

Workflow Manager 2020 Update 2 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, through 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 Update 2 includes the following new features:

- [New SLA Reports](#)
- [Introducing User Role Data Element](#)
- [New IPlugin Methods](#)
- [Get Improved Information when SLA Clock is Stopped](#)

New SLA Reports

In Workflow Manager 2020 Update 2, the following new SLA Reports are included.

- [Workflow SLA Status Report](#)
- [Workflow Phase and Step SLA Status Report](#)

Workflow SLA Status Report

A **Workflow SLA Status Report** lists all Workflow requests for which SLA tracking is being performed with their **SLA Status**. SLA (Service Level Agreement) time tracking is used to determine the status of workflow request in relationship to its SLA Due Date and Risk Date as either: On Time, At Risk, Late. This report will also give details about the total time spent on the workflow (Time elapsed), total hold time, and the number of rollbacks performed on the workflow.

Workflow Name	Current Phase	Current Step	Create Date	Start time	Last Activity At	Rollbacks	Time elapsed (hrs)	Hold Time (hrs)	Risk Date	Due Date	New Risk date	New Due date	Workflow Status	SLA Status
WFOZ	p1	s1	12/21/2020 1:31:38 PM	12/21/2020 1:31:38 PM	12/21/2020 1:31:58 PM	0	0	0	12/21/2020 9:11:38 PM	12/22/2020 9:11:38 PM			In Progress	●
Test SLA Reports Part 2	p1	s1	12/20/2020 9:40:01 PM	12/20/2020 9:40:01 PM	12/20/2020 9:40:01 PM	0	0	0	12/24/2020 9:40:01 AM	12/25/2020 9:40:01 PM			In Progress	●
Test SLA Reports	p1	s1	12/20/2020 9:39:21 PM	12/20/2020 9:39:21 PM	12/20/2020 9:40:43 PM	0	0.02	0	12/24/2020 9:39:21 AM	12/25/2020 9:39:21 PM			In Progress	●
Workflow No Due 02	p1	s1	12/20/2020 9:26:57 PM	12/20/2020 9:26:57 PM	12/20/2020 9:28:18 PM	0	0.03	0	12/19/2020 9:26:57 AM	12/21/2020 9:26:57 PM			In Progress	●
Workflow No Due 01	p2	s4	12/20/2020 9:25:06 PM	12/20/2020 9:25:06 PM	12/20/2020 9:38:14 PM	0	0.22	0.06	12/19/2020 9:25:06 AM	12/21/2020 9:25:06 PM	12/19/2020 9:25:06 AM	12/21/2020 9:25:06 PM	Completed	●
Workflow No Due	p1	s1	12/20/2020 9:24:29 PM	12/20/2020 9:24:29 PM	12/20/2020 9:24:29 PM	0	0	0	12/19/2020 9:24:29 AM	12/21/2020 9:24:29 PM			In Progress	●
Workflow Track 3	p2	s5	12/20/2020 9:17:43 PM	12/20/2020 9:17:44 PM	12/20/2020 9:33:38 PM	0	0.25	0.13	12/22/2020 9:17:43 AM	12/22/2020 9:17:43 PM	12/22/2020 9:17:43 AM	12/22/2020 9:17:43 PM	Completed	●
Workflow Track 2	p1	s1	12/20/2020 9:16:19 PM	12/20/2020 9:16:19 PM	12/20/2020 9:17:30 PM	0	0.02	0	12/22/2020 9:16:19 AM	12/22/2020 9:16:19 PM			In Progress	●
Workflow Track 1	p1	s2	12/20/2020 9:15:41 PM	12/20/2020 9:15:41 PM	12/20/2020 9:15:57 PM	0	0.03	0	12/22/2020 9:15:41 AM	12/22/2020 9:15:41 PM			In Progress	●
Workflow SLA 3	p2	s5	12/20/2020 9:03:37 PM	12/20/2020 9:03:37 PM	12/20/2020 9:05:58 PM	0	0.53	0.28	12/24/2020 9:03:37 AM	12/25/2020 9:03:37 PM	12/24/2020 9:03:37 AM	12/25/2020 9:03:37 PM	Completed	●
Workflow SLA 2	p1	s1	12/20/2020 9:02:54 PM	12/20/2020 9:02:54 PM	12/20/2020 9:14:28 PM	0	0.2	0	12/24/2020 9:02:54 AM	12/25/2020 9:02:54 PM			In Progress	●
Workflow SLA 1	p1	s3	12/20/2020 9:02:12 PM	12/20/2020 9:02:12 PM	12/21/2020 11:19:21 AM	0	14.21	0	12/24/2020 9:02:12 AM	12/25/2020 9:02:12 PM			In Progress	●
testWorkflow 01	p4	s6	12/20/2020 8:56:55 PM	12/20/2020 8:56:55 PM	12/20/2020 8:46:11 PM	3	0.15	0	12/24/2020 8:56:55 AM	12/25/2020 8:56:55 PM			Completed	●
testWorkflow	p4	s6	12/20/2020 8:51:55 PM	12/20/2020 8:51:55 PM	12/20/2020 8:55:56 PM	0	0.07	0	12/24/2020 8:51:55 AM	12/25/2020 8:51:55 PM			Completed	●

