Exporting and Submitting Evidence for the Application Recognition Library

FlexNet Manager Platform

Version 2014+

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Table of Contents

Requests for New Applications and Evidence

Flexera Software welcomes all customer submissions of Unassigned Evidence and requests for adding new Applications. If you are a cloud customer, your Unassigned Evidence is already being anonymized and collected for processing by the Application Recognition Library (ARL) Team. Customers with on premise deployments may generate Evidence submissions and submit these to Flexera Support, which will be attached to a Support ticket and redirected to the ARL Team. This can be done in one of two ways, depending upon the version of FlexNet Manager Suite for Enterprises installed.

- By exporting into a Microsoft Excel spreadsheet, or
- Some versions of FlexNet Manager Suite for Enterprises include a Share button on the Applications views that will generate a submission file for any Local Applications. This submission can be emailed directly from the Share button wizard, or can be saved locally and attached or uploaded separately.

Customers are welcome to supply additional information with their submission to enable us to process evidence with priority, such as:-
- Priorities
- Recommendations
- Comments

In addition, any additional guidance or processing recommendations that you can provide will expedite the processing. If you find specific Evidence in your environment that is unassigned, but you know the Application to which this Evidence should be associated, please include that as a separate column in your submission.

As a last resort, if you do not have any known Evidence for the Application in question, you may submit a request based only on the essential properties of the Application itself, such as the *Publisher*, *Product*, *Version*, and *Edition*. When doing so, it is important to include as much additional detail as possible to assist with the ARL Team investigation.

Important things to note when making a submission

We receive many Evidence submissions daily. To help us process your request effectively and efficiently, please take note of the following:

- Important: When supplying Evidence as a spreadsheet export, special care must be taken to avoid data corruption. By default, all fields are exported as text fields. However, spreadsheet applications like Microsoft Excel often change versions and other numbers from text formatting to number formatting when a file is opened and re-saved, i.e., the text value '1.0' will be converted to the number value '1'. This formatting change causes any Evidence created from this source to be unreliable and as such submissions cannot be processed. In these cases, the submission will be rejected and returned for re-submission.
- Clearly identify the *Publisher*, *Product*, *Version*, and *Edition.*
- *Remove internally* repackaged Evidence, such as those entries containing underscores (_) and company names and abbreviations. Repackaged Evidence will not be processed by the ARL team.

Repackaged Applications commonly contain altered Evidence that is exclusive to a single package at a single customer. This Evidence cannot be verified by the ARL Team or the software publisher because it is not the standard Evidence left by the Publisher's install mechanism. Each customer is responsible for processing their own Evidence for their internally repackaged Applications.

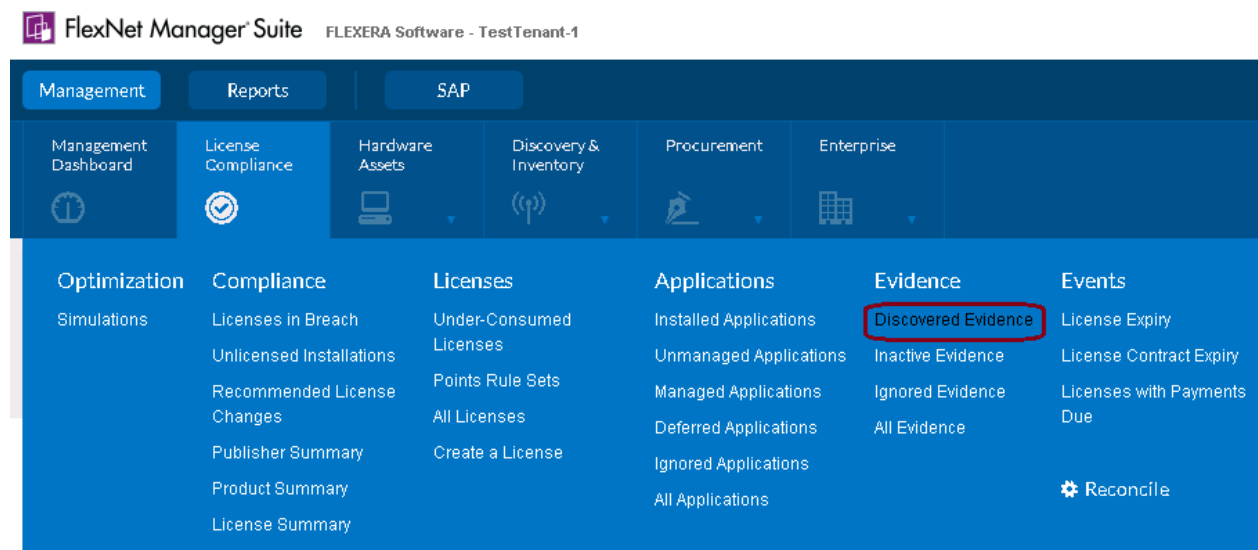### *Prioritisation of ARL Uninstalled Evidence Submissions*

