SAM Monthly Best Practices Webinars

Session 7: Managing hybrid applications With FSM / Flexera One ITAM-FNMS

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April 6th 2022





Agenda

- Last session pointers and answers to questions
- News: FNMS 2022R1
 - see:

https://docs.flexera.com/FlexNetManagerSuite2022R1/EN/Features/index.html#FeatureList/2022R1/2022 r1.html

- Managing Hybrid Applications
 - Context
 - Reading SaaS Application information
 - How SaaS Manager manages information
 - How data gets transferred into ITAM / FNMS and is used by licenses
 - Optimization for Named User Applications

Last Session: Managing Unrecognized evidence in FNMS

- Useful pointers
 - Recording and PowerPoint: <u>here</u>
- Answers to questions:
 - I understand not spending time on small unrecognized evidence, but what is the best practice when using AppPortal for OSD Deployment? An ARL is needed in AppPortal even for small applications to map to the backend FNMS application
 - In App Portal the function of application deployment is not dependent on license governance. With respect to question, application can be deployed without assigning the ARL, but this will not track license governance (license reservation against the installation). To match the 'check available entitlements' ARL is a must.
 - How can you see in the unrecognized installer evidence if it is component or freeware. I don't have knowledge of all products
 - That's a challenge indeed. Identifying not concerning or concerning unrecognized evidences in not trivial. In case of doubt, I would check
 first in the recognized evidences or applications (Flexera may recognize another version and have classified it), then google the
 application.
 - What is Flexera content team doing / checking with information I have send as request for adding to the Flexera ARL
 - When a user sends signatures to Flexera, if the data is sufficient, they will be added to the ARL. But it takes time to process more evidences. For Tier 2-3 publishers, evidences (>20 matches) will be considered to avoid high numbers of "exotic" applications.
 - I'm seeing that you explain to add unrecognized application to an application. then I'm doing it local will be Flexera extended. What you want is that the evidence will come into Flexera ARL so it can be used for all customers all over the world
 - Yes, sharing your extensions will be useful to the Community. We are going to do more script-driven recognition.
 - When will the java chargeback report be available for On premise
 - The Management of Java Embedded instances feature (along with transparency report) will be release in April (2022 R1): New license exemption by file path manages Oracle Java
 - A license consumption and charge back API https://docs.flexera.com/FlexeraOneAPI/ITAMDataAPI/#api-Licenses-licensesConsumption, a report will be available in the community this month for on prem customers.

FNMS 2022 R1

New Features

- New VMware Horizon adapter for collecting non-persistent VDI data
- New Microsoft Windows Server Optimization report
- New Application Transparency report especially helps embedded applications
- New license exemption by file path manages Oracle Java
- Inventory from POWER architecture running Linux
- New report optimizes licenses for SQL Server
- IBM license consumption in containers now available
- Take inventory of any Linux container software for CI/CD
- File replication captures beacon uploads for review
- <u>Auto-cleanup of obsolete FlexNet inventory</u>
- Support for mutual TLS on UNIX-like devices
- <u>Lightweight Kubernetes agent reduces footprint</u>
- New connector for BMC Discovery imports
- Report optimizes subscriptions for Red Hat Enterprise Linux support
- Three new Oracle license reports

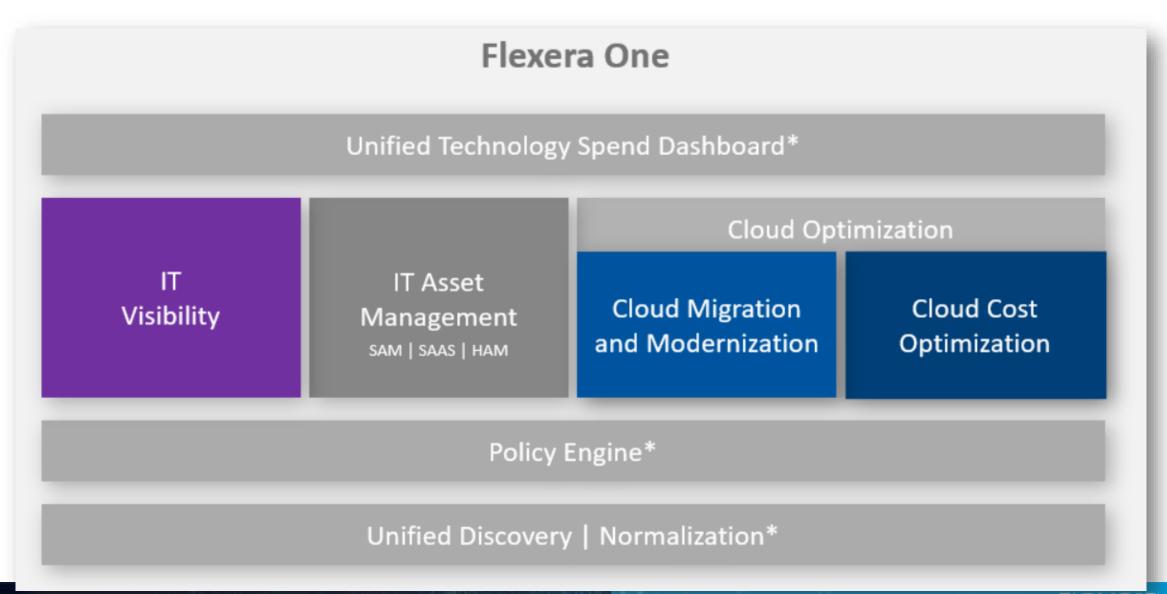
Changes from Previous Releases

- The Sustainsys.Saml2 library has been upgraded to version 1.0.2
- The Citrix Virtual Desktops File and Installer Evidence reports have been updated to collect VMware Horizon non-persistent VDI data
- Two additional tabs (VDIs, AD Groups) have been added to the Virtual Desktop Template Properties page
- Updates to Kubernetes agent
- Individual inventory beacons are displayed by default for Discovery tasks in the System Tasks view
- The Microsoft SQL Server Optimization report now reports if inventory devices are hosted on-premises or in the cloud
- VMware inventory now includes IP address for ESXi host
- Oracle Fusion Middleware inventory configuration improved (see Agent Change Log for details)
- Fractions of points supported for IBM PVU license calculations
- Three new types of hardware assets added

