Workflow Manager 2020 Update 1 Release Notes

August 2020

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 Update 1 includes the following new features:

- Introducing LinkUrl Data Element
- Deleting Multiple Workflow Request
- Disable Rollback Option in the Workflow Step
- Windows Authentication Option in the External Data Source Page
- Current Step Column Included in All Workflow Requests Page
- DeleteWorkflow WebAPI in the Web Services
- Display Name in the Dashboard

Introducing LinkUrl Data Element

In Workflow Manager 2020 Update 1, the LinkUrl Data Element is introduced.

Select **LinkUrl** to prompt the requester to click a link to open a specified Url or UNC path in a new window/ dialog box. With this data type you have two options:

- Linking to a URL
- Linking to a UNC Path

Linking to a URL

When you add a data element with a data type of **LinkUrl** with the **Url** option to a workflow template, and associate that data element with a Workflow step, the requester is prompted to click a link, which will open the specified Url in a new dialog box.

Step 1

Data Entry

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

Current Page: DG1

URL • :   http://gmail.com

Submit

To create a data element with the **LinkUrl** data type with the **Url** option, perform the following steps:

Task   ***To create a LinkUrl workflow step with the Url option:***

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 **LinkUrl**.

5. Set **Link type** to **Url** and enter a URL in the **Link** field. For example, enter `http://gmail.com`.

Data Element Details

*Description:	Validate Request
*Required:	○ Yes ● No
*Sort order:	10
Help text:	
*Internal Name:	Validate Request
*Data type:	LinkUrl
Link type:	● Url ○ UNC path
*Link:	http://gmail.com
	Please enter url ex: http://google.com/
Display name:	Gmail

6. Enter the display name in the **Display name** filed.

7. Click the **Create** button and associate the data group containing that data element to a workflow step.

Linking to a UNC Path

When you add a data element with a data type of **LinkUrl** with the **UNC Path** option to a workflow template, and associate that data element with a Workflow step, the requester is prompted to click a path and download the shared file.

Step 1

Data Entry

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

Current Page: DG1

UNC Path • : \\10.10.10.10\SoftwareRepository\Firefox.msi

Submit

To create a data element with the **LinkUrl** data type with the **UNC Path** option, perform the following steps:

Task ***To create a LinkUrl workflow step with the UNC Path option:***

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 **LinkUrl**.

5. Select Link type to **UNC path** and enter a path in the **Link** field. For example, enter \\10.10.10.10\SoftwareRepository\Firefox.msi.

Data Element Details

*Description:	Validate Request
*Required:	○ Yes ● No
*Sort order:	10
Help text:	
*Internal Name:	Validate Request
*Data type:	LinkUrl ▾
Link type:	○ Url ● UNC path
*Link:	\\10.10.10.10\SoftwareRepository\Firefox.msi

Please enter file share path as:
\\servername\folderName\Filename

Display name:	One
User name:	
Domain:	Wfm
Password:	·········

6. Enter the display name in the **Display name** filed.

7. Enter the **User name**, **Domain**, and **Password** in the respective fields.

8. Click the **Create** button and associate the data group containing that data element to a workflow step.

Deleting Multiple Workflow Request

In previous versions of Workflow Manager, You can delete the specific workflow requests on the **Properties** tab.

In Workflow Manager 2020 Update 1, Multiple Workflow requests can be deleted by selecting the multiple rows in the page.

All Workflow Requests

Use column filters to search for a specific workflow request.

6 results returned 20 ⌄ rows per page

[Add] [Delete]

	Name	Number	Project	Company	Status	Status notes	Current phase	Current step	Assigned	Create date	Days In Phase	Assignee	Submitter
☐	Workflow Request 02	WF 10	Project 02	Customer	Active	Data Entry Phase	Identify	Request	No	8/7/2020 11:55:14 AM	0		service@service.com
☑	WorkFlow 03	WF 8	Project 03	Customer	Active	Data Entry Phase	Identify	Request	No	8/7/2020 11:54:27 AM	0		service@service.com
☐	Workflow 02	WF 7	Project 02	Customer	Active	Data Entry Phase	Identify	Request	No	8/7/2020 11:54:11 AM	0		service@service.com
☑	WorkFlow 01	WF 6	Project 01	Customer	Active	Data Entry Phase	Identify	Request	No	8/7/2020 11:53:51 AM	0		service@service.com
☐	Workflow Request 01	WF 9	Project 01	Customer	Active	Data Entry Phase	Identify	Request	No	8/7/2020 11:55:01 AM	0		service@service.com
☐	Workflow Request 03	WF 11	Project 03	Customer	Active	Data Entry Phase	Identify	Request	No	8/7/2020 11:55:29 AM	0		service@service.com

⚙ Create Filter

For more details, see Deleting a Workflow Request.

