



App Portal 2015 Release Notes

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Important • If upgrading from a previous version to App Portal 2015, read [Upgrading to App Portal 2015: Read This First!](#) before beginning the upgrade.

Upgrading to App Portal 2015: Read This First!

When upgrading an existing version of App Portal to App Portal 2015, it is very important that you review the following information **before** you begin the upgrade.

- [Planning Your Upgrade](#)
- [Changes to Version Support and Upgrade Method](#)
- [Changes to User/Computer Syncing](#)
- [Changes Related to Custom User Discoverable Attributes](#)
- [Changes Related to Multiple Deployment Technology Support](#)

Planning Your Upgrade

When performing your upgrade to App Portal 2015, it is recommended that you include the following steps in your upgrade process:

- **Step 1: Review the Release Notes**—Thoroughly review this document, the App Portal 2015 Release Notes.
- **Step 2: Upgrade and test in a lab environment**—Before rolling out the App Portal upgrade in production, first upgrade App Portal in a lab environment using a clone or subset of your production data and test it thoroughly to make sure it still operates as per your requirements.
- **Step 3: Production rollout**—When you are ready to roll out the App Portal upgrade to your production environment, it is recommended that you include the following steps:
 - a. Backup your existing App Portal database.
 - b. Take a snapshot of the App Portal server, if possible.
 - c. Provide downtime notice to your end users.
 - d. Schedule your service window to allow for adequate testing post-production upgrade.
 - e. Test your recovery model.

Changes to Version Support and Upgrade Method

The method of upgrading to App Portal 2015 and the supported versions have changed.

- **Supported upgrade versions**—You can only upgrade to App Portal 2015 from the following previous versions:
 - App Portal 2014
 - App Portal 2013 R2
 - App Portal 2013
 - App Portal 7.5.x



Important • *To upgrade from one of these supported versions to App Portal 2015, use the App Portal 2015 Upgrader. The App Portal 2015 Upgrader can be downloaded from the Flexera Software Product and License Center.*

- **Automatic rollback of the database using an older version of the Upgrader is no longer supported**—Previously, if something went wrong with an upgrade, you could roll it back by running the Upgrader of the older version over the newer version. This functionality is no longer supported. If, after upgrading to App Portal 2015, you want to roll back App Portal to the previous version, you will now need to manually restore the old database first, and then uninstall and then reinstall App Portal and point to the restored database. Therefore, you must back up your database before you start the upgrade.



Important • *It is imperative that you back up your database before you start the upgrade.*

Changes to User/Computer Syncing



Note • This section only applies if upgrading from App Portal 7.5.x.

In App Portal 7.5.x, all user and computer data was stored in System Center Configuration Manager only. App Portal 2015 now maintains its own replica of user and device information.

The following changes have been made to the way users and computers are synced with the deployment technology:

- **All App Portal deployment settings are migrated and synced**—The App Portal 2015 upgrade process will migrate all settings, and also run the sync process to sync the users, computers, and user-computer relationships.
- **Syncing time depends on number of users**—The amount of time that the sync process will take depends upon the number of users, computers, and user-computer relationships. For example, for 50,000 users, it takes about 25 minutes.
- **Syncing of newly discovered computers may impact request on behalf functionality**—In App Portal 2015, the syncing of users and computers happens automatically at 2 a.m. Any machines that are discovered in System Center Configuration Manager after 2 a.m. will only be synced if the user logs on to the machine and accesses App Portal. This may impact the request on behalf feature if you are trying to submit a request for a new machine that was discovered by System Center Configuration Manager after the sync, but before the user has logged on to the machine and accesses App Portal.

Changes Related to Custom User Discoverable Attributes



Note • This section only applies if upgrading from App Portal 7.5.x.

If you are using any custom user discoverable attributes in the App Portal instance that is being upgraded, then, after the upgrade, you will need to provide a custom sync SQL query to sync up the custom attributes.



Task: *To sync custom user discoverable attributes:*

1. Run the App Portal 2015 Upgrader.
2. After the upgrade is successfully completed, open the **Admin > Settings > Deployment > Common** tab, enter an SQL query in the **Custom User ID Sync SQL Query** and **Custom User Sync SQL Query** boxes, and then click **Sync Data Now** to sync the data.



Note • Before performing the sync, you can test the queries you entered by clicking the **Test User Sync Settings** button.

3. After the sync, open the **Admin > Settings > Active Directory > Property Mapping** tab and view the custom user discoverable attributes.
4. Because, after the sync, there might potentially be duplicate attributes, perform the following additional steps:
 - a. For each custom user discoverable attribute that has been added and is a duplicate, locate its entry in the `WD_ADProperty` table in the App Portal database.
 - b. For each duplicated custom property, delete the row that has NULL values in the `AppPortalColumnName` and `AppPortalTableName` columns in this `WD_ADProperty` table.

Changes Related to Multiple Deployment Technology Support



Note • This section only applies if upgrading from App Portal 7.5.x.

Because App Portal 2015 supports multiple deployment technologies (System Center 2007 Configuration Manager, System Center 2012 Configuration Manager, and Altiris) in a single instance of App Portal, several changes to functionality have occurred.

- **Inventory management is only supported for a single System Center Configuration Manager deployment technology**—Inventory management is only supported for System Center 2007 Configuration Manager **or** System Center 2012 Configuration Manager, but not both, even if both are configured. You specify your deployment technology source for **Inventory** on the **Deployment > Common** tab of the **Settings** view.
- **Evaluating collection membership is only supported for a single deployment technology**—Evaluating collection membership for conditions across the product is supported for only one deployment technology: System Center 2007 Configuration Manager, System Center 2012 Configuration Manager, or Altiris. You specify your source for **Evaluating collection membership** on the **Deployment > Common** tab of the **Settings** view.
- **Auto-discovery of System Center Configuration Manager clients is no longer supported**—Since App Portal is now supporting multiple client technologies, and because App Portal syncs the users, computers, and user-computer relationships, App Portal 2015 no longer supports auto-discovering clients and creating client DDR in System Center Configuration Manager.
- **App Portal no longer references System Center Configuration Manager resource IDs**—App Portal no longer references System Center Configuration Manager resource IDs. Instead, App Portal 2015 references user and computer names in its schema. Any custom reports accessing the System Center Configuration Manager user and computer IDs must be updated to use the Name column, not the resource ID.
- **displayName attribute**—The user discoverable attribute `displayName` is now required to be extended in System Center Configuration Manager. This needs to be done before the running the upgrade, or else the user and computer sync process will fail.



Important • For more information on multiple deployment technology support, see [Supported Deployment Technologies](#).

Introduction

App Portal enforces proactive software license compliance and controls software deployment, while increasing customer satisfaction and the efficiency of application service delivery. The enterprise app store ensures that governance is in place to check license availability, obtain proper approvals, and reclaim unused licenses.

App Portal “bridges the divide” between end-users and IT by providing a simple and universal app store to request enterprise applications for any device, at any time, from any location. Coordinating multiple software deployment systems, App Portal breaks the barriers of application service delivery as a universal Enterprise App Store that delivers as expected. Tight integration with AirWatch® by VMware Enterprise Mobility Management™, Microsoft System Center Configuration Manager, and Symantec™ Client Management Suite, enables self-service delivery of desktop, mobile, and virtual apps to users on any device, at any time.

The menu driven ITSM integration makes setting up integration with BMC Remedy, ServiceNow, and third party web services as simple as entering a few key pieces of data like a user name and password and keeps service desk incidents in sync with actions performed in the app store. Select which actions such as requests, approvals, and installation status trigger incident updates and ensure app store actions are recorded and kept in sync with the service desk database.

New Features

App Portal 2015 includes the following new features:

- [Redesigned Checkout Experience](#)
- [Mobile App Support](#)
- [Integration with ITSM Systems](#)
- [Integration with FlexNet Manager Suite Cloud](#)
- [Support for Multiple Active Directory Forests with Different Root Forests](#)
- [Localization Support](#)
- [Ability to Create an Approval Condition Using a Cost Range](#)
- [Ability to Reload Answers for Questions Upon Selection](#)
- [Display of App Portal Database Name](#)
- [New API Commands](#)

Redesigned Checkout Experience

In App Portal 2015, the catalog item checkout experience has been redesigned and modernized to match the updated browse user interface, resulting in a intuitive, streamlined checkout workflow which still provides the full feature set from previous releases.

- [Overview of Checkout Screens](#)
- [Icons Displayed on Browse Catalog and Checkout Screens](#)

Overview of Checkout Screens

The redesigned “shopping cart” in App Portal 2015 presents catalog items in a table, with summary information at the top of the screen.

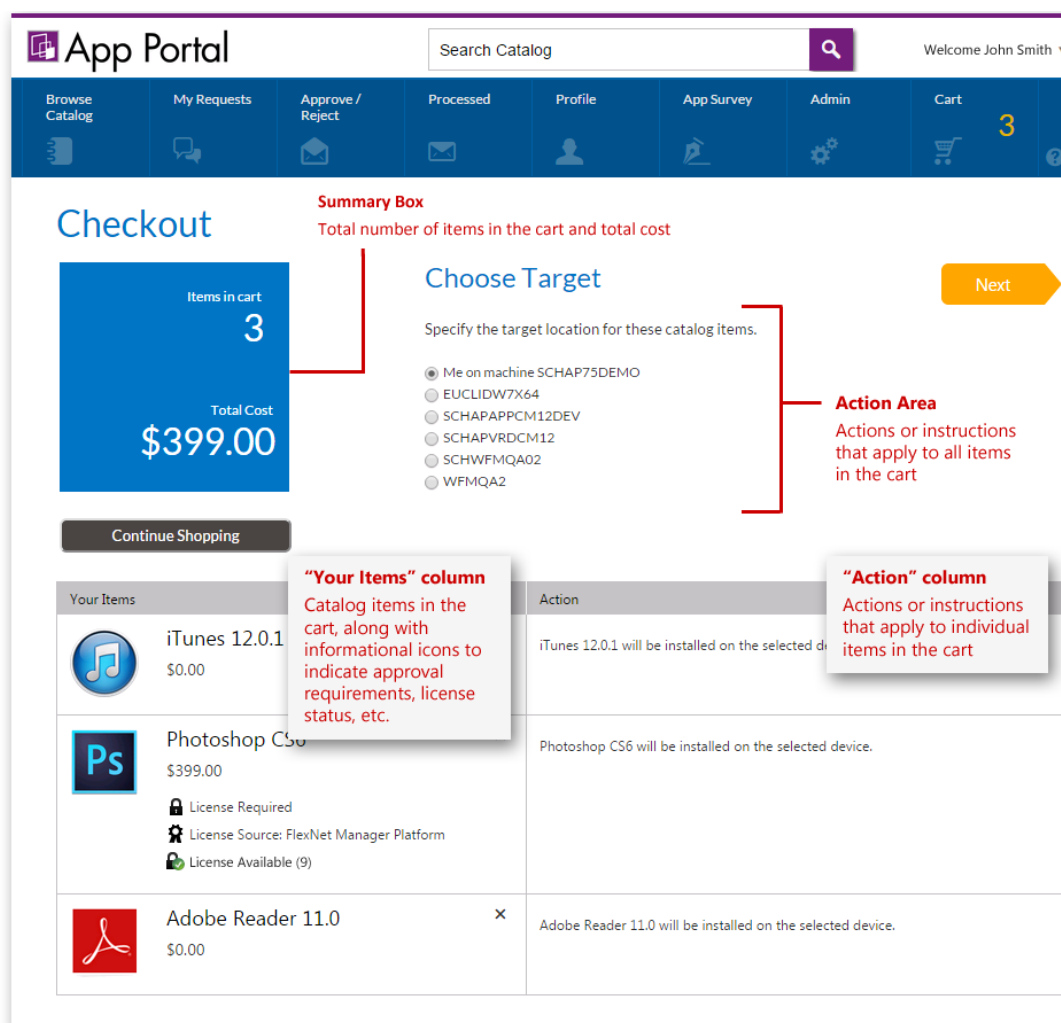


Figure 1: Choose Target Panel of Checkout

Information on the checkout screens is organized into the following areas:

- **Summary box**—This box includes the total number of catalog items in the cart, along with the total price of all items.
- **Action area**—Below the checkout page name, instructions and actions that apply to all items in the cart are listed. For example, on the **Choose Target** panel of the checkout, if the user has more than one registered computer, they are prompted to select the machine onto which to install all of the software in the cart.
- **“Your Items” column**—The **Your items** column of the table lists the items in the cart, including informational icons to indicate license status. To remove an item from the cart, click the **X** in the top right corner of the cell.
- **“Action” column**—The **Action** column prompts the user to take some action regarding that catalog item, such as to make a selection or answer a question, or provides instructions or information specific to that catalog item.
- **Next button**—Click to proceed to the next panel in the checkout process.