Context

- What is an "Hybrid Use Case?"
 - Subscriptions
 - Applications can be used online and on prem (M365)
 - ... or on prem only (Adobe)
- Managing hybrid applications will require information
 - Who has an active subscription? (From SaaS Portal)
 - What does this subscription cover?
 - Is there online usage / on premise installations and usage
- FSM to read in SaaS application portal or FNMS / custom business adapters?
 - Adapters have been developed in the past, they do the job
 - However, strategy and investment is in FSM

Flexera One Architecture



Data flow for hybrid applications





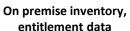


SaaS Manager

- User roster
- License entitlement
- SaaS usage
- Activity

Users' subscriptions, online usage and license definitions (SKUs)







ITAM

- Licenses (from SKUs)
- Users Allocations
- Online / on premise usage
- Purchases
- Contracts

Flexera One

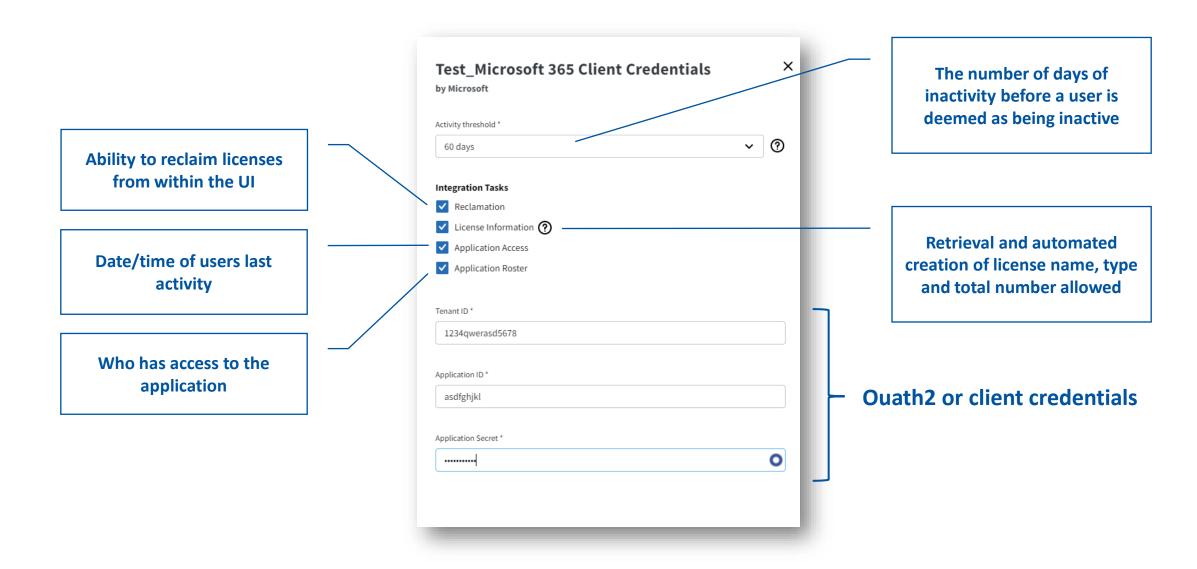
360 view

- All licenses
- All users
- All usage



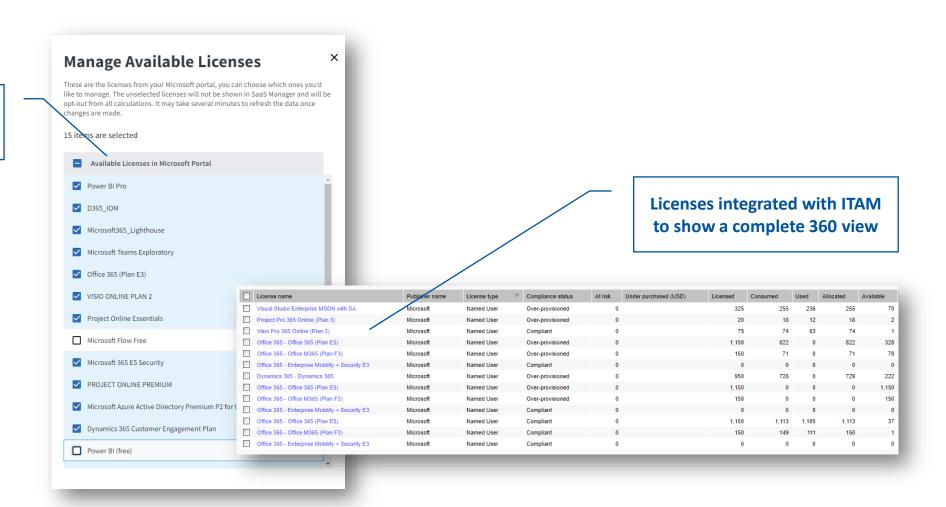
READING DATA FROM THE PORTAL(S)