For more details, see [Workflow SLA Status Report](#).

Workflow Phase and Step SLA Status Report

A **Workflow Phase and Step SLA Status Report** lists all the phases and steps for a selected workflow request with their **SLA Status**. SLA (Service Level Agreement) time tracking is used to determine the status of a workflow phase and step in relationship to its SLA Due Date and Risk Date as either: On Time, At Risk, Late. This report will also give details about the total time spent (Time elapsed), hold time, and the number of rollbacks performed on each phase and step for a selected workflow request from **Select a workflow request** drop down.

Phase name	Step name	Start time	Last Activity At	Rollbacks	Time elapsed (hrs)	Hold time (hrs)	Risk Date	Due Date	SLA Status
p1	s1	12/20/2020 9:03:27 PM	12/20/2020 9:15:27 PM	0	0.17	0	12/21/2020 9:03:00 PM	12/22/2020 9:03:00 PM	●
	s2	12/20/2020 9:03:27 PM	12/20/2020 9:08:29 PM	0	0.42	0	12/21/2020 9:03:00 PM	12/22/2020 9:03:00 PM	●
	s3	12/20/2020 9:15:27 PM	12/20/2020 9:25:19 PM	0	0.17	0.03	12/21/2020 9:15:00 PM	12/22/2020 9:15:00 PM	●
p2	s4	12/20/2020 9:25:19 PM	12/20/2020 9:28:29 PM	0	0.05	0.03	12/21/2020 9:25:00 PM	12/22/2020 9:25:00 PM	●
	s5	12/20/2020 9:28:29 PM	12/20/2020 9:35:58 PM	0	0.12	0	12/21/2020 9:28:00 PM	12/22/2020 9:28:00 PM	●
	s6	12/20/2020 9:35:58 PM	12/20/2020 9:32:42 PM	0	0.07	0.03	12/21/2020 9:28:00 PM	12/22/2020 9:28:00 PM	●
	s7	12/20/2020 9:32:42 PM	12/20/2020 9:35:58 PM	0	0.05	0.02	12/20/2020 9:32:00 PM	12/22/2020 9:32:00 PM	●

For more details, see [Workflow Phase and Step SLA Status Report](#).

Introducing User Role Data Element

In Workflow Manager 2020 Update 2, the User Role Data Element is introduced.

When you add a data element with a data type of **User Role** to a workflow template, and associate that data element with a Workflow step, then requester is prompted to select any user from the list by clicking on the drop down in the workflow which pulls all the users associated with the selected role.

s1

Data Entry

Enter or review the data that is submitted as part of this workflow step.

Current Page: g1

e1 • :

To create a data element with the User Role data type, perform the following steps:



Task

To create a User Role workflow step:

1. Open a workflow template on the **Template Details** page.
2. Add a new data element to a data group, either one collected at initial submission or later in the workflow.
3. Enter a name for this data element in the **Description** field.
4. Set **Data type** to **User Role**.

The screenshot shows the 'Data Element Details' form with the following fields and values:

- *Description:** Server
- *Required:** Yes No
- *Sort order:** 40
- Help text:** (empty)
- *Internal Name:** Server
- *Data type:** User Role
- Select a role:** AMS_SYSTEM - AMSSuper

5. Click the **Select a role** drop down and select the desired role from the list.
6. After selecting the details, click the **Create** button and associate the data group containing that data element to a workflow step.

New IPlugin Methods

In Workflow Manager 2020 Update 2, the following IPlugin methods are included.

- [RollbackStep](#)
- [WorkAssigned](#)

RollbackStep

The RollbackStep method is called whenever a Workflow is rolled back. Workflow Manager passes the information of the Workflow phase and step from where it is rolled back.