Disable Rollback Option in the Workflow Step

In Workflow Step Details if **Disable Rollback for step** option is not selected, then **Rollback** button will appear in the Workflow request step.

Workflow Step Details

|	
*Description:	
*Step type:	Data Entry/Edit ⌄
*Track for workflow SLA:	○ Yes ● No
*Track for workflow step SLA:	○ Yes ● No
Limit To Assigned Users:	☐
Due period (days):	5
Risk period (days):	2
*Sort order:	0
Disable Rollback for step:	☐

Workflow step condition

[Define Condition]

[Create] [Cancel] [Delete]

If you select **Disable Rollback for step** option in the Workflow Step Details, then the Rollback button will not appear in the Workflow for that particular step.
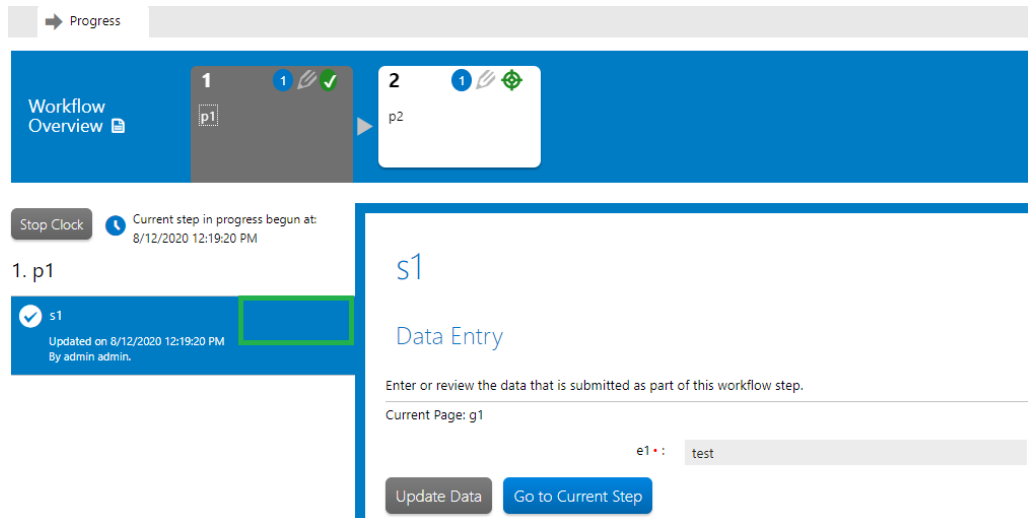
Windows Authentication Option in the External Data Source Page

In Workflow Manager 2020 Update 1, Windows Authentication feature has been added in the External Data Source Page.

If you select **Windows Authentication**, you can login into the database with windows network authentication (your network login Id).
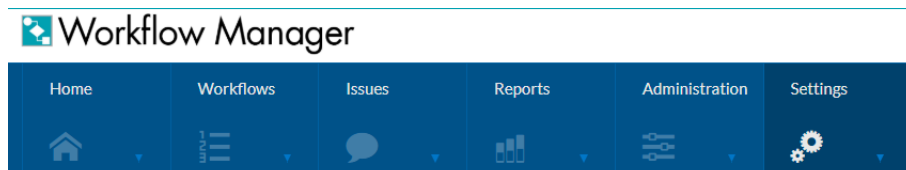
To enter connection details for your database server. See Add/Edit External Data Source Page for more information.

Current Step Column Included in All Workflow Requests Page

In Workflow Manager 2020 Update 1, a **Current Step** column is included in all Workflow Requests Page. With this new enhancement, you can know the current active status of the respective step.

DeleteWorkflow WebAPI in the Web Services

In Workflow Manager 2020 Update 1, DeleteWorkflow WebAPI is included in the Web Services. With this enhancement, you can delete one or multiple workflow requests.

For more details, see Web Services.

Display Name in the Dashboard

In Workflow Manager 2020 Update 1, Display Name is included in the Dashboard.

While creating a new account, you have to enter the Display name in the Account Details page.

Account Details

Enter or edit account information and click Save.

Company:	Workflow Administrator
* Account Name:	
	For example:johndoe@company.com
Status:	Active
Display Name:	
* Password:	
* Confirm password:	
Email:	
Confirm email:	
Location:	
* Roles:	☐ Project Manager
	☐ Repackager
	☐ SCAdmin
	☐ System Administrator
	☐ Tech Lead

Save   **Cancel**   Delete

When you create or edit the account with the display name, then the Display name of the Account user will appear in the Account Administration Page.

