 KB	FlexNet Operations Orientation Guide.pdf
<input type="checkbox"/>	+	FlexNet Operations 2017 R2 Release Notes	239.4 KB	FlexNetOperations_2017R2_ReleaseNotes.pdf
<input type="checkbox"/>	+	FlexNet Operations 2017 R2 Product Documentation	20.8 MB	FlexNetOperations_Documentation_2017R2.zip
<input type="checkbox"/>	+	12.11 VCG Toolkit	16.1 MB	VCG12_11_0_0.zip
<input type="checkbox"/>	+	FlexNetOperations_extgenservice_Samples	8 MB	extgenservice.zip

5. Download the **documentation** files. The following are a few of the guides that are available:
 - a. Release Notes
 - b. Getting Started Guides: Entitlement Management, FlexNet Publisher License File-Based Licensing, FlexNet Publisher Trusted Storage-Based Licensing, FlexNet Embedded Licensing, Electronic Software Delivery, Non-FlexNet Licensing Technologies, Advanced Organization Management, Cloud Licensing Service, and Usage Management
 - c. Producer Portal Help Guide, Administration Guide, Branding Guide, and Data Warehouse Guide, Implementation Guide, Installation Guide, Reporter Corporate Documents User Guide



Tip: Click the ? icon located in the top right hand corner of both the Producer and End User Portal to access the FlexNet Operations Help Library.

Customer Community

The Customer Community is the most efficient way to engage with your technical support team. Through the Community, customers can:

- Submit a support request
- Access Knowledge Base articles
- Engage with customers- through product forums
- Register for a Learning Lab - through the Customer Event Calendar
- Suggest a product enhancement through the Ideas forum



Tip: Customers can learn more about the Customer Community by watching this [video](#).

Your Technical Support Team

Flexera's Technical Support team assists you with:

- Site localization and customization
- End-User portal configurations
- 3rd party licensing setup
- Vendor certificate generator hosting
- Distributor tier setup

Global Consulting Services and Technical Account Management

Flexera's team of industry experts is ready to engage with you on strategy, product implementation, training, and customized projects. The "how" is often the most pressing question. But the "when" is equally important. Our team employs "slow in, fast out" methodologies to deploy projects on-budget and on-time. For more information about these services, email success@flexera.com.

- Product implementation
- Electronic licensing strategies
- Back office configuration and integration, like enabling [single sign-on for FlexNet Operations](#)
- Health checks for [Licensing, entitlement management and delivery](#)

New Customer Checklist

The following items call out key onboarding tasks.

Table 5: New Customer Checklist

Item	Description
FlexNet Operations	<ul style="list-style-type: none">• Accessed the PROD and UAT environments• Bookmarked environment URLs• Enabled access/permission to FlexNet Operations for the appropriate individuals• Located the online help library in the Producer and End-User Portals
Product and License Center	<ul style="list-style-type: none">• Visited the Product and License Center• Downloaded the Documentation Guide and Getting Started Guide for Entitlement Management
Flexera Customer Community	<ul style="list-style-type: none">• Updated technical contacts via Profile > Support Plans• Registered for a Learning Lab via the Customer Event Calendar
System Notifications	<ul style="list-style-type: none">• Accessed and bookmarked https://status.flexera.com• Reviewed Customer Community Knowledge Base Article (log in credentials required)• Signed up for notifications
Customer Resources	<ul style="list-style-type: none">• Visited the Flexera Customer Channel-Software Suppliers• Watched the Getting Started with Entitlement Management video• Registered for a Welcome to Flexera session• Reviewed Implementation Checklist (available in the Customer Community Knowledge Base)



Tip: We recommend customers start with reviewing the Documentation Guide and the Getting Started Guide to Entitlement Management located in the Product and License Center.

About Flexera

Flexera is reimagining the way software is bought, sold, managed and secured. We view the software industry as a supply chain, and make the business of buying and selling software more transparent, secure, and effective. Our Monetization and Security solutions help software sellers transform their business models, grow recurring revenues and minimize open source risk. Our Vulnerability and Software Asset Management (SAM) solutions strip waste and unpredictability out of buying applications, helping companies purchase only the software and cloud services they need, manage what they have, and reduce license compliance and security risk. In business for 30+ years, our 1000+ employees are passionate about helping our 80,000+ customers generate millions in ROI every year. Visit us at: www.flexera.com



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