Submitted evidence is prioritised at the sole discretion of Flexera Software. As a general guideline:

- We accept all evidence submissions. Any submission that requires any tracking or response needs to be directed through Support.
- Most requests are quite reasonable and are thus actioned immediately and available in the Reference ARL within 1 to 2 weeks.
- Larger or more complicated submissions will be assessed by the Content team to see if/how we can help.
- We may not be able to honour all large or complex requests on a timeline that meets the customer needs. For these requests, Flexera Services is available to customers.

When large submissions are received, we import the evidences into our request database and run a series of checks against it to see how much evidence there is for us to process, how it breaks down in terms of quality and publisher, and that helps us estimate the impact to our existing commitments.

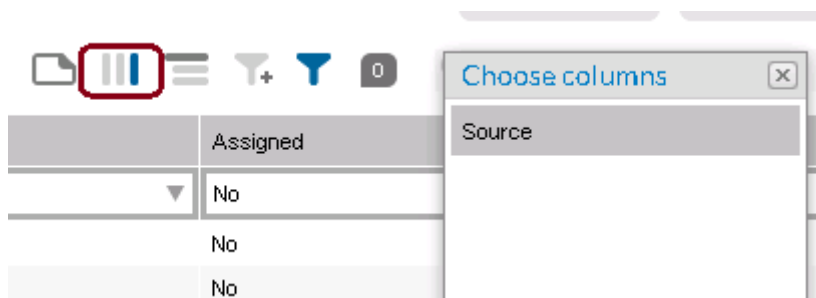# Exporting Installer and File Evidence from FlexNet Manager Platform Version 2014 (and above)

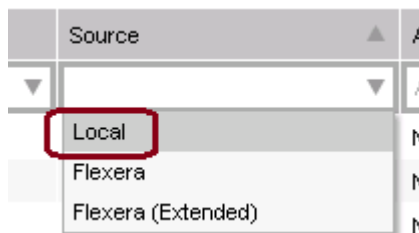1. Choose 'Discovered Evidence', under Evidence

2. Navigate to the **Installers** or **Files** tab. A separate export will need to be generated for each.
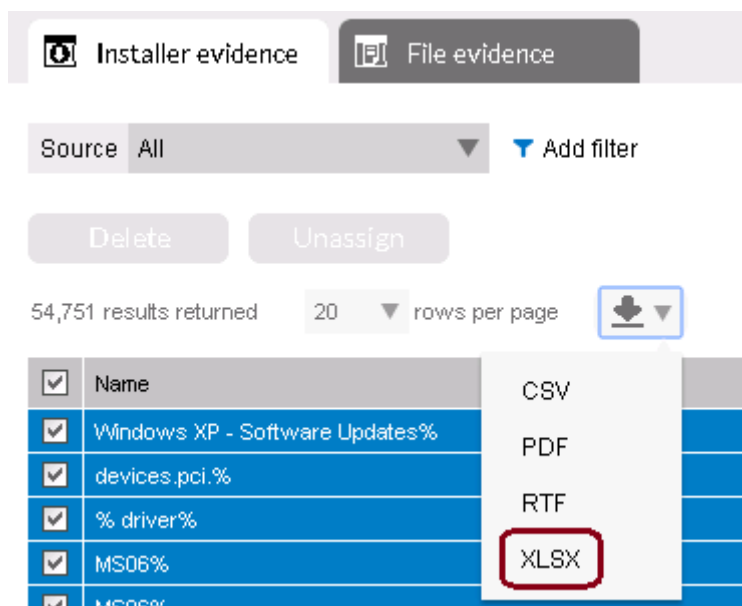

3. Ensure that the 'Source' column is displayed. If it isn't, click on the 'Column Chooser', and drag the column into the Grid.
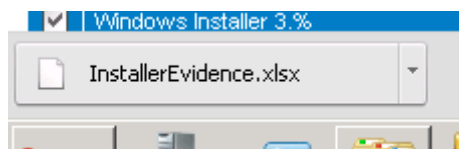
4. Filter the 'Source' column to show only **Local** entries.