FSM Connection

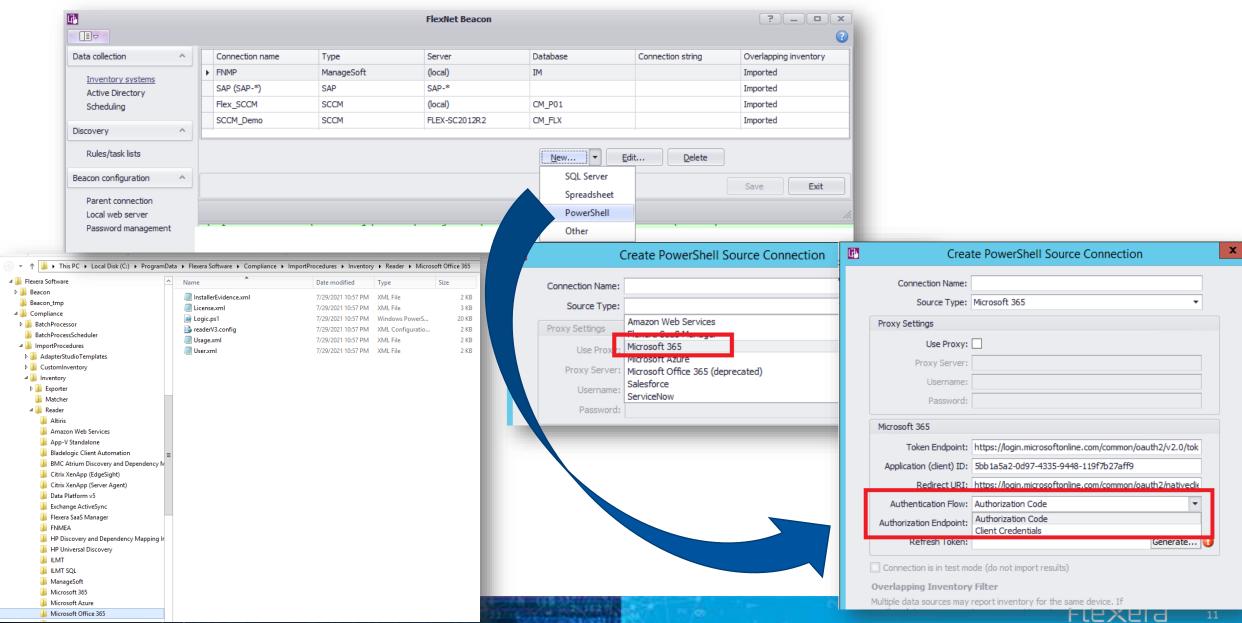


FSM Selection of applications

Select the licenses you wish to manage



Flexera Beacon reading directly from the portal

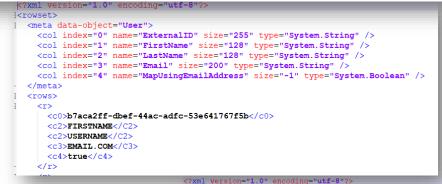


M365 From the beacons 7 files generated (M365)

Computer--110--Get Users from Office 365.int.xml 6/5/2020 3:57 PM XML Document 1.558 KB Evidence--110--Get Installer Evidence from Office 365.int.xml 6/5/2020 3:57 PM XML Document 20 KB LicenseCreateUpdate--110--Get Licenses from Office 365.int.xml 6/5/2020 3:57 PM XML Document 8 KB LicenseCreateUpdate--120--Get user allocations for licenses from Office 365.int.xm 4,448 KB 6/5/2020 3:57 PM XML Document package.xml 6/5/2020 3:57 PM XML Document 4 KB Usage--110--Get Usage from Office 365 Exchange.int.xml 6/5/2020 3:57 PM XML Document 8,618 KB 6/5/2020 3:57 PM XML Document

- Get Users From Office
- O365 Customer XXX.zip

- User Details
- Important: email (key), ID
- Applications Evidences
 - Name
 - ID
- Get Usage From Office 365
 - Accessed (Online) application evidence
 - By Which User
 - When
 - Attention obfuscation feature Prevents usage import!



```
Reports

Reports found in the Microsoft 365 admin center provide information about your organization's usage data. Your organization's data is managed by trusted cloud security and privacy safeguards.

By default, reports conceal user information such as usernames, groups, and sites. You can decide to display concealed information if you prefer or if your organization's policies require it.

This setting applies to Microsoft 365 usage reports in Microsoft 365 admin center,
```

This setting applies to Microsoft 365 usage reports in Microsoft 365 admin center, Microsoft Graph and Power BI and the usage reports in Microsoft Teams admin center.

Display concealed user, group, and site names in all reports

Microsoft 365 usage analytics

Usage data is analyzed and used to make charts and graphs to help you understand your organization's use of apps and services. Reports can be found in the Microsoft 365 admin center and in Power Bl. Learn how to get started with Power Bl

Make report data available to Microsoft 365 usage analytics for Power BI

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Generated Files (2)