If a question template is associated with one or more of the catalog items in the cart, the **Respond to Questionnaire** panel is displayed, prompting the user to answer questions. Questions at the top apply to entire request, while questions in the table below apply to individual catalog items.

Welcome John Smith ▾

[Browse Catalog](#)
[My Requests](#)
[Approve / Reject](#)
[Processed](#)
[Profile](#)
[App Survey](#)
[Admin](#)
[Cart 3](#)

Checkout

Items in cart

3

Total Cost

\$399.00

Continue Shopping

Respond to Questionnaire

Back

Next

Answer the questions below.
Questions marked with an asterisk (*) are mandatory.

Why are you requesting this software?

Your Items	Action
<div> <div>iTunes 12.0.1</div> <div>\$0.00</div> </div>	<div>×</div> <div>Will this software be used solely for business purposes?</div> <div> <input checked="" type="radio"/> Yes <input type="radio"/> No </div>
<div> <div>Photoshop CS6</div> <div>\$399.00</div> <div> <div>License Required</div> <div>License Source: FlexNet Manager Platform</div> <div>License Available (9)</div> </div> </div>	<div>×</div> <div>Do you have a proof of purchase for this software? *</div> <div>-Select- ▾</div>
<div> <div>Adobe Reader 11.0</div> <div>\$0.00</div> </div>	<div>×</div> <div>No response needed.</div>

Figure 2: Respond to Questionnaire Panel

After all required information has been submitted, the **Submit Request** panel opens, listing a summary of this request. If a catalog item requires approval, a description of the approval process for that catalog item is listed in the table. You would then just click **Submit** to submit this request.

Welcome John Smith ▾

[Browse Catalog](#)
[My Requests](#)
[Approve / Reject](#)
[Processed](#)
[Profile](#)
[App Survey](#)
[Admin](#)
[Cart 3](#)

Checkout

Items in cart
3

Total Cost
\$399.00

Continue Shopping

Submit Request

Click Submit to submit this request.

Back Submit

Summary

Your Items	Machine	User
iTunes 12.0.1	SCHAP75DEMO	App Portal
Photoshop CS6	SCHAP75DEMO	App Portal
Adobe Reader 11.0	SCHAP75DEMO	App Portal

Your Items	Action
iTunes 12.0.1 \$0.00	× Approval Workflow Level 1 - Manager Jason Smith Each approver approves in the order listed
Photoshop CS6 \$399.00 License Required License Source: FlexNet Manager Platform License Available (9)	× Approval Workflow Level 1 - Manager Ravi Patel Each approver approves in the order listed
Adobe Reader 11.0 \$0.00	× Approval Workflow Level 1 - Manager Linda Malone Each approver approves in the order listed

Figure 3: Submit Request Panel

On the **Request Complete** panel, an order number is displayed. You can then click **View Status** to view this request on the **My Requests** tab, or click **Continue Shopping** to create another request.

App Portal Search Catalog Welcome John Smith ▾

Browse Catalog My Requests Approve / Reject Processed Profile App Survey Admin Cart 3

Checkout

Order #

FLX-6

Total Cost

\$399.00

Request Complete

Order **FLX-6** was created successfully

Click **Continue Shopping** to request more items or click **View Status** to view the status of your submitted requests.

[Continue Shopping](#) [View Status](#)

Order FLX-6 was created Successfully.








Click Continue shopping to request more items or click View Status to view the status of your submitted requests.








Your Items	Action
iTunes 12.0.1 \$0.00	Request ID 7 was successfully created
Photoshop CS6 \$399.00 License Required License Source: FlexNet Manager Platform License Available (9)	Request ID 8 was successfully created
Adobe Reader 11.0 \$0.00	Request ID 9 was successfully created

Figure 4: Request Complete Panel

Icons Displayed on Browse Catalog and Checkout Screens

Icons are displayed next to catalog items on the **Browse Catalog** tab and on the Checkout screens to provide more information about that catalog item's approval status and license availability. The following table lists those icons and their purpose.

Icon	Name	Browse Catalog Tab?	Checkout Screens?	Purpose
	Requires Approval	Yes	No	Catalog item has an associated approval template, which means that it must be approved prior to deployment.
	License Required	Yes	Yes	Catalog item requires a license.
	Mobile App	Yes	Yes	Catalog item is a mobile app.  Note • Displayed in top left corner for mobile app catalog items.  Note • If a user does not have a registered mobile device, that user will not see any mobile devices displayed on the Browse Catalog tab. Also, if a user has only iOS mobile devices registered, Android-only mobile applications will not be visible on the Browse Catalog tab for that user, and vice versa.
	Install Time	No	Yes	Indicates the amount of time it will take to install this catalog item.
	Installed	Yes	No	Catalog item is already installed on your machine.

Icon	Name	Browse Catalog Tab?	Checkout Screens?	Purpose
	Alternate Catalog Item	Yes	No	<p>An alternate catalog item exists for this catalog item.</p>  <p>Note • Sometimes when a user selects a catalog item and goes to check it out, they are prevented from doing so for various reasons, such as if their machine is not found, their machine is not on the network, or the version that they want is not in the catalog. If administrators have associated an alternate catalog item for this item, the end user will be able to request this alternate item.</p>
	License Source: FlexNet Manager Suite	No	Yes	Source of this catalog item's license is FlexNet Manager Suite.
	License Available (n)	No	Yes	A license is available for this catalog item.
	License Not Available	No	Yes	No licenses are available for this catalog item.
	Requires Reboot	No	Yes	Installation of this catalog item requires that the machine be rebooted.
	Star rating	Yes	No	<p>These stars indicate the rating (1 to 5 stars in half star increments) that other users have given to this application after it has been installed on their machine.</p> <p>If all stars are gray, either application rating is disabled or no users have rated the application.</p>

Mobile App Support

App Portal 2015 delivers a universal enterprise app store for both desktop and mobile apps. You can now connect App Portal to an AirWatch server and create catalog items for Apple iOS and Google Android mobile apps, both internal and public store.

You can link a mobile application catalog item with its associated desktop catalog item so that when one of the linked applications is requested, the user will be informed that the other linked catalog item is also available. Not only can you request both desktop and mobile catalog items using the App Portal web site, you can also request mobile apps from App Portal's new mobile user interface.

- [Integration with AirWatch Server](#)
- [Ability to Request Both Desktop and Mobile App in App Portal Desktop UI](#)
- [Ability to Request Mobile Apps Using New App Portal Mobile Interface](#)

Integration with AirWatch Server

In App Portal 2015, you enter Air Watch Server connection settings on the **Settings > Deployment > AirWatch** tab.

The screenshot shows the 'AirWatch' configuration page within the 'Deployment' tab. The page has a top navigation bar with tabs: General, Web Site, Deployment (selected), Active Directory, Email, Timers, WOL, Security, and Integration. Below this is a sub-navigation bar with tabs: Common, SCCM 2012, SCCM 2007, Altiris, and AirWatch (selected). The main content area is titled 'AirWatch Server Details' and contains the following fields:

- AirWatch URL:
- User Name:
- Password:
- API Key:
- A 'Test' button.

Below these fields is a note: "Note: Users and devices from AirWatch will be synced to AppPortal along with the normal sync process".

The section is titled 'AirWatch Status Mapping' and contains the following fields:

- Success status values:
- A note: "Note: Please provide the values as pipe delimited (e.g.: 'Installed|Managed')"
- Failure status values:
- A note: "Note: Please provide the values as pipe delimited ('Failed|NotInstalled')"

Figure 5: Deployment > AirWatch View

Ability to Create AirWatch Mobile Application Catalog Item

When App Portal is connected to an AirWatch instance, you can use the **New Catalog Item Wizard** to create a mobile application catalog item containing Apple iOS and Google Android mobile apps. All iOS and Android mobile apps configured on the connected AirWatch instance, both internal and public store, can be associated with an App Portal catalog item and made available in App Portal.

You can add multiple versions of a mobile application to the same catalog item in order to accommodate different operating systems and different devices. For example, a single catalog item named ABC Application could contain the following versions of the same mobile app:

- ABC Application / iOS iPhone Version
- ABC Application / iOS iPad Version
- ABC Application / Android Version

When the end user requests this mobile application, the version appropriate to the user's registered device will be delivered.



Note • If a user does not have a registered mobile device, that user will not see any mobile devices displayed on the **Browse Catalog** tab. Also, if a user has only iOS mobile devices registered, Android-only mobile applications will not be visible on the **Browse Catalog** tab for that user, and vice versa.

Creating a Mobile Application Catalog Item

To create a mobile application catalog item, you select **AirWatch Mobile Application Catalog Item** on the **Catalog Item Type** panel.

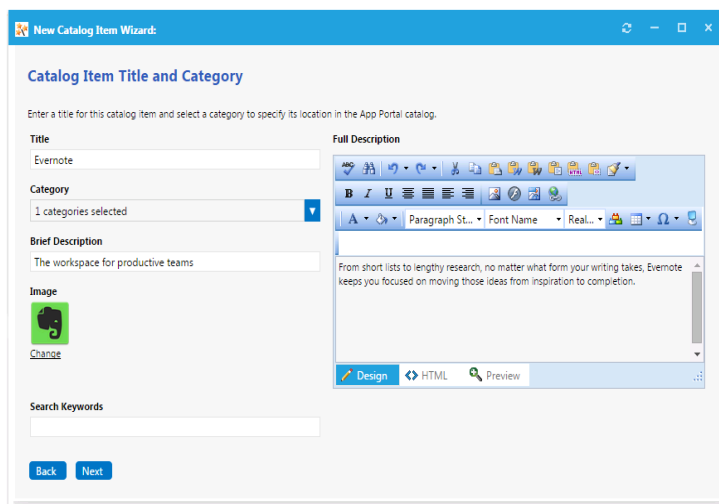
A screenshot of the 'New Catalog Item Wizard' window. The window has a blue header bar with the title 'New Catalog Item Wizard:'. Below the header, the main area is titled 'Catalog Item Title and Category'. It contains several input fields: 'Title' with the value 'Evernote', 'Category' with a dropdown showing '1 categories selected', 'Brief Description' with the text 'The workspace for productive teams', 'Image' with a small Evernote elephant icon and a 'Change' link, and 'Search Keywords' with an empty text box. On the right side, there is a 'Full Description' section with a rich text editor showing the text 'From short lists to lengthy research, no matter what form your writing takes, Evernote keeps you focused on moving those ideas from inspiration to completion.' At the bottom of the window, there are 'Back' and 'Next' buttons.

Figure 6: Selecting AirWatch Mobile Application Catalog Item

On the next panel, you specify whether you are creating a catalog item that contains an iOS application, an Android application, or both.

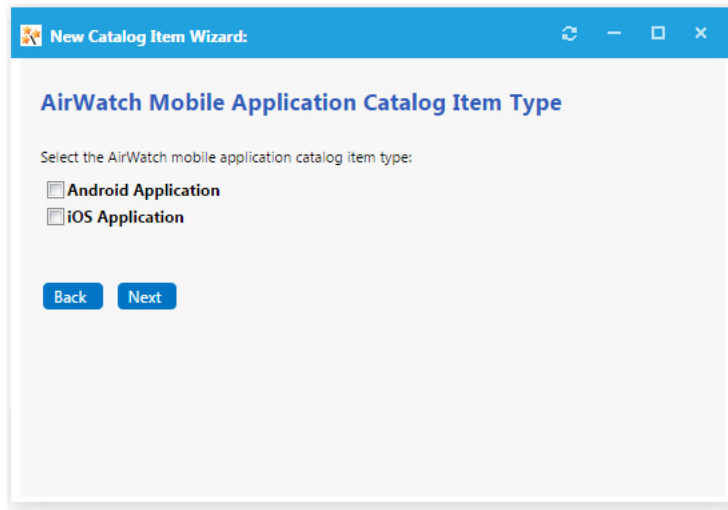


Figure 7: Specifying iOS and/or Android

When you select an iOS application, you have to specify whether it is supported on iPhone, iPad, or both.