For more details, see [RollbackStep](#).

WorkAssigned

The WorkAssigned method is called whenever a Workflow is assigned for the desired users. Workflow Manager passes the information of the assigned users.

For more details, see [WorkAssigned](#).

Get Improved Information when SLA Clock is Stopped

With this update, you can see the current phase and step where SLA Clock has been stopped.

The screenshot displays a 'Workflow Request' interface for a 'Software Request_Test_Application (30)'. A red banner at the top indicates 'SLA Clock Stopped: SLA Clock is stopped at Phase Starting Form and Step Get input from requestor of the Workflow. Since the SLA Clock is stopped, this Workflow is read-only.' Below this, a progress bar shows the workflow steps: '1 Starting Form' (active), '2 Get Approval', and a 'Branching Point Get Approval'. A 'Start Clock' button is visible, and a message states 'Clock stopped at: 11/26/2020 9:24:09 PM'. The main content area is titled 'Get input from requestor' and includes a 'Data Entry' section with the instruction 'Enter or review the data that is submitted as part of this workflow step.' The current page is 'User data', and there is a 'User Name' input field.

Upgrading Workflow Manager Older Version to Workflow Manager 2020 Update 2

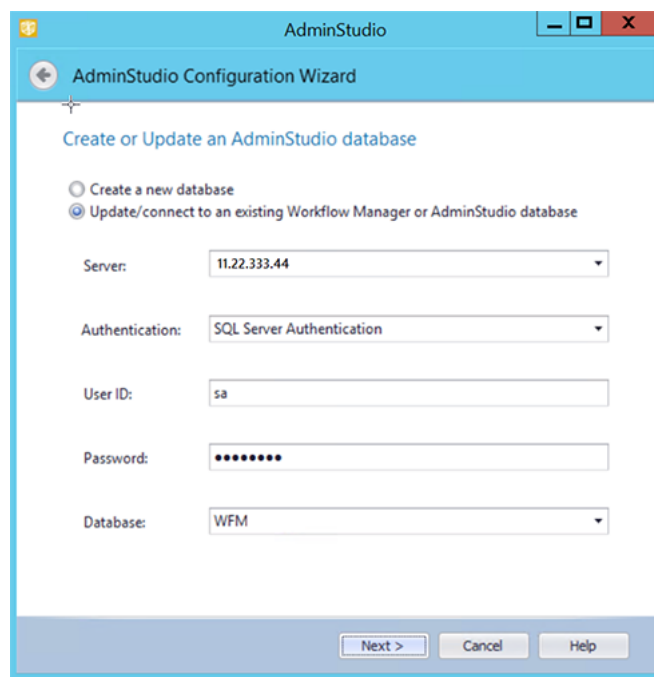
To upgrade an installation of Workflow Manager 2020 or older to Workflow Manager 2020 Update 2, you must first uninstall the older version of Workflow Manager.

To upgrade an older version of Workflow Manager to Workflow Manager 2020 Update 2, perform the following steps.



Task *To upgrade an older version of Workflow Manager to Workflow Manager 2020 Update 2:*

1. Download the installer for Workflow Manager 2020 Update 2 from the Flexera Product and License Center:
<https://flexerasoftware.flexnetoperations.com>
2. If you Workflow Manager 2020 or older 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 2020 Update 2.

Issue	Description
IOJ-2145757	SLA enhancements request from TCS.
IOJ-2136558	lplugin method for WF assignment.
IOJ-2087931	Capability to select a user from assigned/Associated Role.
IOJ-2073163	Users should be able to programmatically detect when a rollback happens.
IOJ-2122406	Restrictions made when Project pointing to new Template.
IOJ-2113350	Overriding notifications does not work as expected.
IOJ-2094306	The Add button does not work on a Submit Workflow Request Page.
IOJ-2073233	Workflow Manager 2019 fails to register in FSG - Config.exe
IOJ-2126798	Config.exe does not correctly set URL for WFM in FSG.
IOJ-2113351	WFM step name should be displayed as a hyperlink in the email template so that approver can directly go that step.
IOJ-2114219	To Stop SLA Clock on certain Steps in 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 2008 R2 or later / English base language (Windows Server 2012 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 2008 R2 or later (Windows Server 2012 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: <p>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</p> Collation setting—SQL_Latin1_General_CP1_CI_AS is the required collation setting for AdminStudio database server. It is the only supported collation. <p></p> <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 2008 R2 or later

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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