- Get Licenses (= Subscriptions) from Office 365
 - Subscription Name
 - ID
- Get User Allocations (= Active Subscriptions) For Licenses
 - UserID
 - LicenselD

```
<?xml version="1.0" encoding="utf-8"?:</pre>
l<rowset>
  <meta data-object="SoftwareLicense">
    <col index="0" name="ExternalLicenseID" size="255" type="System.String" />
    <col index="1" name="LicenseName" size="256" type="System.String" />
    <col index="2" name="SoftwareLicenseTypeID" size="-1" type="System.Int32" />
    <col index="3" name="EntitlementCount" size="-1" type="System.Int32" />
    <col index="4" name="IsSubscription" size="-1" type="System.Boolean" />
    <col index="5" name="ExpiryDate" size="-1" type="System.DateTime" />
    <col index="6" name="PartNo" size="100" type="System.String" />
  </meta>
  <rows>
      <c0>c5928f49-12ba-48f7-ada3-0d743a3601d5</c0>
      <c1>CLIENTNAME VISIOCLIENT</c1>
      <c2>13</c2>
      <c3>66</c3>
      <c4>true</c4>
      <c6>FLX-0365-VISIOCLIENT</c6>
    </r>
```

```
<?xml version="1.0" encoding="utf-8"?>
|<rowset>
| <meta data-object="SoftwareLicenseAllocation">
| <col index="0" name="ExternalLicenseID" size="50" type="System.String" />
| <col index="1" name="ExternalUserID" size="50" type="System.String" />
| <col index="2" name="ExternalAccessingUserID" size="50" type="System.String" />
| </meta>
| <rows>
| <rows>
| <col>05e9a617-0261-4cee-bb44-138d3ef5d965</col>
| <cl>b7aca2ff-dbef-44ac-adfc-53e641767f5b</cl>
| </r>
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| <col>05e9a617-0261-4cee-bb44-138d3ef5d965</col>
| <cl>05e9a617-0261-4cee-bb44-138d3ef5d965</cl>
| <col>05e9a617-0261-4cee-bb44-138d3ef5d965</col>
| <col>05e9a617-0261-4c