Viewing a Mobile Application on the Browse Catalog Tab

On the App Portal **Browse Catalog** tab, mobile apps are identified by a mobile icon in the top left corner.

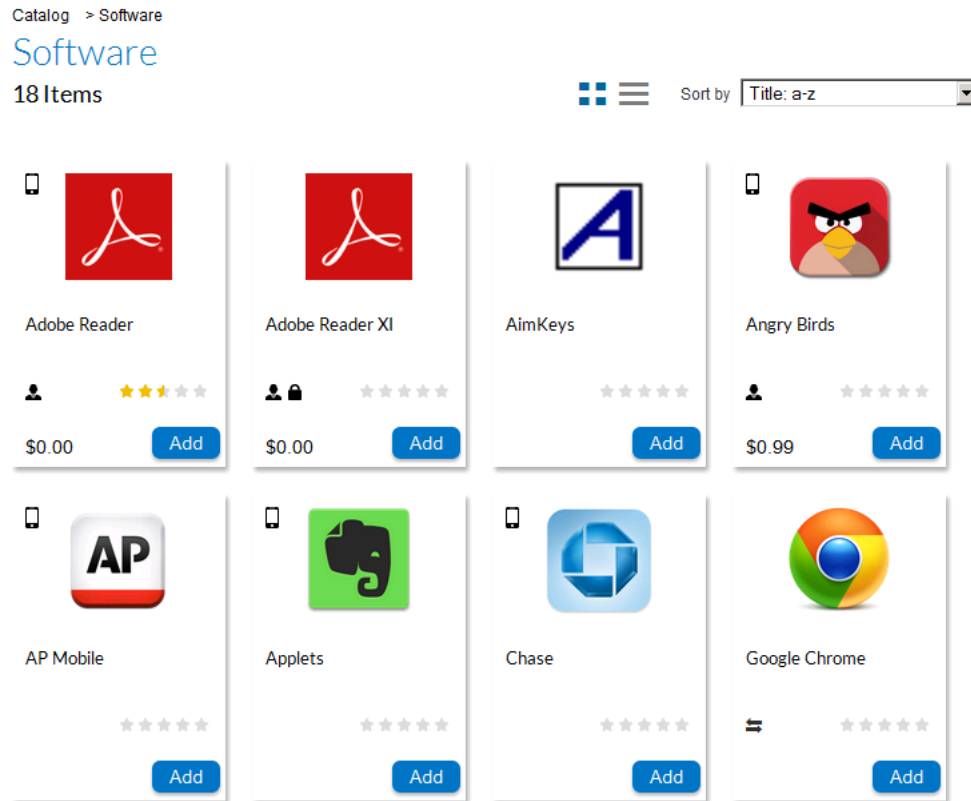


Figure 8: Desktop and Mobile Apps Displayed on Browse Catalog Tab

App Portal users also have the option of requesting mobile apps from App Portal's new mobile user interface, as described in [Ability to Request Mobile Apps Using New App Portal Mobile Interface](#).

Ability to Request Both Desktop and Mobile App in App Portal Desktop UI

App Portal 2015 users can request both a desktop application and its associated mobile app in the same request. App Portal will deploy the desktop application using System Center Configuration Manager or Symantec Altiris, while it will use AirWatch to deploy the mobile application.

You can link a mobile application catalog item with its associated desktop catalog item so that when one of the linked applications is requested, the user will be informed that the other linked catalog item is also available.

Requesting a Mobile Application on the Browse Catalog Tab

There are several scenarios for that a user could experience when requesting a mobile application on the Browse Catalog tab.

Mobile Application / No Approval Required / Not Linked to Desktop Item

If a user clicks **Add** on a mobile application that is not linked to a desktop application, and which does not require approval, a dialog box opens prompting the user to select the desired mobile device for deployment. When the user clicks **Install**, the mobile application will be deployed via AirWatch.

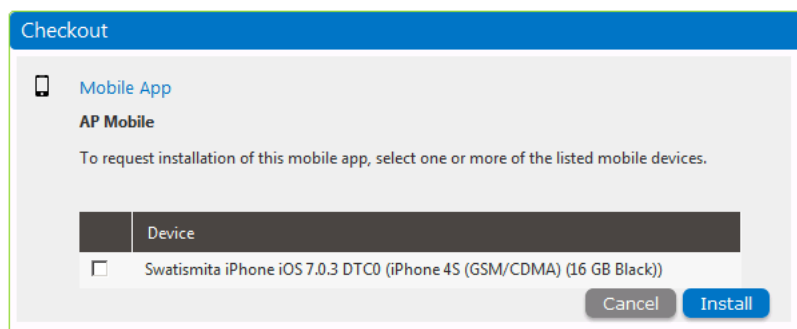
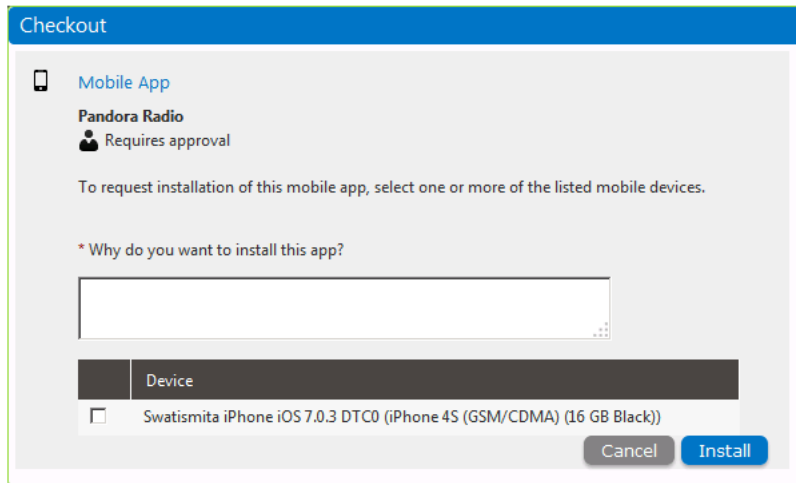


Figure 9: Requesting a Non-Linked Mobile Application / No Approval

Mobile Application / Approval Required / Not Linked to Desktop Item

If a user clicks **Add** on a mobile application that is not linked to a desktop catalog item but which does require approval, a similar dialog box opens, and prompts the user for a response to a question. When the user clicks **Install**, the request will be submitted for approval and, when approved, will be deployed by AirWatch.

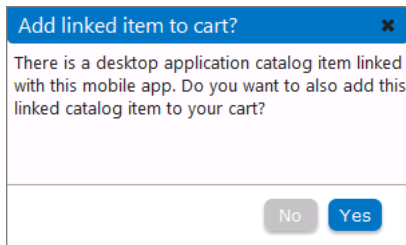


The dialog box is titled "Checkout" and features a blue header bar. Below the header, it displays a mobile phone icon next to the text "Mobile App". The app name "Pandora Radio" is shown in bold, followed by a person icon and the text "Requires approval". A message states: "To request installation of this mobile app, select one or more of the listed mobile devices." Below this is a question: "* Why do you want to install this app?" with a text input field. A table with the header "Device" lists a single device: "Swatishmita iPhone iOS 7.0.3 DTC0 (iPhone 4S (GSM/CDMA) (16 GB Black))". At the bottom right are "Cancel" and "Install" buttons.

Device
<input type="checkbox"/> Swatishmita iPhone iOS 7.0.3 DTC0 (iPhone 4S (GSM/CDMA) (16 GB Black))

Mobile Application / Linked to Desktop Item

If a user clicks **Add** on a mobile app that is linked to a desktop catalog item, the user will be informed that a desktop catalog item exists, and will be prompted to indicate whether they would also like to request the linked catalog item.



The dialog box has a blue header bar with the title "Add linked item to cart?" and a close button (X). The main text reads: "There is a desktop application catalog item linked with this mobile app. Do you want to also add this linked catalog item to your cart?". At the bottom are "No" and "Yes" buttons.

Figure 10: Prompt to Add Linked Desktop Item to Cart

If the user clicks **Yes**, both items are added to the cart.


Your Items	Action				
<div>Adobe Reader XI \$0.00 License Required License Source: FlexNet Manager Suite License not available</div>	<div>Adobe Reader XI will be installed on the selected device.</div> <div>Associated Mobile App Adobe Reader Requires approval This catalog item has an associated mobile app. To request installation of this mobile app, select one or more of the listed mobile devices. * Why do you want to install this app? <input type="text"/></div> <table border="1"><thead><tr><th>Device</th><th>Cost</th></tr></thead><tbody><tr><td><input type="checkbox"/> Swatishmita iPhone iOS 7.0.3 DTC0 (iPhone 4S (GSM/CDMA) (16 GB Black))</td><td>\$0.00</td></tr></tbody></table>	Device	Cost	<input type="checkbox"/> Swatishmita iPhone iOS 7.0.3 DTC0 (iPhone 4S (GSM/CDMA) (16 GB Black))	\$0.00
Device	Cost				
<input type="checkbox"/> Swatishmita iPhone iOS 7.0.3 DTC0 (iPhone 4S (GSM/CDMA) (16 GB Black))	\$0.00				

Figure 11: Both Desktop and Mobile Catalog Item In Cart

If the user clicks **No**, the request will proceed as described in the previous scenarios.

Requesting a Desktop Catalog Item That is Linked to a Mobile Catalog Item

If a users adds a desktop catalog item that is linked to a mobile catalog item to the cart, when the user opens the cart, the linked mobile app catalog item will be displayed in the **Actions** table, and the user will be prompted to specify whether or not they want to also request the mobile app. If the user selects the mobile device, the mobile app will be requested.


Your Items	Action				
<div>Adobe Reader XI \$0.00 License Required License Source: FlexNet Manager Suite License not available</div>	<div>Adobe Reader XI will be installed on the selected device.</div> <div>Associated Mobile App Adobe Reader Requires approval This catalog item has an associated mobile app. To request installation of this mobile app, select one or more of the listed mobile devices. * Why do you want to install this app? <input type="text"/></div> <table border="1"><thead><tr><th>Device</th><th>Cost</th></tr></thead><tbody><tr><td><input type="checkbox"/> Swatishmita iPhone iOS 7.0.3 DTC0 (iPhone 4S (GSM/CDMA) (16 GB Black))</td><td>\$0.00</td></tr></tbody></table>	Device	Cost	<input type="checkbox"/> Swatishmita iPhone iOS 7.0.3 DTC0 (iPhone 4S (GSM/CDMA) (16 GB Black))	\$0.00
Device	Cost				
<input type="checkbox"/> Swatishmita iPhone iOS 7.0.3 DTC0 (iPhone 4S (GSM/CDMA) (16 GB Black))	\$0.00				

Figure 12: Both Desktop and Mobile Catalog Item In Cart

If the user selects to also request the mobile application, both catalog items will be included on the same request, but two different request IDs will be created.

Ability to Request Mobile Apps Using New App Portal Mobile Interface

App Portal 2015 users will be able to request mobile apps from either a desktop or from a mobile device using the new App Portal mobile user interface.