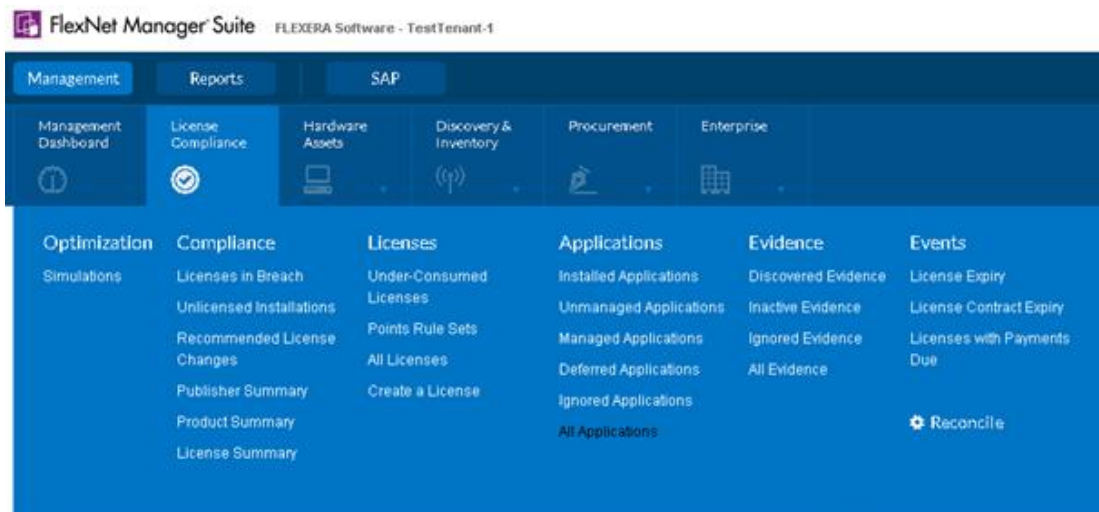5. Click on the Export button. And choose XLSX.

6. Send the exported file to Flexera Software Support, without making any changes.
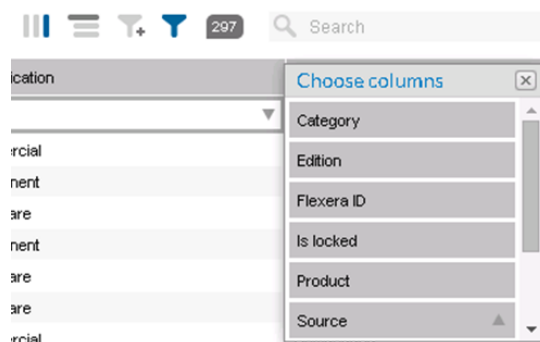
Exporting Local Applications from FlexNet Manager Platform Version 2014 (and above)
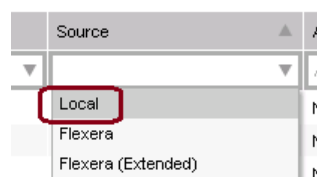
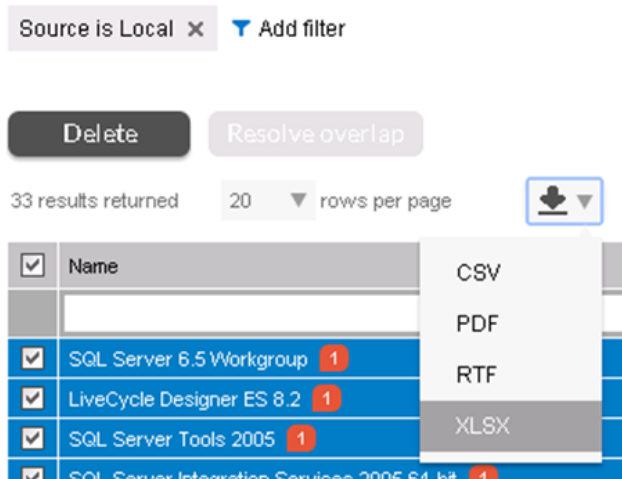1. Choose 'All Applications', under Applications

2. Ensure that the 'Source' column is displayed. If it isn't, click on the 'Column Chooser', and drag the column into the Grid.

3. Filter the 'Source' column to show only **Local** entries.

4. Click on the Export button. And choose XLSX.

5. Send the exported file to Flexera Software Support, without making any changes.

Contact Information

Please contact Flexera Support or your account manager with any questions or to track ARL submissions:

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