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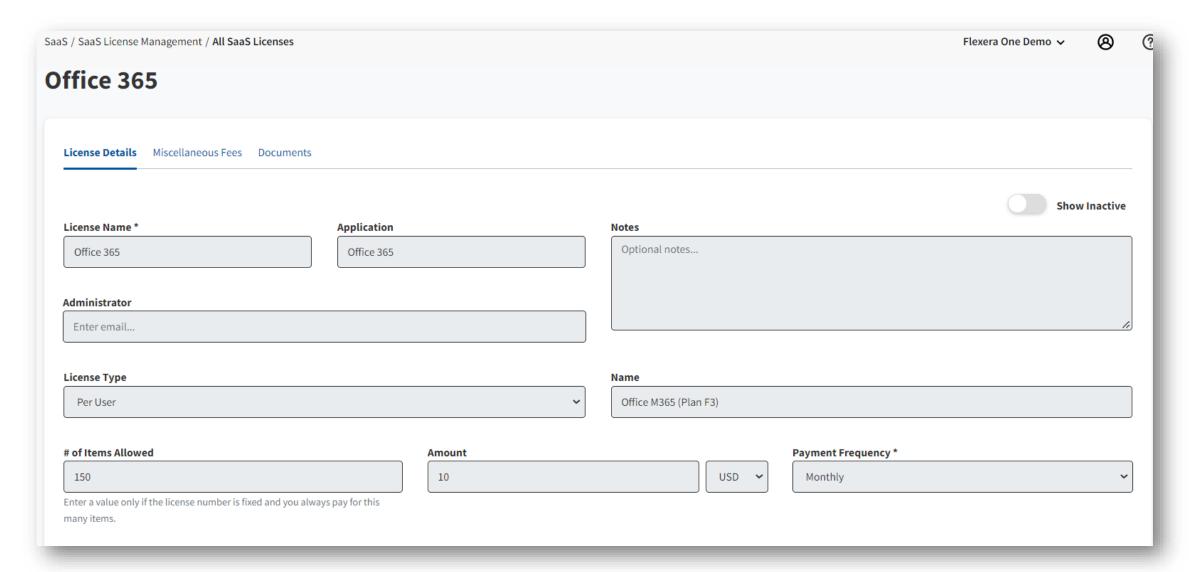
SAAS APPLICATIONS MANAGED IN FSM

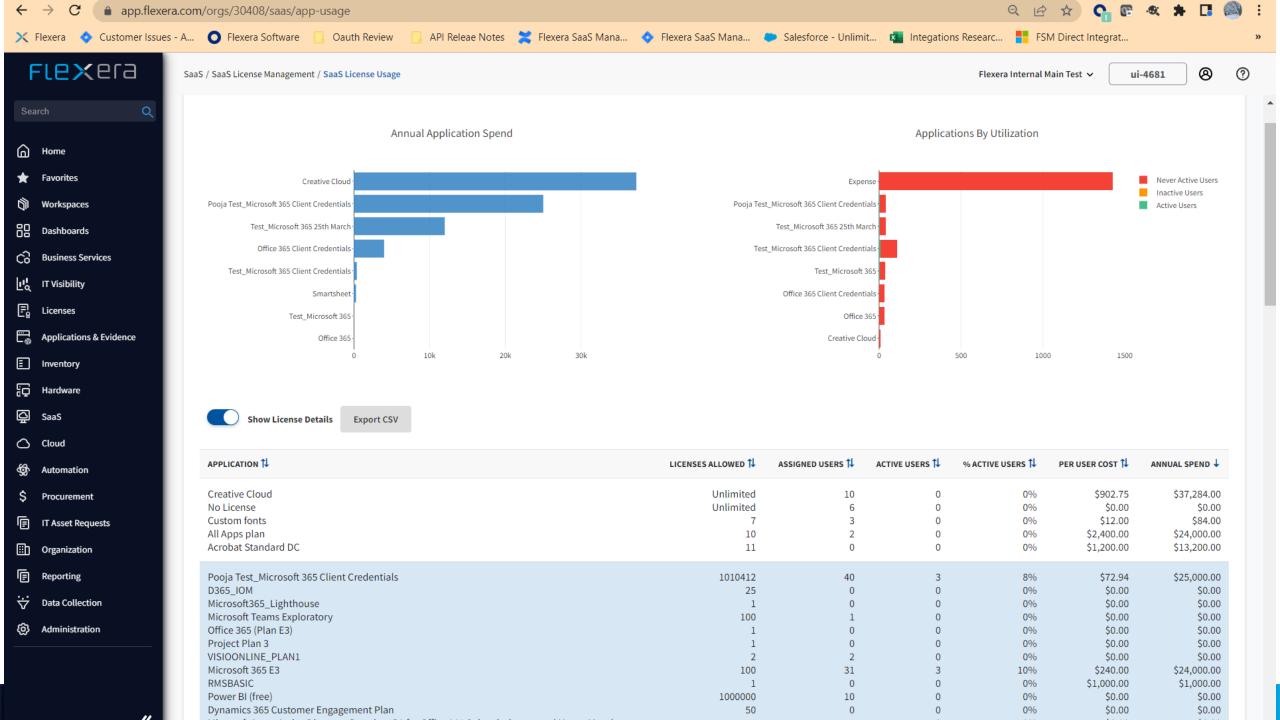
FSM provides the SaaS License overview

Service Cloud User							ne Demo 🗸
Service Cloud User	APPLICATION NAME	\$	LICENSE NAME	ANNUAL SPEND 💠	# OF USERS ALLOWED 💠	END DATE 💠	STATUS
Salesforce CRM Content User				\$1,386,000.00	11770		
CRM User 0 2000 <			Service Cloud User	0	2000		
Einstein Agent 0 2000			Salesforce CRM Content User	0	2000		
Flow User	Salesforce Revenera		CRM User	0	2000		
Salesforce Revenera Event Monitoring Analytics Apps 0 2000 Jan 25, 2023 Active Patrice Pa			Einstein Agent	0	2000		
Offine User			Flow User	0	50		
Offine User			Event Monitoring Analytics Apps	0	2000		
Knowledge User 0 50 50 Marketing User 0 50 Chat User 0 50 Salesforce Platform One \$36,000.00 100 Salesforce Platform Light \$1,350,000.00 1500 Salesforce Platform Light \$1,350,000.00 1500 Salesforce Platform One \$1,350,000.00 1500 Salesforce Platform One \$1,350,000.00 1500 Salesforce Platform One \$36,000.00 20 Knowledge User 0 500 Salesforce CRM Content User 0 2000 Offline User 0 500 Offline User 0 500 Salesforce CRM Content User 0 500 Offline User 0 500 Salesforce Platform Light \$1,260,000.00 1400 Chat User 0 500 Salesforce Platform Light \$1,260,000.00 1400 Chat User 54,000.00 1500 Salesforce Platform Light \$1,260,000.00 1500 Salesforce Platform \$54,000.00 1500 Flow User 500 500 Flow User 500 500 Event Monitoring Analytics Apps 500 500 Event Monitoring Analytics Apps 500,000.00 Office 365 (Plan E5) \$483,000.00 1100 Office 365 (Plan E5) \$483,000.00 1100 Salesforce Platform \$483,000.00 1100 Salesforce Platfo				0		Jan 25, 2023	Active