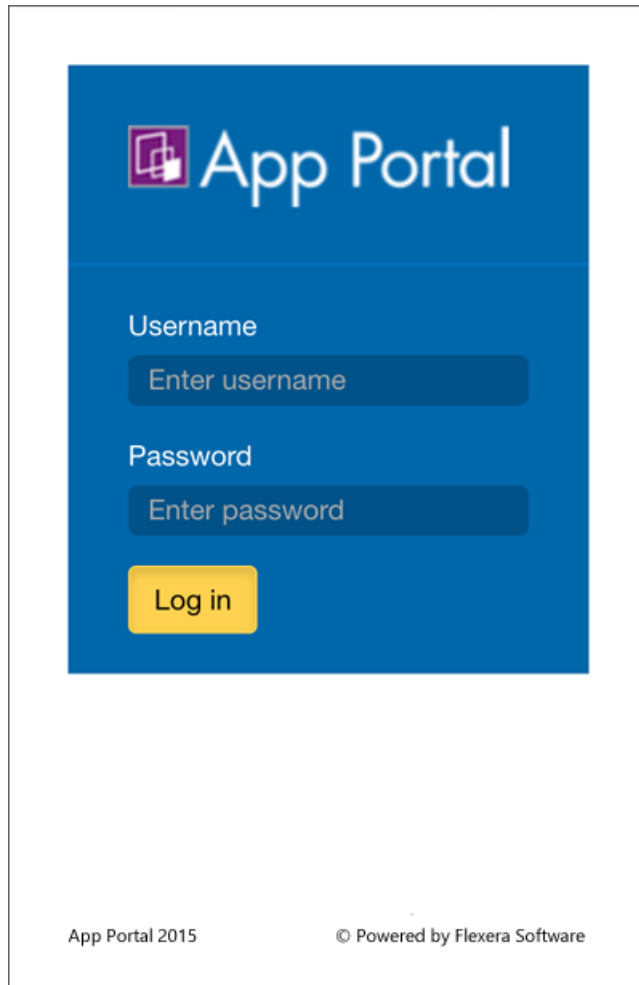


Figure 13: App Portal Mobile App Login Screen

The same user experience is available in the App Portal mobile app as there is in the desktop version. However, instead of a checkout process, there is just an **Install** button, similar to most mobile app stores.

You can use the Browse Categories list to locate catalog items, or use the search box.

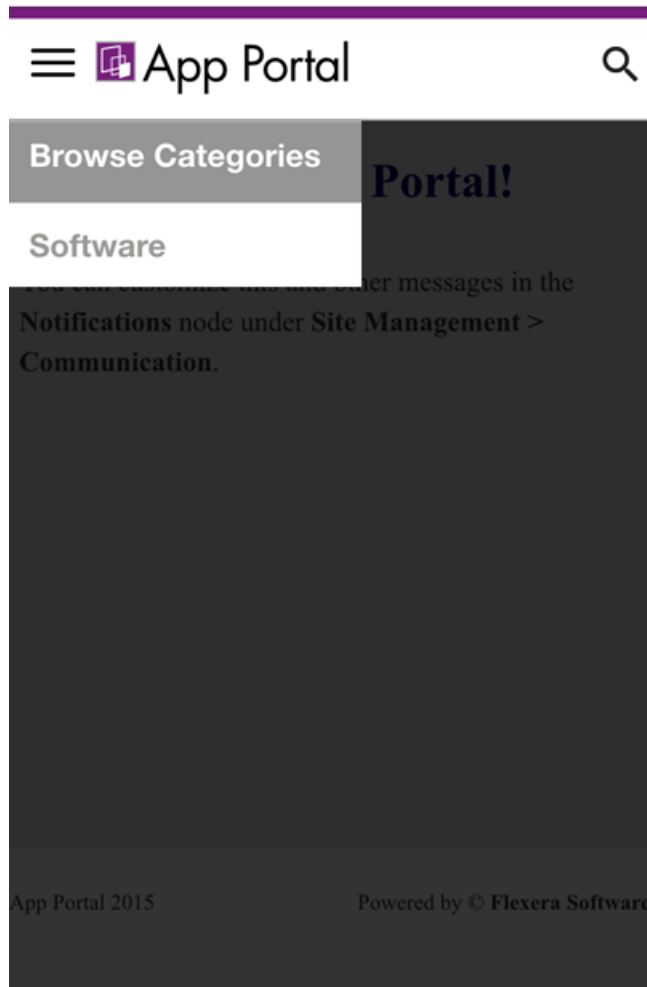


Figure 14: Browsing in the App Portal Mobile User Interface

After locating the desired mobile app, click the **Install** button to send the request to App Portal. If no approval is required, the mobile app will be installed. If approval is required, deployment will begin when approval is received.

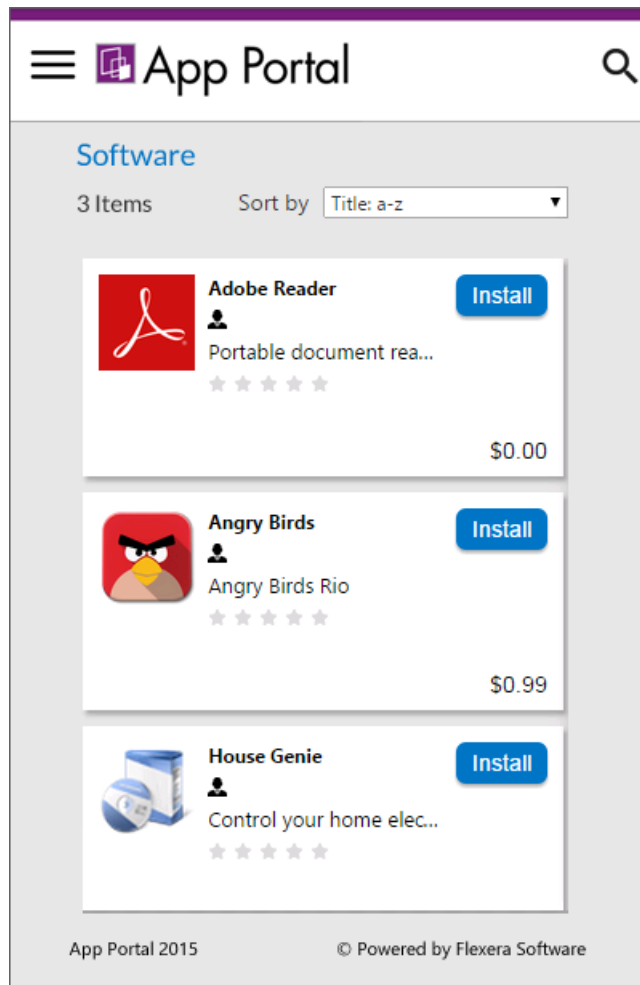


Figure 15: Mobile App Catalog Items in Mobile UI

Integration with ITSM Systems

App Portal 2015 includes out-of-the-box integration, via web services, with both ServiceNow and BMC Remedy IT Service Management (ITSM) systems. You can also use App Portal's built-in reusable framework to integrate with other ITSM systems.

When integration is set up, whenever specified actions occur in App Portal (such as when a request is submitted), tickets in the attached ITSM system can be automatically opened or closed, or the status of a ticket can be reported on. Notations of these actions are recorded in both App Portal and the ITSM system.

- [Integrating with ServiceNow and BMC Remedy](#)
- [Configuring Actions on Catalog Items](#)
- [Viewing ITSM Incident Information in the ITSM System and in App Portal](#)
- [Deploying via API to Enable App Portal Approvals in an External ITSM System](#)
- [Integrating With the ServiceNow User Interface](#)
- [Integrating with Other ITSM Systems](#)

Integrating with ServiceNow and BMC Remedy

App Portal's out-of-the box integration with ServiceNow and BMC Remedy involves the following steps:

- [Entering Connection Information](#)
- [Creating Default Operations](#)
- [Configuring Operations \(Optional\)](#)

Entering Connection Information

To integrate App Portal with Service Now or BMC Remedy, you first need to open the **Site Management > Settings > Integration** tab and provide the URLs to the relevant web services along with the credentials required to create incidents on these systems. The account used to connect must have access to invoke web methods in the respective ITSM system.

ServiceNow Integration

ServiceNow Instance URL (e.g. https://instance.service-now.com)

ServiceNow User Name

ServiceNow Password

Remedy Integration

Remedy Incident Create Uri

Remedy Incident Query Uri

Remedy User Name

Remedy Password

Figure 16: ITSM Integration Connection Settings

Creating Default Operations

After entering the connection information, your next step is to click the **Create Default Operations** button on the **Site Management > Settings > Integration** tab to prompt App Portal to connect to the default incident management APIs, extract web methods and their parameters, and create the default web service operations. The following web methods are created:

ITSM System	Service	Operations
ServiceNow	Incident Management Service	• Create ServiceNow Incident
		• Delete Existing ServiceNow Incident
		• Get Existing ServiceNow Incident Status
		• Update Existing ServiceNow Incident
Remedy	Create Incident Management Service	• Create Remedy Incident
	Incident Status Management Service Wrapper	• Get Existing Remedy Incident Status
	Query Incident Management Service	• Update Existing Remedy Incident

At this point, integration is complete. However, you may choose to customize/configure these operations for your organization, as described in [Configuring Operations \(Optional\)](#).

Configuring Operations (Optional)

If you would like to customize the parameters of an operation, you can open the operation in the **Configure Operation** view. For example, the following is the **Configure Operation** view for the **Create ServiceNow Incident** operation.

service**now**

✓ Save

Configure Operation

Enter a descriptive name:
Create ServiceNow Incident

Select operation:
insert ▼

Select operation type:
CREATE ▼


Select Return Field Mapping:
sys_id ▼

Configure Fields

Field	Type	Value	Default Value	Valid Values
insert1	insert			
active	System.Boolean			
activeSpecified	System.Boolean			
activity_due	System.String			
approval	System.String			
approval_history	System.String			
approval_set	System.String			
assigned_to	System.String			
assignment_group	System.String			
business_duration	System.String			

Figure 17: Configure Operation View for Create ServiceNow Incident Operation

The **Configure Operation** view lists all of the parameters associated with this operation in the ITSM system. However, App Portal only interacts with a portion of these parameters, those that relate to create, read, update, or delete tasks. Therefore, parameters associated with those tasks are already defined, such as the following:

Field	Value
category	inquiry
comments_and_work_notes	New incident created by App Portal
description	Request for Catalog Item ##PackageTitle## was submitted in App Portal by ##FullName## for Device ##MachineName##  <i>Note • App Portal variables are used in these text strings to customize these notations to refer to a specific request for an App Portal catalog item.</i>
priority	2
severity	2
short_description	Request for ##PackageTitle## was submitted in App Portal.
state	1
urgency	2

For some parameters, valid values are listed in the **Valid Values** column, such as for the **Reported_Source** parameter for the **Create Remedy Incident** operation:

Configure Fields				
Field	Type	Value	Default Value	Valid Values
Reported_Source	System.Nullable`1[Reported_SourceType]	<input type="text" value="Other"/>	<input type="text"/>	<ul style="list-style-type: none"> • DirectInput • Email • ExternalEscalation • Fax • SelfService • SystemsManagement • Phone • VoiceMail • WalkIn • Web • Other • BMCImpactManagerEvent

Figure 18: Reported_Source Parameter With Valid Values

App Portal has determined that the parameters that it automatically defines are “smart” defaults: parameters that are either mandatory for performing the operation or are descriptive. For each of these defined parameters, App Portal will gather data and pass it on to the ITSM system. App Portal variables will be replaced with incident-specific values at run time.

For those parameters that are not configured in App Portal, it is assumed that the ITSM system will insert its default value into that field when the incident is created.

If you want to pass a value for one of the other initially undefined parameters to the ITSM system, you need to determine what the valid values are for that parameter in the ITSM system, and then enter the value that you would like to pass in the **Value** column for that parameter on the **Configure Operation** view.

Configuring Actions on Catalog Items

In order for a catalog item request to trigger an event in an ITSM system, you need to define ITSM-specific actions on that catalog item. These ITSM actions can be specified both on a global level or on a specific catalog item:

- **Global level**—Open the **Site Management > Commands & Actions > Request Commands** view and add the ITSM action to an event. If the ITSM action is defined here, it will apply to all catalog items.
- **Catalog item level**—Open the **Actions** tab of the **Catalog Item Properties** dialog box and add the ITSM action to an event. If the ITSM action is defined here, it will apply to only this specific catalog item.