Click **Sync** button in the **Add Directory Service Connection** to update the **Display Name** of Active Directory users under **Accounts & Groups** grid and **Open Issues** and **Request Assignments** sections under Dashboard.

Upon clicking on **Sync** button, Existing Active Directory **usernames** will be updated to **Display Names** on the Dashboard and in the **Display Name** column of the Accounts Administration page for catalogs upgraded from previous releases.

Open Issues			Request Assignments	
Issue	Assigned to		User Name	Assignments
Issue 01	Abc Xyz		Abc Xyz	2
Issue 02	Consumer User		Automation User1	1
Issue 03	Automation User1		Display name	3

When you upgrade catalog from previous releases, **Account name** column in the Account Administration page would be in the column chooser, if not visible needs to be dragged and placed into the grid.

Upgrading Workflow Manager Older Version to Workflow Manager 2020 Update 1

To upgrade an installation of Workflow Manager 2020 or older to Workflow Manager 2020 Update 1, you must first uninstall the older version of Workflow Manager.

To upgrade an older version of Workflow Manager to Workflow Manager 2020 Update 1, perform the following steps.

Task   ***To upgrade an older version of Workflow Manager to Workflow Manager 2020 Update 1:***

1. Download the installer for Workflow Manager 2020 Update 1 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.
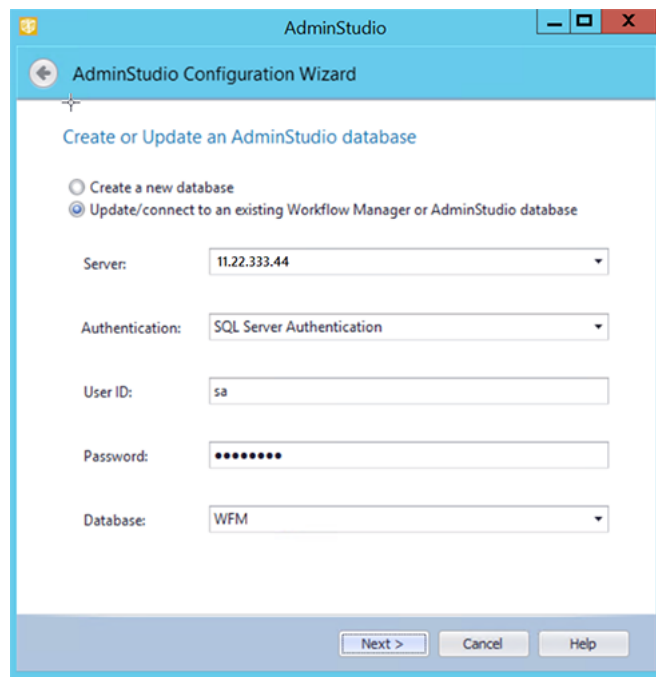
5. On the **Create or Update an AdminStudio database** panel of the **AdminStudio Configuration Wizard**, provide the details and credentials of the SQL Server and database that was used in the older version of Workflow Manager.

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 1.

Issue	Description
IOJ-2115677	Option to Display the Workflow Step Name as a Column in All Workflow Request page.
IOJ-2113335	A WebAPI is required to delete the workflow.
IOJ-2113330	User's Active Directory(AD) display name should be displayed instead of login ID on the Request Assignment dashboard page.
IOJ-2111019	Disabling rollback option for a particular step.
IOJ-2096762	URL enabled in Data type.
IOJ-2090425	For Database Type Oracle/SQL Server windows Authentication for the connectivity is required in the Add External Data Source page.
IOJ-1889596	Typo in Some Pages.
IOJ-1882913	Time Off Administration still showing without role permission.
IOJ-1869866	Error on running the AMS_System_Schema.sql when trying to create the database manually.
IOJ-1854860	Delete multiple workflow requests.

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 • Workflow Manager runs in 32-bit mode on a 64-bit OS.*
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 • MSXML is installed by the Workflow Manager installer.*

Workflow Manager / AdminStudio Database Server

This following table lists the recommended system configuration for a Workflow Manager/AdminStudio Application Catalog database server:

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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	SQL Server 2008 R2 or later databases, including SQL Server 2012 and SQL Server 2014 (latest version preferred)

- **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 `sp_helpsort` T-SQL command, which returns the following:

```
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
```

- **Collation setting**—`SQL_Latin1_General_CP1_CI_AS` is the required collation setting for AdminStudio database server. It is the only supported collation.

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:

- *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	● 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 APls in the iPlugin DLL, the AMS_SYSTEM account must be a member of the local Administrators group.

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