Marketing User				0			
Chat User				0			
Salesforce Platform One \$36,000.00 150							
Salesforce Platform Light \$1,350,000.00 1500							
Salesforce Platform							
Sales force Platform One \$1,350,000.00 500							
Salesforce Platform One \$36,000.00 20 Application of the price of the pri			outestories i tattoriii				
Salesforce CRM Content User 0 50 24			CRM User	0	500		
Salesforce Flexera 0 (Salesforce CRM Content User) 0 (Salesforce CRM Content			Salesforce Platform One	\$36,000.00	20		
Salesforce CRM Content User 0 2000 Apply 100 Apply 2000 Apply 2000 Active Apply 2000 Active Apply 2000 Active Apply 2000			Knowledge User		50		
Salesforce Flexera Einstein Agent Marketing User 0 500 Marketing User Aug 21, 2022 Active Platform Light Salesforce Platform Light Chat User \$1,260,000.00 1400 50 1400 50 1400 50 15 10 15 15 15 20 15 15 10 15 15 10 15 10 15 10 15 10 15 10 15 10				0	2000		Active
Marketing User 0 50 Aug 21, 2022 Active	Salesforce Flexera		Offline User	0	50		
Marketing User 0 50 Aug 21, 2022 Active							
Salesforce Platform Light \$1,260,000.00 1400						Aug 21, 2022	
Chat User 0 50 50 50 400 50				\$1,260,000.00			
Salesforce Platform \$54,000.00 15				. , . , . ,			
Service Cloud User 0 2000							
Flow User 0 50 50 1 1 1 1 1 1 1 1 1							
Event Monitoring Analytics Apps 0 500 \$501,000.00 Unlimited Office 365 Enterprise Mobility + Security E3 0 Unlimited Jul 5, 2022 Active Office 365 (Plan E5) \$483,000.00 1150 Jul 5, 2022 Active							
Office 365 Enterprise Mobility + Security E3 0 Unlimited Office 365 (Plan E5) \$483,000.00 1150 Jul 5, 2022 Active							