You can select any of the actions in the **Current Events and Actions** column and then associate an ITSM action to it. In the following example, an ITSM-related action has been associated with the **On Submit**, **On Cancel**, and **On Check Status** events. Upon the submission of a request containing this catalog item, a **Create ServiceNow Incident** action will be triggered:

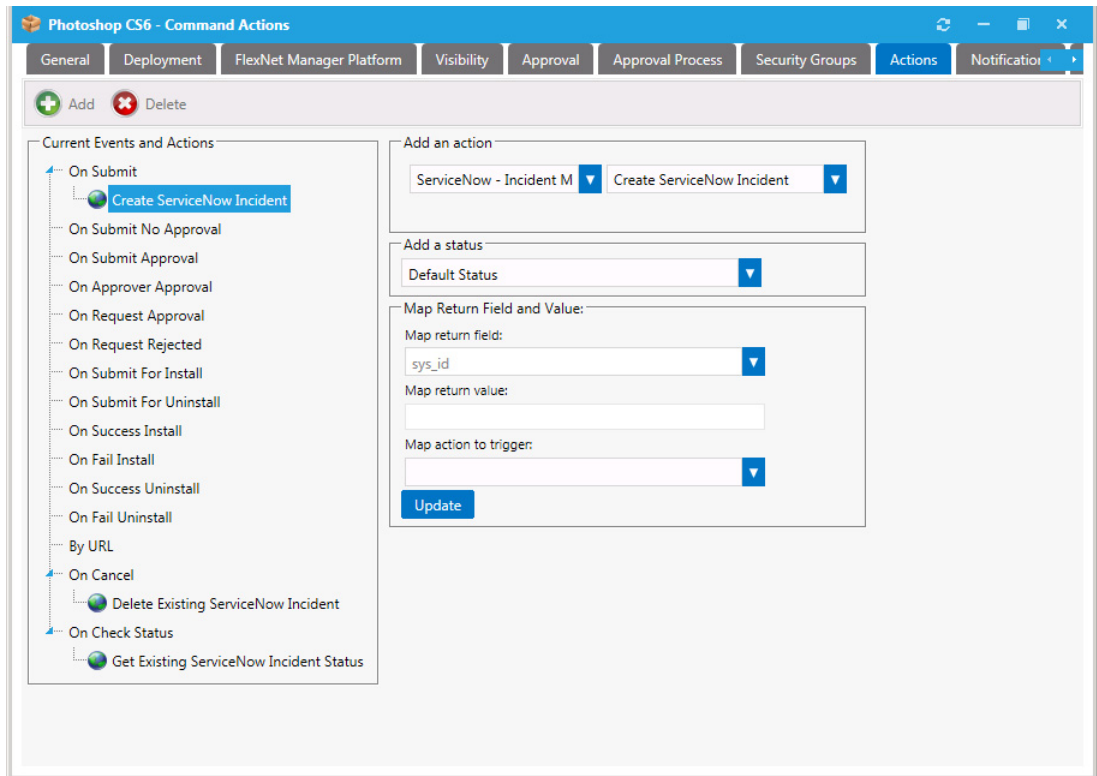


Figure 19: ITSM-Related Actions on a Catalog Item

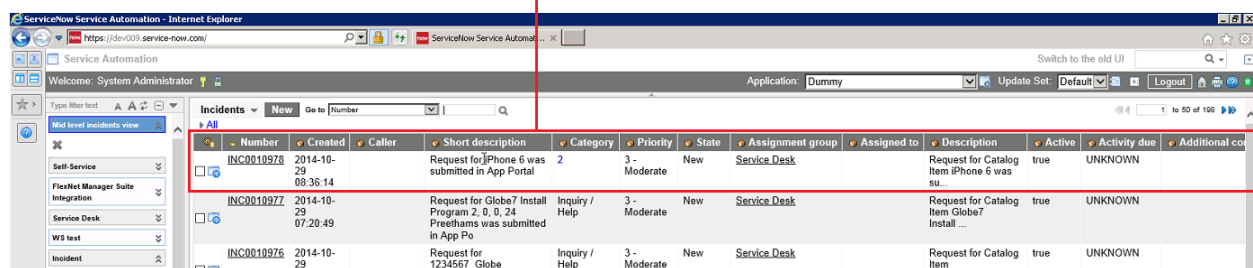
On Check Status Event

App Portal 2015 includes a new event: **On Check Status**. If this event is associated with an action, App Portal will periodically monitor the ITSM system for a particular status. The moment that App Portal detects that the selected status has been reached, an additional action can be taken. For example, if a status of **Approved** is reached in a ServiceNow incident, App Portal could then trigger the deployment of the software.

Viewing ITSM Incident Information in the ITSM System and in App Portal

Below is an example of a notation that is made in the ITSM system when App Portal creates an incident. Note that the text that is displayed was defined in the **Value** field for the **short_description** parameter.

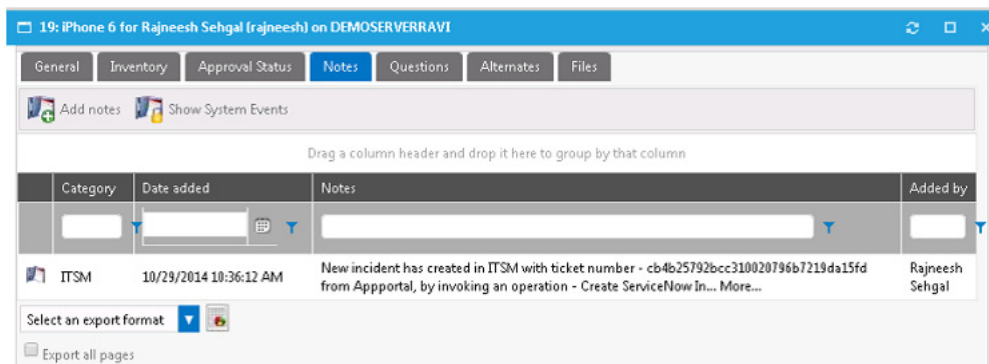
ServiceNow incident that was automatically created by App Portal upon request submission.



	Number	Created	Caller	Short description	Category	Priority	State	Assignment group	Assigned to	Description	Active	Activity due	Additional co
<input type="checkbox"/>	INC0010978	2014-10-29 08:36:14		Request for iPhone 6 was submitted in App Portal	2	3 - Moderate	New	Service Desk		Request for Catalog Item iPhone 6 was su...	true	UNKNOWN	
<input type="checkbox"/>	INC0010977	2014-10-29 07:20:49		Request for Globe7 Install Program 2, 0, 0, 24 Preethams was submitted in App Po	Inquiry / Help	3 - Moderate	New	Service Desk		Request for Catalog Item Globe7 Install ...	true	UNKNOWN	
<input type="checkbox"/>	INC0010976	2014-10-29		Request for 1234567_Globe	Inquiry / Help	3 - Moderate	New	Service Desk		Request for Catalog Item	true	UNKNOWN	

Figure 20: Notation Identifying ITSM Incident Created by App Portal

Notations are also made on the **Notes** tab of the **Request Details** dialog box.



Category	Date added	Notes	Added by
ITSM	10/29/2014 10:36:12 AM	New incident has created in ITSM with ticket number - cb4b25792bcc310020796b7219da15fd from Appportal, by invoking an operation - Create ServiceNow In... More...	Rajneesh Sehgal

Figure 21: Notes from ITSM Incident in App Portal

Deploying via API to Enable App Portal Approvals in an External ITSM System



Note • This enhancement resolves issue IOJ-1665970

When a request is submitted, if a catalog item does not require an approval, App Portal automatically triggers deployment of that catalog item. However, if you have integrated App Portal with an ITSM system and you want to perform approvals using that system, you would not want the catalog item to be deployed until the external approval was performed.

In this situation, you can select the **Start deployment using API?** option on the **Deployment > Global** tab of the **Catalog Item Properties** dialog box to delay deployment until a response from the ITSM system would trigger the deployment via App Portal's API.

In any other scenario, this option can also be used to have more control over deployment, post-request submission.

Integrating With the ServiceNow User Interface

You can embed the App Portal app store within the ServiceNow interface, enabling you to use a common framework and workflow. This provides employees with a single place to request not only IT services but also applications.

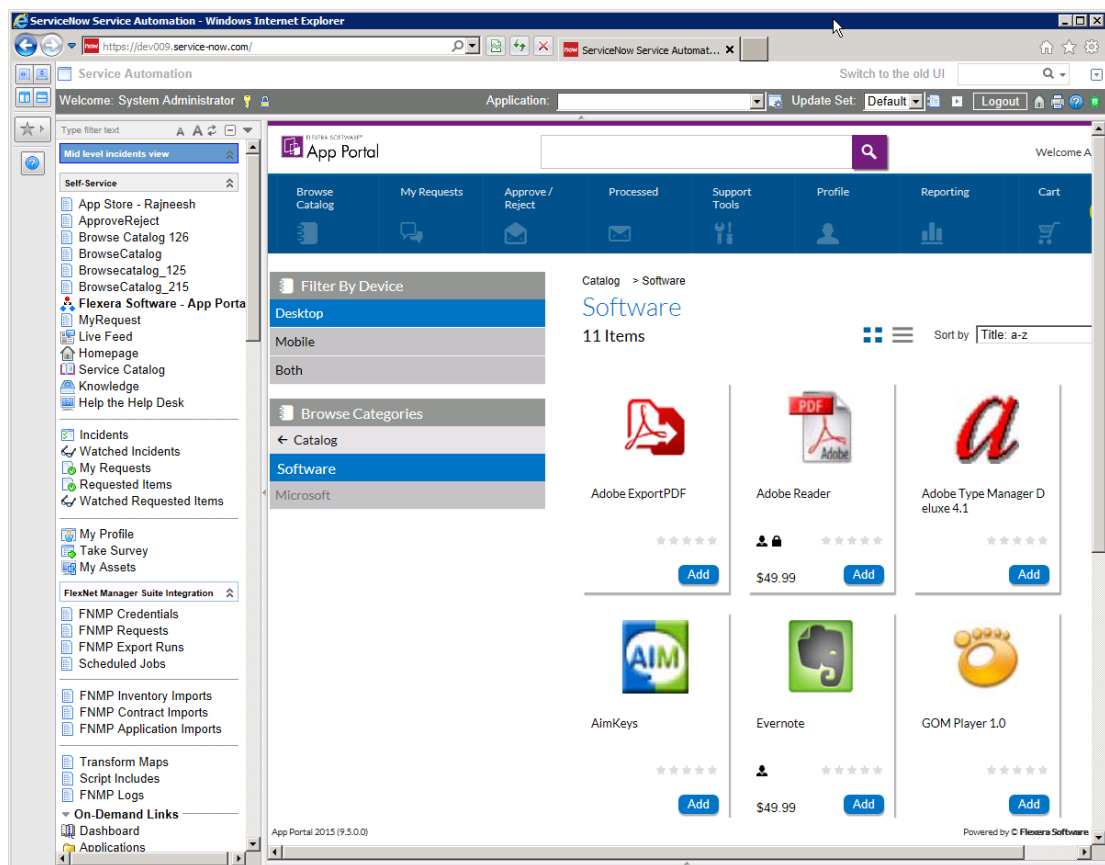


Figure 22: App Portal Displayed in the ServiceNow Interface

Integrating with Other ITSM Systems

If you would like to integrate with an ITSM system other than ServiceNow or BMC Remedy, you can use App Portal's reusable framework to connect to and configure integration to that system.

To add integration to another type of ITSM system, click the **Add System** button on the **ITSM Integration** view to open the **Configure Service** view.

The screenshot shows the 'Configure Service' view in the App Portal interface. The left sidebar contains a list of menu items: Site Management, Admin Security, Catalog Security, Settings, Imported Users and Computers, Error Log, Email Log, Expressions, Active Directory, Workflows, Workflow Groups, Workflow Status, ITSM Integration (highlighted), Categories, Catalog, Commands and Actions, Communication, Notifications, and License Reclamation Reasons. The main area is titled 'Configure Service' and contains the following fields:

- Provide System name: MyITSM - Create Incident
- Provide descriptive name: Flexera Software ITSM system service to create incidents.
- Choose provider: Others
- Provide WSDL URL: https://myitsm:8080/mysys/WSDL/public/incidentinterface_create?wsdl/?wsdl
- Choose authentication type: Provided Credentials
- User name: admin
- Password:

A 'Test' button is located at the bottom of the form.

Figure 23: Adding a Connection to an ITSM System

After you successfully connect to this ITSM system, you will then need to manually create and configure the default **Operations** for that ITSM system by clicking on the new connection and then clicking **Add Operation**.

Integration with FlexNet Manager Suite Cloud



Note • This enhancement resolves issue IOJ-1666808

App Portal 2015 can now connect to FlexNet Manager Suite Cloud in order to perform catalog item license management. In previous releases, App Portal could only connect to the On Premises version of FlexNet Manager Suite (formerly known as FlexNet Manager Platform).

FlexNet Manager Suite settings are entered on the **Site Management > Settings > Integration** tab.

Figure 24: FlexNet Manager Suite Connection Settings

Access to FlexNet Manager Suite Cloud requires that you specify a cloud access token. Access to both FlexNet Manager Suite Cloud and On Premises requires a connection to the Flexera Service Gateway.

Support for Multiple Active Directory Forests with Different Root Forests

A “forest” is a single instance of Active Directory. Forests contain domains (which contain users, computers, devices, resources, etc.). In an enterprise, multiple forests can share Active Directory responsibilities by creating trust relationships between the forests. In this way, each forest can be connected with every other forest to form a collaborative directory service solution.

In previous App Portal releases, App Portal could only communicate with domains within a single root forest, the root forest where App Portal and its deployment system (System Center Configuration Manager and/or Symantec Altiris) were installed.

In App Portal 2015, App Portal now supports multiple Active Directory forests that have different root forests. This enables users from those forests to have access to App Portal, and enables App Portal to search users/groups from domains in those forests.

You manage Active Directory forests on the **Site Management > Active Directory > Integration** view.

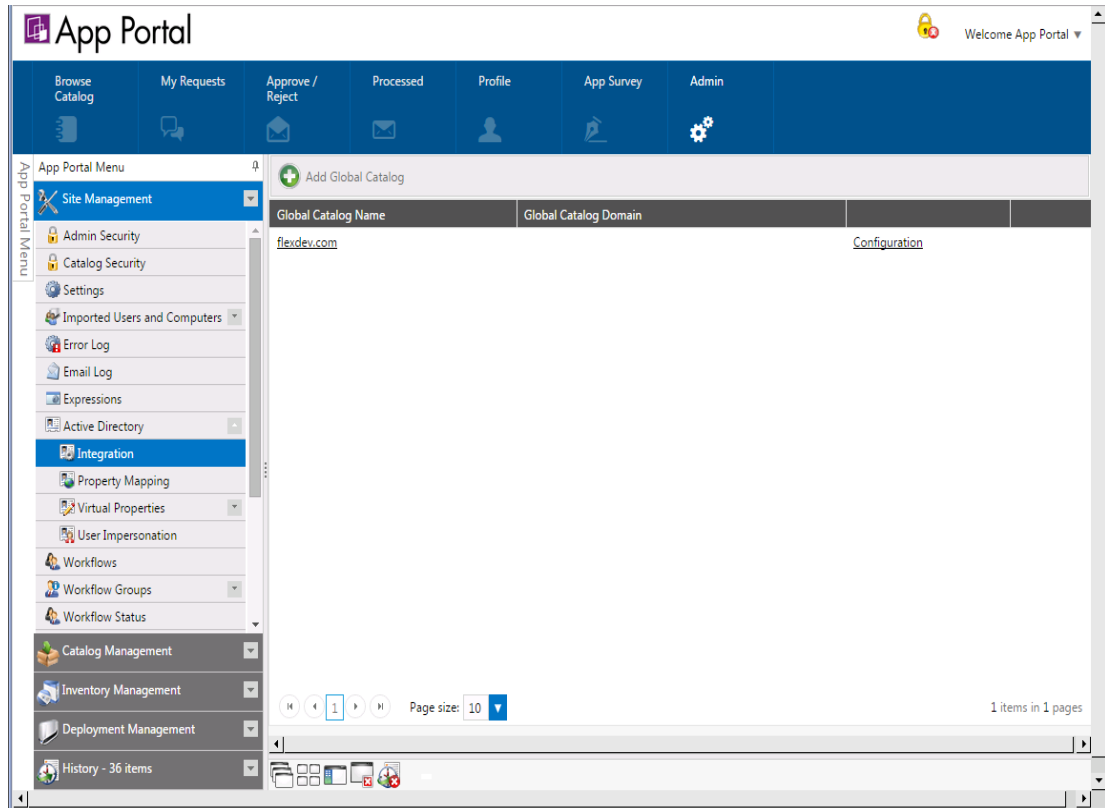


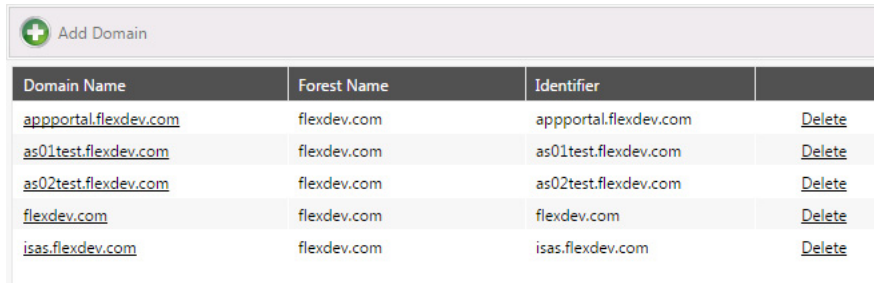
Figure 25: Integration View Under Site Management > Active Directory

On the **Configure Global Catalog** view, you enter the root domain global catalog server/path of the new Active Directory forest, as well as the authentication type, user name, and password.

The screenshot shows the 'Configure Forest' form. At the top, there is a 'Save' button with a green checkmark icon. Below the title 'Configure Forest', there is a label 'Root Domain Forest Server / Path:' followed by a text input field. Underneath, there is a label 'Choose authentication type:' followed by a dropdown menu currently set to 'Provided Credentials'. Below the dropdown, there are two text input fields labeled 'User name:' and 'Password:'. At the bottom of the form, there is a blue 'Test' button.

Figure 26: Configure Global Catalog View

After you add a global catalog, you can view a list of its domains, and can choose to delete those you do not want to grant access to.



Domain Name	Forest Name	Identifier	
appportal.flexdev.com	flexdev.com	appportal.flexdev.com	Delete
as01test.flexdev.com	flexdev.com	as01test.flexdev.com	Delete
as02test.flexdev.com	flexdev.com	as02test.flexdev.com	Delete
flexdev.com	flexdev.com	flexdev.com	Delete
isas.flexdev.com	flexdev.com	isas.flexdev.com	Delete

Figure 27: Global Catalog Domain List



Note • In previous App Portal releases, you specified Active Directory settings on the **Active Directory** tab of the **Site Management > Settings** view, where you identified the server name or LDAP path to provide Global Catalog access for locating user objects for a single root forest. This functionality has been moved to the **Site Management > Active Directory > Integration** view.

Localization Support

App Portal 2015 provides out-of-the-box localization support for its customer user interface, providing a choice of 14 languages (end user screens only). In App Portal 2015, you also have the ability to localize the questions that are associated with requesting a catalog item.

App Portal will automatically detect the language of the requesting browser from the user's culture settings and display that language.

Out-of-the-Box Localization Support for App Portal Customer Interface in 14 Languages

App Portal provides out-of-the-box localization support for its customer user interface, providing a choice of the following 14 languages:

- English
- German
- French
- Japanese
- Chinese (Simplified)
- Russian
- Korean
- Thai
- Portuguese
- Portuguese (Brazil)
- Spanish
- Spanish (Mexico)
- Dutch
- Italian

You are not required to perform any translation in order to display these languages.

App Portal 2015's enhanced localization support includes the following features:

- **End user screens and email notifications**—The localization support applies to the end user screens and the notifications/email messages.
- **Ability to localize questions and answers**—App Portal also provides you with an interface to localize the questions and answers that you associate with a catalog item request. The out-of-the-box questions and answers that are shipping with the product are already translated.
- **Language auto-detected by browser**—App Portal will automatically detect the language of the requesting browser from the user's culture settings and display that language. It will not be necessary for the end user to make a selection to change the displayed language.
- **Ability to add support for additional languages**—If you want to display App Portal's end user interface in a language other than those 14 that are supported, App Portal provides you with an interface to upload translated text in additional languages.

Localization Support for Questions and Answers

In App Portal 2015, you can now localize the questions that you create that are associated with catalog item requests. There are now two new views in the App Portal interface: **Question Localization** and **Answer Localization**.

On the **Question Localization** view, you are prompted to enter the translated text for each question and each question's pop-up description.

Question Localization

Select Language: French

Save

Question Title	Question to be asked	Translation: French	Question details (popup information)	Translation: French
Question Template: KeepTemplate				
KeepQuestion1	Please select the reason for keeping	Se il vous plaît sélectionner la raison pour garder	Please select the reason for keeping	Se il vous plaît sélectionner la raison pour garder
KeepQuestion2	Please specify the reason	Se il vous plaît préciser la raison	Please specify the reason	Se il vous plaît préciser la raison
KeepQuestion3	How often do you use this software?	Combien de fois utilisez-vous ce logiciel?	How often do you use this software?	Combien de fois utilisez-vous ce logiciel?
Question Template: MobileCatalogQuestionTemplate				
MobileCatalogQuestion	Why do you want to install this app?	Pourquoi voulez-vous installer cette application?	Why do you want to install this app?	Pourquoi voulez-vous installer cette application?

Figure 28: Question Localization View

On the **Answer Localization** view, you are prompted to translate the list of multiple or single choice answers associated with a question.

Answer Localization

Select Language: French

Save

Question Title	Question to be asked	Answer Text	Translation: French
Question Template: KeepTemplate			
KeepQuestion1	Please select the reason for keeping	I use this software regularly	<input type="text" value="Je utilise ce logiciel régulièrement"/>
		I use this software occasionally	<input type="text" value="Je utilise ce logiciel à l'occasion"/>
		I plan to use this software in the future	<input type="text" value="Je ai l'intention d'utiliser ce logiciel dans le futur"/>
		Other	<input type="text" value="Autre"/>
KeepQuestion3	How often do you use this software?	Weekly	<input type="text" value="Hebdomadaire"/>
		Monthly	<input type="text" value="Mensuel"/>
		Quarterly	<input type="text" value="Trimestriel"/>
		Semi-Annual	<input type="text" value="Semi-Annuel"/>
		Annually	<input type="text" value="Annuellement"/>
Question Template: ProofOfPurchaseTemplate			
ProofOfPurchase_Question1	Do you have a proof of purchase for this software?	Yes	<input type="text" value="Oui"/>
		No	<input type="text" value="Aucun"/>
ProofOfPurchase_Question2	How will you supply the proof of purchase?	I will upload a file on the next screen	<input type="text" value="Je vais télécharger un fichier sur l'écran suivant"/>

Figure 29: Answer Localization View

Ability to Upload Additional Languages

If you want to provide support for displaying App Portal's end user interface in a language other than those 14 that are supported, you can easily upload translated text in additional languages. The text strings for the App Portal user interface are in one file, while the text strings for notification and email text is in a different set of files, one for each language.

- [App Portal Localization String Files](#)
- [Uploading Edited Localization String Files](#)

App Portal Localization String Files

App Portal's localized text strings for the user interface is contained in an Excel file, which is installed in the following location in the App Portal installation directory:

\\App Portal\\web\\App_Data\\AppPortal_OOB_Localization_Strings.xlsx

Each column of the Excel spreadsheet contains the text strings for a supported language:

	A	B	C	D	E	F	G	H
1	ResourceId	English	German	German (Switzerland)	German (Liechtenstein)	French	French (Canada)	Japanese
2	Accept	Accept	Annehmen	Annehmen	Annehmen	Accepter	Accepter	決定
3	Accepted	Accepted	Angenommen	Angenommen	Angenommen	Accepté	Accepté	受諾
4	Accepted - No Further Status	Accepted - No Further Status	Angenommen - kein weiterer Status	Angenommen - kein weiterer Status	Angenommen - kein weiterer Status	Accepté - Pas d'autre état	Accepté - Pas d'autre état	受諾 - これ以上ステータスなし
5	AcceptedBy	Accepted By	Angenommen von	Angenommen von	Angenommen von	Accepté par	Accepté par	承諾者
6	AcceptedRequest	Accepted the following request id(s):	Die folgenden Anfrage-IDs wurden angenommen:	Die folgenden Anfrage-IDs wurden angenommen:	Die folgenden Anfrage-IDs wurden angenommen:	Les identifiants de demande suivants ont été acceptés :	Les identifiants de demande suivants ont été acceptés :	次の要求 ID を承認:
7	AcceptedRequest_RequestDetails	Accepted Request	Anfrage angenommen	Anfrage angenommen	Anfrage angenommen	Demande acceptée	Demande acceptée	承認済みの要求
						Les	Les	

Figure 30: App Portal Text Strings in Excel Spreadsheet

App Portal's localized text strings for notifications and email are found in a set of Excel files, one for each language, which are installed in the following location in the App Portal installation directory:

\\App Portal\\web\\App_Data\\Notifications

Each Excel file contains the text strings for a supported language. For example, the AppPortal_OOB_Notification_Strings_French.xls file contains the French text strings.