Office 365 Enterprise Mobility + Security E3 0 Unlimited Jul 5, 2022 Active Office 365 (Plan E5) \$483,000.00 1150 Jul 5, 2022 Active			2. 2 morning many dear topo				
Office 365 (Plan E5) \$483,000.00 1150 Jul 5, 2022 Active			Enterprise Mobility / Convolty F3				
	Office 365					Jul 5, 2022	Active
Office M365 (Plan F3) \$18,000.00 150						•	
			Office M365 (Plan F3)	\$18,000.00	150		

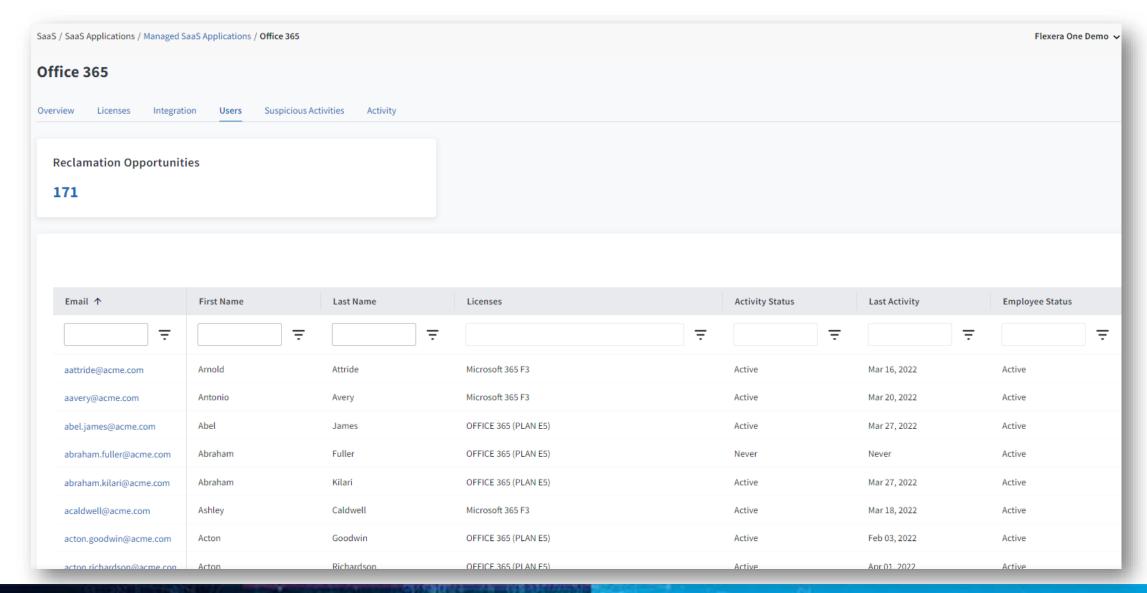
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Entitlements are created automatically from Portal import

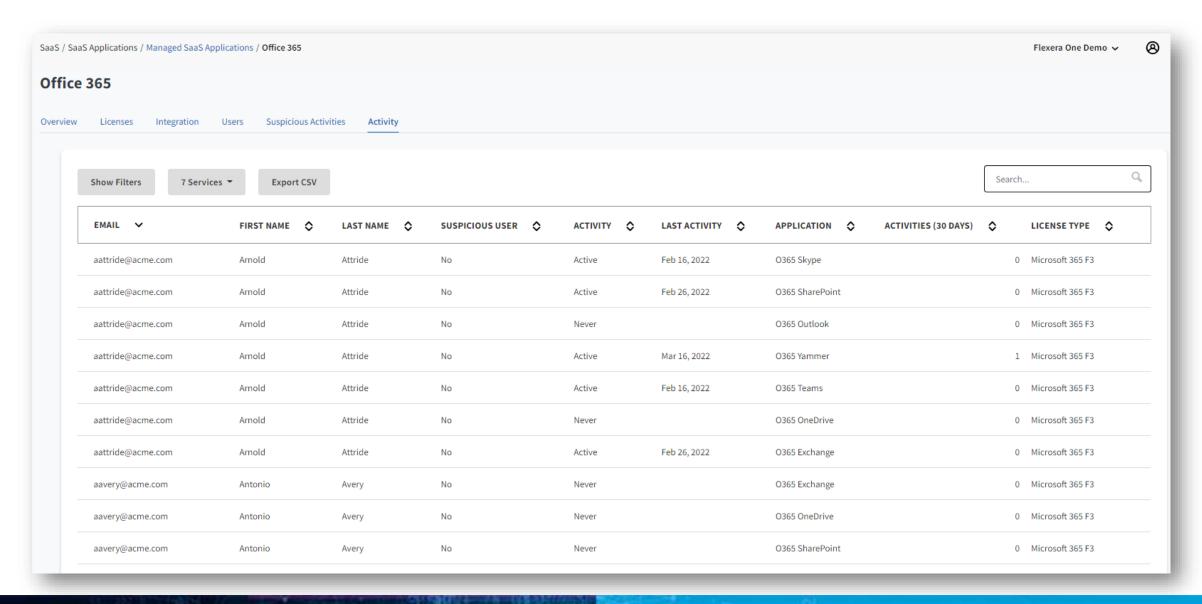




Each user is associated with his M365 plan



The online usage is captured as "activity"



SAAS APPLICATION IS TRANSFERRED TO ITAM / FNMS

Data flow for hybrid applications





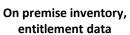


SaaS Manager

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360 view

All licenses

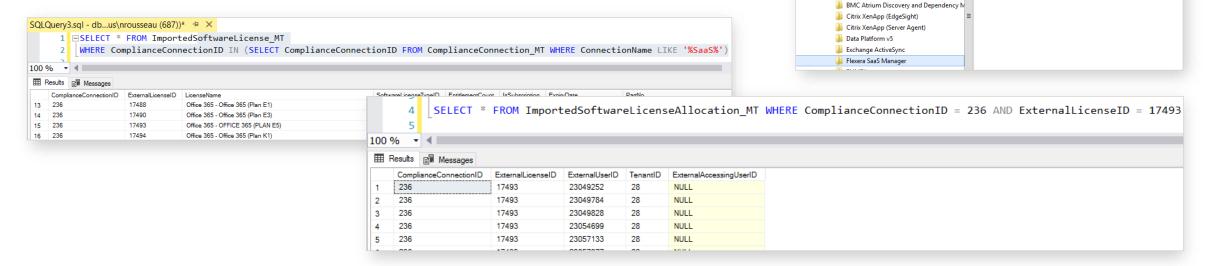


Flexera One

Flexera

Integration details (Reader)

- The SaaS Manager Reader gives all details
 - Read logic is encapsulated in the PowerShell: logic.ps1
 - License.xml
 - Creates "ImportedSoftwareLicenses" (with a SKU)
 - Creates "ImportedSoftwareLicenseAllocations"
 - Creates "ImportedInstallerEvidences"
 - Creates "ImportedRemoteUserAccessToApplications"



▼ ↑ Inis PC ➤ Local Disk (C:) ➤ ProgramData ➤ Flexera Software ➤ Compliance ➤ ImportProcedures ➤ Inventory

License.xml

a readerV3.config

Logic.ps1

Flexera Software

Beacon_tmp

BatchProcessOr

BatchProcessScheduler

ImportProcedures

▶ I Exporter
Matcher

△ 🏬 Reader

▶ MadapterStudioTemplate
 ▶ CustomInventory
 ■ Inventory

Amazon Web Services

App-V Standalone
 Bladelogic Client Automation

△ 🌇 Compliance