Uploading Edited Localization String Files

To add a new language to App Portal, you just need to translate the English strings to the desired language, add the translated text to these Excel files, and then upload the edited files to App Portal using an easy-to-use upload interface.

App Portal Language Importer Tool

Enter Full Localization Excel Path On Server

Sheet Name

Figure 31: App Portal Language Importer Tool

Ability to Create an Approval Condition Using a Cost Range



Note • This feature resolves issue IOJ-1665846.

In App Portal 2015, you can now define a condition for approval that includes a cost range, rather than having to specify that the value be greater than, less than, or equal to a specific number.

There is a new option available: **Between**. When the **Between** option is selected, two boxes are displayed where you can specify the approval range.

The screenshot shows the 'Manager Workflow - Workflow' interface. At the top, there are tabs for 'General', 'Workflow Steps', 'Conditions', 'Applies To', and 'Simulate'. Below these are buttons for 'Group and OU (0)', 'AD Property (0)', 'Collections (0)', 'Question Condition (0)', and 'Catalog Item'. The 'Conditions' tab is active. Under this tab, there are two checkboxes: 'When license is not available' (unchecked) and 'When cost is' (checked). The 'When cost is' dropdown menu is open, showing four options: 'Greater Than', 'Less Than', 'Equal To', and 'Between'. The 'Between' option is selected, and the range '10.00 - 55.00' is displayed next to it.

Figure 32: Condition Including a Cost Range

Ability to Reload Answers for Questions Upon Selection

If you have a set of questions where the list of available answers in one question's selection list is dependent upon what was selected in a previous question, you would want to reload the answer list for the subsequent question when a selection was made in the first question. For example, if you were prompting the user to select their state and their city from two selection lists, the cities listed in the **City** list would depend upon which **State** was selected.

In App Portal 2015, if you select the **Reload Answers for Questions** option on the **Site Management > Settings > Web Site > Catalog Behavior** tab, App Portal will reload the answers to a question when a selection is made in a previous question.

Display of App Portal Database Name

In App Portal 2015, the server name and database name of the App Portal database is now listed in the **DB Connection** field on the **Site Management > Site Settings > General** tab.

New API Commands

To support the new features of App Portal 2015, the following new API commands have been added.

Command	Description
CancelRequest	Cancels a request.
StartDeployment	Restarts the deployment of a request that is already placed.
SetInstallStatus	Sets the deployment status of a request.
SyncSingleUserComputer	Syncs the user and computer information from external source into App Portal.
SynchCurrentForest	Identifies and saves the domains in the forest where App Portal is installed.
SetAlternateApproverAndOutOfOffice	Sets the alternate approver for a user. It also updates if the user's status is "out of office".
CreateAirWatchDeploymentForCatalogItem	Associates AirWatch mobile apps with an existing catalog item.

Enhancements

App Portal 2015 includes the following customer-requested enhancements:

- Option to Set Limiting Collection for Device or User
- Uninstall Icon on My Apps Tab is Only Displayed if Uninstall Program Exists
- Ability to Trigger a Machine Policy Refresh Using System Center 2012 Configuration Manager
- User-Computer Sync Process Now Performed Incrementally
- Ability to Permanently Customize App Portal CSS Files
- Ability to Choose Whether Users Can View Deployment Status Information
- Ability to Prevent User from Canceling Completed Requests
- Browse Catalog Tab Enhancements

Option to Set Limiting Collection for Device or User



Note • This enhancement resolves issue IOA-000124388.

In previous releases, when creating a collection for a catalog item, App Portal always used “All System” as the limiting collection for device-based deployments, and “All Users” as the limiting collection for user-based deployments.

In App Portal 2015, you can now specify which limiting collection to use for device-based or user-based deployments.

To specify a limiting collection, open the **Deployment > SCCM 2012** tab of a catalog item’s **Catalog Item Properties** dialog box, and enter a collection name in one or both of the following fields:

- **Limiting Collection for Device**
- **Limiting Collection for User**

Uninstall Icon on My Apps Tab is Only Displayed if Uninstall Program Exists



Note • This enhancement resolves issue IOJ-1663250

Previously on the **My Apps** tab, an uninstall icon was displayed next to “unused” catalog items for which no uninstall program existed. In App Portal 2015, an uninstall icon is not displayed unless an uninstall program exists for that catalog item.

Ability to Trigger a Machine Policy Refresh Using System Center 2012 Configuration Manager



Note • This enhancement resolves issue IOJ-1665845

When a user requests software, his machine is added to a catalog-item specific collection in System Center 2012 Configuration Manager. By default, this list only refreshes once per hour. App Portal 2015 introduces a new feature which enables System Center 2012 Configuration Manager to trigger a policy refresh on desktop machines. This new feature is enabled if the **Use SCCM server for machine policy refresh** option on the **Settings > Deployment > SCCM 2012** tab is selected.

This new feature eliminates the requirement that the App Portal system account have local administrative privileges on the client machines. Instead, the System Center 2012 Configuration Manager client can be used to trigger the policy refresh, which speeds up deployments.

User-Computer Sync Process Now Performed Incrementally



Note • This enhancement resolves issue IOJ-1667178

During the user and computer sync process, the user computer relationship table is now updated on a line-by-line basis, rather than all at once. This reduces the chance of impact to the customer.

Ability to Permanently Customize App Portal CSS Files



Note • This enhancement resolves issue IOJ-1700515

App Portal 2015 provides a set CSS files that you can edit to permanently customize the colors in your App Portal web site. These files are currently empty, but any CSS style that you enter in these files will override any matching styles in App Portal's master CSS files. When you upgrade App Portal, these files will not be overwritten.

Ability to Choose Whether Users Can View Deployment Status Information



Note • This enhancement resolves issue IOJ-1719285

In App Portal 2015, you can choose whether or not you want to enable your users to view detailed deployment status information from System Center Configuration Manager / Altiris on the **My Requests** tab. To enable users to see this information, select the **Allow users to see detailed deployment status** option on the **Site Management > Settings > Web Site > Catalog Behavior** tab.

Ability to Prevent User from Canceling Completed Requests



Note • This enhancement resolves issue IOJ-1720823

Previously, a user was permitted to cancel their requests at any stage of the request process, even after they had been completed.

In App Portal 2015, there is an option to prevent this from occurring. Unless the **Allow user to cancel own requests** option is selected on the **Site Management > Settings > Web Site > Catalog Behavior** tab, users will be unable to cancel their own request after it has been submitted to System Center Configuration Manager or Altiris for delivery.

Browse Catalog Tab Enhancements

App Portal 2015 includes the following enhancements relating to viewing catalog items on the Browse Catalog tab:

- Ability to Expand “Most Popular” and Other Lists to More Than Five Items
- Ability to Search for Requests by Partial Order Number
- Long Catalog Item Titles Wrap in Card View
- Ability to Display Custom Content on Submit Request Page
- Ability to Sort Catalog Items by “Approval Required” Status
- Suppression of Title and Pop-Up Window for Only One Announcement

Ability to Expand “Most Popular” and Other Lists to More Than Five Items



Note • This enhancement resolves issue IOJ-1667166

A new option, **Number of catalog items to show for Most Popular**, has been added to the **Site Management > Settings > Web Site > Catalog Behavior** tab to enable you to increase (or decrease) the number of catalog items displayed in the “Most Popular” list on the Browse Catalog tab.

Ability to Search for Requests by Partial Order Number



Note • This enhancement resolves issue IOJ-1719368

In previous releases, users were required to enter the entire order number, including prefix (such as FLX-235), in the Search field in order to search for a request by order number. In App Portal 2015, users can now enter a partial order number in the Search field, such as just the numeric portion of the order number.

To enable this option, select the **Allow users to do a search on partial Order #** on the **Site Management > Settings > Web Site > Catalog Behavior** tab.

Long Catalog Item Titles Wrap in Card View



Note • This enhancement resolves issue IOJ-1662906

When catalog items with long titles are displayed in card view on the **Browse Catalog** tab, the catalog item title can now wrap to two lines. In the previous release, the title was truncated.

Ability to Display Custom Content on Submit Request Page



Note • This enhancement resolves issue IOJ-1667172

A new notification was added, entitled [Submit Request](#), that enables you to display additional content on the **Submit Request** page of the checkout screens. If this notification is empty, nothing will be displayed.

Ability to Sort Catalog Items by “Approval Required” Status



Note • This enhancement resolves issue IOJ-1667179

In App Portal 2015, you now have the option of sorting the catalog items displayed by whether or not they require approval. You can choose to show those items that do not require approval first, or to show those items which do require approval first.

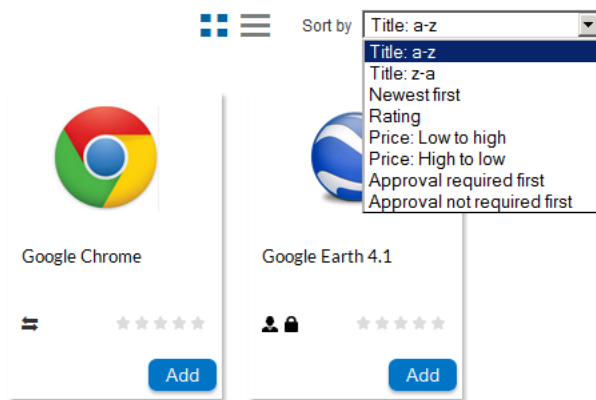


Figure 33: Sorting by Approval Required / Approval Not Required

Suppression of Title and Pop-Up Window for Only One Announcement



Note • This enhancement resolves issue IOJ-1719283

If there is only one announcement, the title and pop-up window will no longer be displayed.

Resolved Issues

The following table lists the customer issues that were resolved in App Portal 2015:

Issue	Description
IOA-000079932	Web Service command action does not fire for "On Fail Install" event.
IOA-000084977	Timeout expired error message in DatabaseCalls_Error.log.
IOA-000124132	Requester not forced to change approver, if bundling multiple items in an order.
IOA-000125343	Runtime error: Error Column 'DeploymentTechnology' does not belong to table cx
IOA-000125411	License is not available checkbox is being ignored.
IOC-000090903	Uninstall request triggers install action when a question template is specified.
IOJ-1659244	Unable to access Approve/Reject tab, when Show pending requests to all approvers option is selected.
IOJ-1659572	Exclude collection not working.
IOJ-1659801	Installed software grid in My Apps does not render correctly in smaller screen resolutions.
IOJ-1661556	Question condition does not display.
IOJ-1661627	Approver unable to approve due to unanswered questions (after answering all questions).
IOJ-1661629	Random ordering of questions during checkout.
IOJ-1662085	Fixed issues with localization by using resources IDs for hard-coded strings.

Issue	Description
IOJ-1662137	Uninstall action not reflected in My Requests or notifications when using My Apps.
IOJ-1662295	Support for Firefox / Chrome.
IOJ-1662414	Date type does not allow a date before 01/01/08.
IOJ-1662415	Approval not required for all items, when one (1) item is leased.
IOJ-1662638	Exception is thrown during checkout when user's machine is UNKNOWN
IOJ-1662642	Error adding computer variables when checking out OS deployment for bare-metal deployment.
IOJ-1662804	App Portal OSD time zone issue.
IOJ-1662859	Collection insert process stops completely if collection missing.
IOJ-1663248	Cost is no longer displayed in App Portal tile view when = \$0.00.
IOJ-1663252	Next button not displaying correctly in App Survey.
IOJ-1663645	Visibility conditions do not work on My Apps unused software notification.
IOJ-1663808	Website.log incorrectly shows version as 8.5.0.1 in the 9.0 release.
IOJ-1664332	Incorrect SQL query created when multiple inventory attribute groups are added as exclude rules.
IOJ-1664826	Deliver automatically after approval option not working with "Leased install".
IOJ-1665113	Category Security settings being deleted.
IOJ-1665218	Software leasing: not uninstalling.
IOJ-1665219	Software lease expiring notifications not being sent.
IOJ-1665432	Welcome menu is hidden after browser resize.
IOJ-1665667	Unable to search for targets when using "request on behalf of".
IOJ-1666665	Sometimes the categories are hidden/visible for end-user even though the visibility condition is set correctly.
IOJ-1666747	Error generating proxy message thrown when running Orchestrator Action.
IOJ-1666835	Catalog item text in tile view does not wrap.