D 📗 Beacon

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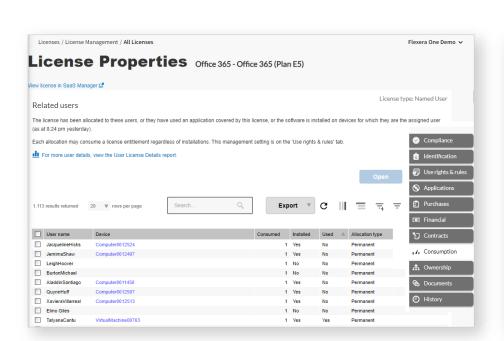
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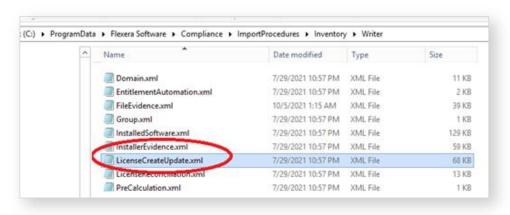
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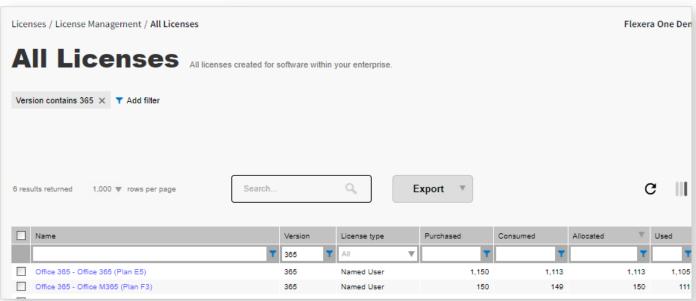
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Integration details (Writer)

- Creates software licenses
 - Uses SKU for application mapping/license type
 - License can be modified after creation
- Creates software license allocations

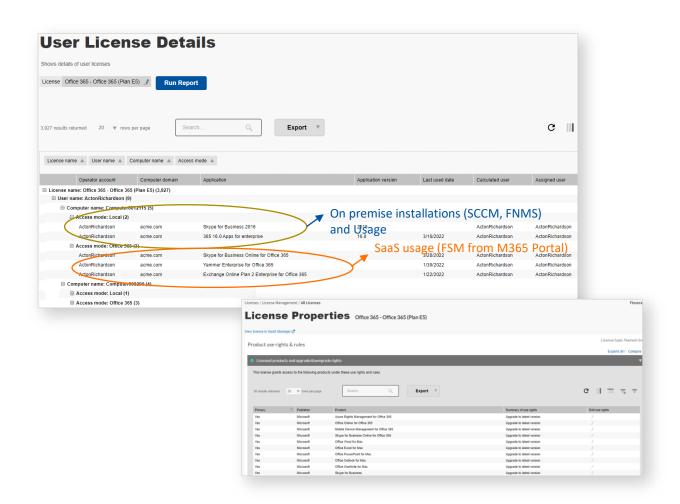




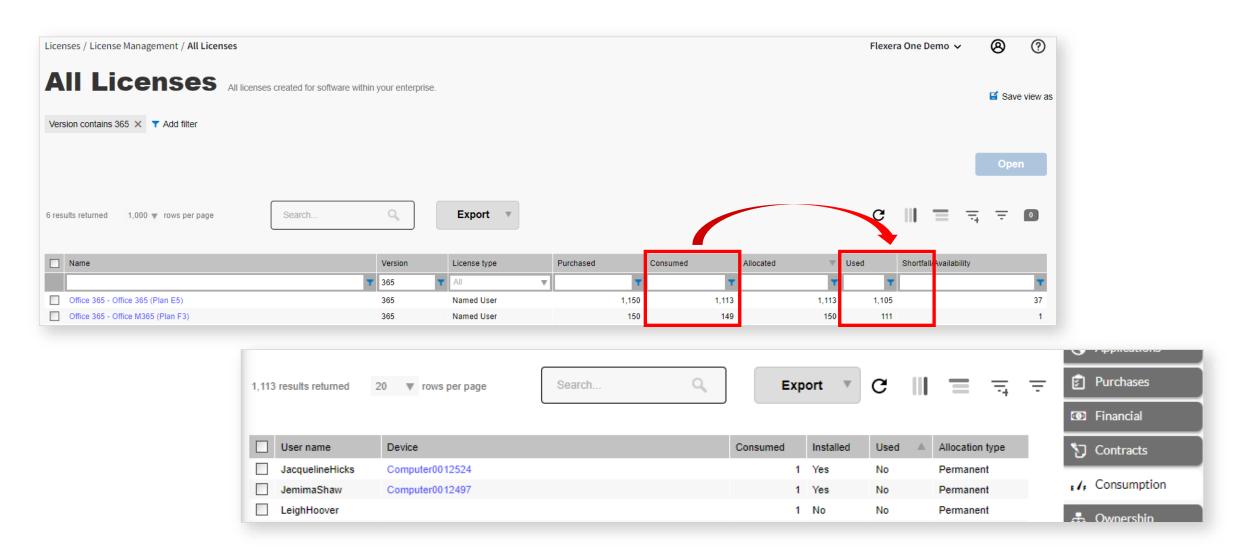


SaaS application data merges with on-premises to give the 360° view

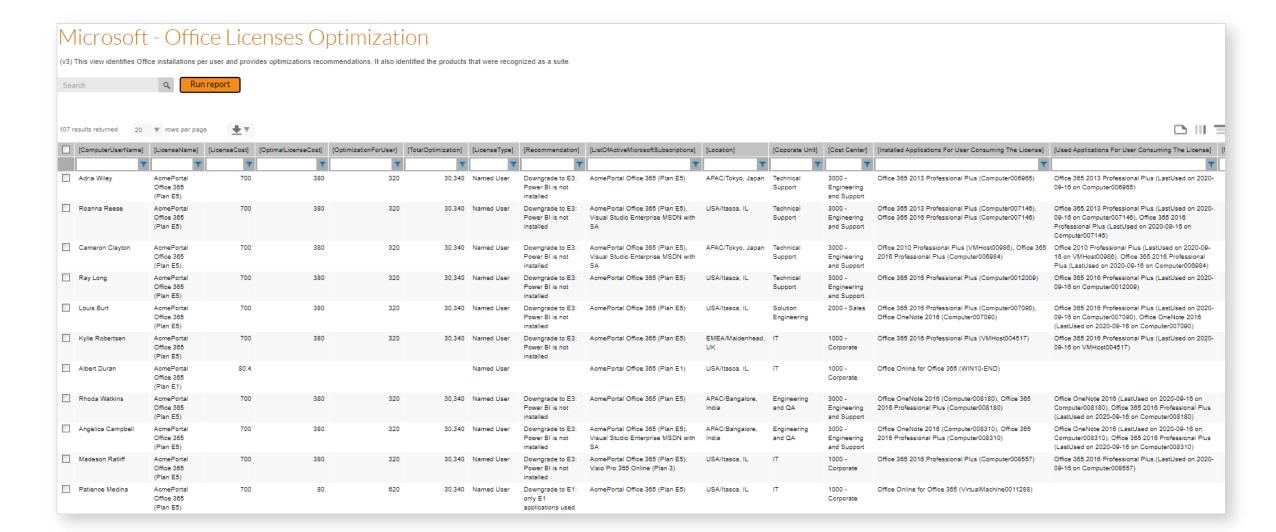
- On-premises and SaaS installations and usage are stored in ITAM
- License reconciliation algorithm computes coverage of installations/usage by licenses
- The "covered applications" are contained in the SKU/license to applications mapping
- This opens the door to optimization



Each license computes consumed vs. installed vs. used

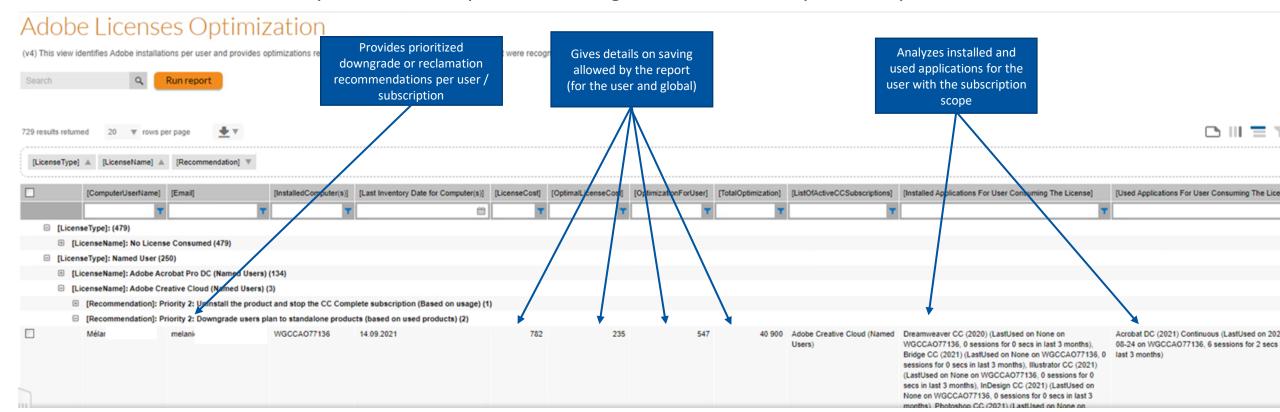


Next step: Optimization report



Adobe Optimization and importers

- On Creative Cloud, you can save money
 - Automate import of Creative Cloud Subscriptions: see <u>Adobe Subscriptions Optimization Report & Adobe Portal Users importer</u>
 - Use the Adobe optimization report to downgrade users or stop subscriptions



M365, Adobe and Named User Subscriptions Optimization

- A report analyzes for each user with an active subscription
 - Entitled applications
 - Installed and used applications
- For Adobe and Microsoft, the report provides downgrade recommendations