Issue	Description
IOJ-1666836	Clicking on the catalog item icon does not do anything.
IOJ-1666837	Announcement section in App Portal header flashes in the new browse UI.
IOJ-1667057	Issue in displaying the logo in details view when the logo is larger.
IOJ-1667122	The search bar in browse page does not shrink based on the browser size.
IOJ-1667180	Force the approver to provide a reason for rejecting a request.
IOJ-1667187	Provide a back button on the catalog details page.
IOJ-1667188	Request for Search button description.
IOJ-1667189	Cannot resend email using the Email logs option in admin screen if the email sending was stuck due to an exception in ESDService.
IOJ-1667257	Show Approve / Reject on My Requests breaks functionality.
IOJ-1667262	Approval from email link does not work.
IOJ-1667263	On browsing to App Portal link, ESD error is thrown.
IOJ-1667271	App Portal/FlexNet Manager Platform connectivity issues.
IOJ-1699367	Render welcome banner as-is as defined in notification. Do not apply any additional CSS styles.
IOJ-1699368	User Readiness import using XLSX file does not work
IOJ-1699370	In the Software - Request Rejected notification, the <code>##RequestLink##</code> variable appears to create an invalid link.
IOJ-1699441	createRequest API doesn't work.
IOJ-1699829	When using the web service method <code>cancelAllSoftwareRequestsforMachineName</code> to cancel requests, an email is sent, even though <code>DoNotifications</code> flag is set to false.
IOJ-1700031	In User Readiness, after importing, the Excel the records are not displayed until and unless the 'Refresh' icon is clicked.
IOJ-1700058	When user types a Japanese character in response to a question during checkout, it does not get saved correctly. The response is shown as <code>????</code> .
IOJ-1700378	When using the web service method <code>createRequest</code> , <code>uniquerequestorname</code> is not recorded properly in the <code>WD_PackageRequests</code> .

Issue	Description
IOJ-1700634	In checkout screen, on the left show Reboot Required and License Required ONLY when it is needed.
IOJ-1700635	In a large set of catalog items (11K and over) browsing and searching performance is poor.
IOJ-1700684	Email notification does not use prefix for order numbers.
IOJ-1700688	The questions modal window when editing is not entirely visible and cannot be scrolled.
IOJ-1718704	Requester set to "Not Defined" in Order Request.
IOJ-1719015	Error logs are caught in the Admin > Error Logs section.
IOJ-1719031	Radio button text in Questions page is gray, which can be difficult to read.
IOJ-1719284	Fixed the issue where the icons and text on cart has pointed hand icon but it does not do anything when clicked.
IOJ-1719286	Request on behalf email was sent only to the first user even if the request contained multiple users.
IOJ-1719404	User requesting the software gets approved notification in the language of the approver.
IOJ-1720704	When SCCM is used as computer discovery and FNMP is configured, on startup, App Portal makes two calls to get the installed software list from FNMP.
IOJ-1720824	Expand icon should not come in My Requests for an order when only one request is present in it.
IOJ-1721165	Usability issue when clicking approve and prompted for machine.
IOJ-1721235	FNMP license reservation failure if user and machine are from different domains.

System Requirements

App Portal requires certain systems configurations in order to function properly. These requirements are exact and if they are not present, it will have negative effects on the installation, operation, and experience of App Portal.



This section lists the system requirements for App Portal:

- [Environment Requirements](#)
- [Client Requirements](#)
- [Server Requirements](#)
- [Supported Deployment Technologies](#)
- [Supported ITSM Systems](#)
- [Information to Gather Prior to Installing App Portal](#)

Environment Requirements




Prior to beginning App Portal installation, make sure that your environment meets or is able to meet the following requirements:

Requirement	Description
Active Directory	Microsoft Active Directory is required for App Portal. It is fully supported under Windows Server 2008 R2 or later domains operating at all functional levels.
DNS	If you choose Use Reverse DNS as a computer discovery method during App Portal installation, a DNS service is required that supports and contains Reverse DNS Zones.
Database Software	Microsoft SQL Server 2008 R2 or later
SMTP Compatible Mail System	App Portal requires an SMTP-compatible mail system. App Portal supports local and remote SMTP servers.
Internet Information Server (IIS) 7.0 or above	<p>App Portal requires Microsoft IIS 7.0 or later. App Portal is installed into a virtual directory named ESD and is accessible using <code>http://alias/ESD</code>.</p> <p>A DNS A-RECORD must be created to access the site if you wish to use an alias.</p>
Integrated Authentication	App Portal uses a user's current Active Directory credentials to authenticate to IIS/App Portal.

Requirement	Description
Active Directory User Discovery	<p>Active Directory User Discovery must be enabled in System Center Configuration Manager and/or Altiris Client Management Suite for App Portal to function properly. Additional Active Directory User Discovery extensions are also required.</p> <p>Extend the attributes using the Active Directory User Discovery method in the System Center Configuration Manager Console and/or Altiris Management Console. Include the following attributes in addition to the existing ones if performing manually:</p> <p>mail department title displayName distinguishedName manager company l (lower case L) (Only enter the letter l!) postalCode sn givenName physicalDeliveryOfficeName</p> <p></p> <hr/> <p>Important • This is only required if you are using standard discovery from System Center Configuration Manager or Altiris. If you are providing a custom SQL script to perform user and computer discovery, these steps are not required.</p> <p></p> <hr/> <p>Caution • The user discoverable attribute displayName is required to be extended in System Center Configuration Manager and/or Altiris Client Management Suite. This needs to be done before performing the user and computer sync process or the process will fail.</p>
High Speed Connection	<p>The IIS server should be on the same physical network as the database server, and should be connected at a high speed (greater than or equal to 100 MBit).</p>

Client Requirements

The following are the App Portal client requirements:

Requirement	Description
Operating System	<p>Windows 7 or greater</p>  <p>Note • For deploying software using App Portal, App Portal requires that the client's operating system has the Microsoft System Center Configuration Manager or Symantec Altiris client installed.</p>
Browser	<p>Microsoft Internet Explorer 9.0 or greater</p> <p>App Portal requires that the client's web browser be Internet Explorer 9.0 or greater; however Internet Explorer 10 or 11 are preferred for the best experience.</p> <p>Firefox, Chrome</p> <p>App Portal also supports Firefox and Chrome browsers; however these browsers do not support Active X and therefore will always discover the computer using the Reverse DNS discovery method.</p>  <p>Note • The fall back to ReverseDNS on these browsers is only done if ActiveX is the primary computer discovery method chosen. If the discovery method is set to SCCM, then App Portal will honor that for all browsers.</p>
Trusted Sites	<p>The App Portal web site must be added to the trusted sites list for Internet Explorer. For example:</p> <p>http://APPPORTALSERVER</p>  <p>Important • This is very important.</p>

Server Requirements

The following are the server requirements for the App Portal Web Service and the App Portal installation platform:

- [App Portal Web Service Installation](#)
- [App Portal Installation Platform](#)
- [Setting Permissions: App Portal Service Account](#)

App Portal Web Service Installation



Important • A minimum of .NET Framework 2.0 SP1 is required on all primary sites.

For SCCM 2007, the App Portal Web Service must be installed on every primary site server in order to service the SCCM clients at that site. For SCCM 212, the App Portal Web Service is only needed at the CAS or Central site.

Therefore, you are required to run the AppPortalWebServiceSetup.exe on each primary site, confirming the local server name and SCCM SQL Database of the primary site server. A default SCCM Collection called [App Portal Collection for Site XXX](#) will be created on each primary site. This collection will be populated as necessary to service the clients that report to that site.

For SCCM 2007, an advertisement folder called [App Portal Advertisements for Site XXX](#) will be created to contain the advertisements created by App Portal.

For SCCM 2012, folders will be created called [App Portal Users For Site XXX](#) and [App Portal Computers for site XXX](#).

App Portal Installation Platform

The App Portal installation platform must meet the following requirements:

Category	Requirement
IIS	App Portal must be installed on a server running IIS 7.0 or greater.
Operating System	Windows Server 2008 R2 or later
Microsoft .NET 4.5.1	Microsoft .NET Framework 4.5.1 is required for App Portal. If you have not already done so, install .NET 4.5.1 on the server prior to installing App Portal.

Setting Permissions: App Portal Service Account

App Portal requires that you identify an account (App Portal service account) to use for the interaction with SQL and Active Directory. The App Portal service account will require administrative permissions on the client workstations if you wish App Portal to successfully run machine policy evaluation for accelerated software deployments and rerunning advertisements as necessary.

The service account must have Read permission on the Microsoft System Center Configuration Manager or Altiris Client Management database in SQL and Read/Write permission on the App Portal database that gets created during the installation process. The Installer Account will attempt to provision the Service Account with DB_DataReader permissions to the SCCM database and DBO permissions to the App Portal database.

Supported Deployment Technologies

App Portal 2015 supports the following deployment technologies for software distribution:

- Microsoft System Center 2007 Configuration Manager
- Microsoft System Center 2012 Configuration Manager
- Altiris Client Management Suite 7.1 or later
- AirWatch 7.x (for mobile application deployment)

The purpose of App Portal's support for multiple deployment technologies is to enable you to:

- Provide a seamless end user experience while you are upgrading from System Center 2007 Configuration Manager to System Center 2012 Configuration Manager.
- Present a single App Portal instance to your users even if your organization uses both System Center Configuration Manager and Altiris deployment technologies across your enterprise.
- Provide your users with a universal app store containing both desktop and mobile applications.

You enter the deployment technology connection settings by opening the **Deployment** tab on the **Site Management > Settings** view, and then entering the settings on the **SCCM 2012**, **SCCM 2007**, **Altiris**, or **AirWatch** subtabs.

The screenshot displays the 'Deployment' tab within the 'Site Management > Site Settings' view. The sub-tab 'SCCM 2012' is active. The form contains the following fields and values:

Field	Value
Central Site Server	SCHAPCM12BLR
Central Site Database Server	SCHAPCM12BLR
Central Site Database Name	CM_BLR
Central Site Code	BLR
Limiting Collection For Device	
Limiting Collection For User	

A 'Test' button is positioned at the bottom right of the form.

Figure 34: Site Management > Site Settings > Deployment Tab

App Portal can only be connected to multiple servers of the same type if they are set up in a hierarchical relationship, with only the “main” site’s connection information entered on the **Site Management > Settings > Deployment** tab. The following table describes the acceptable hierarchical relationships for the three deployment technologies:

Technology	Description
System Center 2007 Configuration Manager	Central Site > Child Primary Sites App Portal supports multiple SCCM 2007 Child Primary Sites; however, they need to be in the same hierarchy of the Central Site that is configured in SCCM.
System Center 2012 Configuration Manager	Single Primary Site OR Central Administration Site > Child Primary Sites For SCCM 2012, App Portal only communicates with one site: either a Single Primary Site or a Central Administration Site (which in turn replicates data to all Child Primary Sites).
Altiris Client Management Suite 7.1 or later	Single Primary Site OR Central Site > Child Primary Sites For Altiris, App Portal only communicates with one site: either a Single Primary Site or a Central Site (which in turn replicates data to all Child Primary Sites).



Important • App Portal does not support connecting to multiple, disconnected deployment servers that are using the same deployment technology and version.



Note • When using System Center Configuration Manager, Microsoft .NET Framework 4.5.1 is required to be installed on the IIS server in order to run the App Portal service and web site. This is not required when using Altiris Client Management Suite.

Supported ITSM Systems

App Portal 2015 provides out-of-the-box support for the following ITSM systems:

- ServiceNow
- BMC Remedy IT Service Management Suite



Note • *If you would like to integrate with an ITSM system other than ServiceNow or BMC Remedy, you can use App Portal's reusable framework to connect to and configure integration to that system.*

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