FLEXERA SOFTWARE™

Workflow Manager

Workflow Manager 6.5

Release Notes

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Introduction

Workflow Manager is a Web-based workflow-management system that helps enterprises to efficiently administer their asset management processes and improve performance, control, and accountability through standardization. Using Workflow Manager enables you to centralize and automate processes and procedures tied to asset and contract life cycles, application readiness, application virtualization, OS migrations, and other desktop management processes.

When partnered with FlexNet Manager Platform®, Workflow Manager gives you a powerful, structured way to process the financial, hardware asset and software asset data in that system. Workflow Manager provides a means for the IT department to interact with end users and increase service levels. Process traceability, prioritization, control, and optimization allow Workflow Manager to improve license compliance across the software estate.

New Features in Workflow Manager

Workflow Manager 6.5 includes the following new features:

- Connection to the Flexera Service Gateway
- Activation Now Uses Licensing File
- Automatic Completion of Normal Step Type Via Email
- Ability to Assign Permissions and Notifications to Workflow Templates
- Tabbed Workflow Step Completion Dialog Box
- Redesigned Consumer Home Page

Connection to the Flexera Service Gateway

Workflow Manager 6.5 can connect to the Flexera Service Gateway, which is a component that enables AdminStudio, Workflow Manager, App Portal, and FlexNet Manager Platform to communicate. When Workflow Manager is connected to the Flexera Service Gateway, you can connect an App Portal catalog item to a Workflow Manager workflow request.

In App Portal, you select an event that you want to trigger a Workflow Manager workflow (such as On Submit Approval) and the Workflow Manager project that you want to use. A workflow request is then created in Workflow Manager. When Workflow Manager completes the workflow request, its status in App Portal changes to Complete.

Activation Now Uses Licensing File

Workflow Manager is now activated by uploading a license file to Workflow Manager on the System Settings page of the Administration tab. License files are obtained from the Flexera Software Product and License Center. When that license expires, you will need to upload an updated license file.

Automatic Completion of Normal Step Type Via Email

When a workflow step with a **Step Type** of **Normal** becomes the current step, if you have enabled email notification, an email will be sent to all users belonging to roles assigned to this step to inform them that they need to complete this task. This email provides them with two options:

- **Advance Workflow**—Click to mark the workflow step as complete.
- **Workflow Progress**—Click to open the **Workflow Progress** page of this workflow request.

Therefore, instead of opening the **Workflow Progress** page and clicking on the name of the workflow step to open the **Step Completion** dialog box, they can instead click the **Advance Workflow** button in their notification email to complete the workflow step.

Ability to Assign Permissions and Notifications to Workflow Templates

You can now assign permissions and email notification settings directly on a workflow template, and its individual workflow phases and steps, on the **Permission** and **Notification** tabs of the **Template Details** page. Then, when you create a project using that workflow template, the settings from the template would be copied to the project.

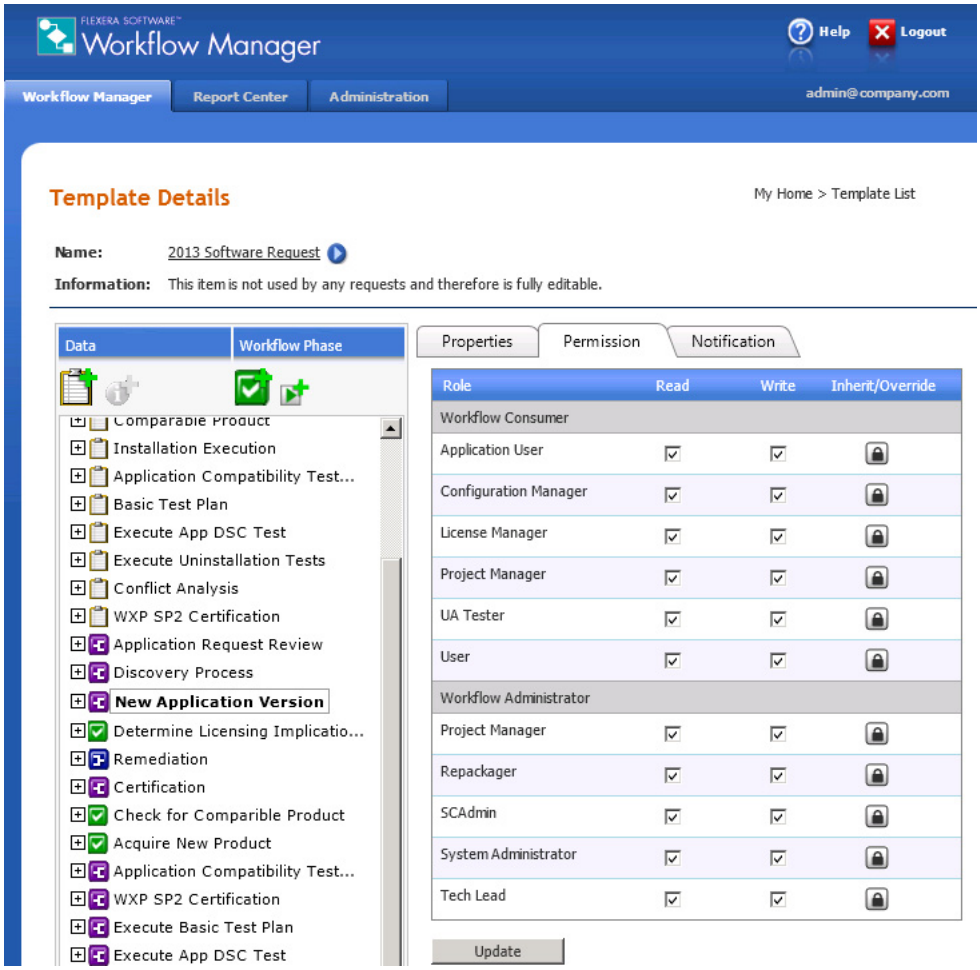

Figure 1: Permission Tab of Template Details Page

Previously, you were required to specify permission and notification settings on every project, even if multiple projects used the same workflow template.

Note • *If you want to customize permission and email notification settings on an individual project, you can still do that on the* ***Project Permission and Notification Settings*** *page.*

Tabbed Workflow Step Completion Dialog Box

The **Workflow Step Completion** dialog box has been redesigned to use a tabs to separate the different types of information.

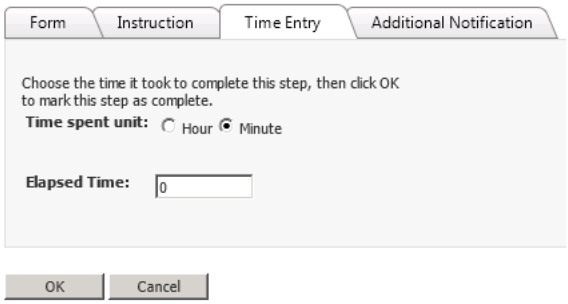

Figure 2: Tabbed Workflow Step Completion Dialog Box

The dialog box now includes the following tabs:

- **Form**—If the workflow step includes data collection, the questions are listed on this tab.
- **Instruction**—Displays the user-provided workflow step instructions.
- **Time Entry**—Enter the time spent to complete a workflow step.
- **Additional Notification**—Includes the fields that you can use to sent out additional email notifications regarding this workflow step.

Redesigned Consumer Home Page

The Workflow Manager Consumer Home page has been redesigned to include an easy-to-use accordion control on the left side that includes all available selections.

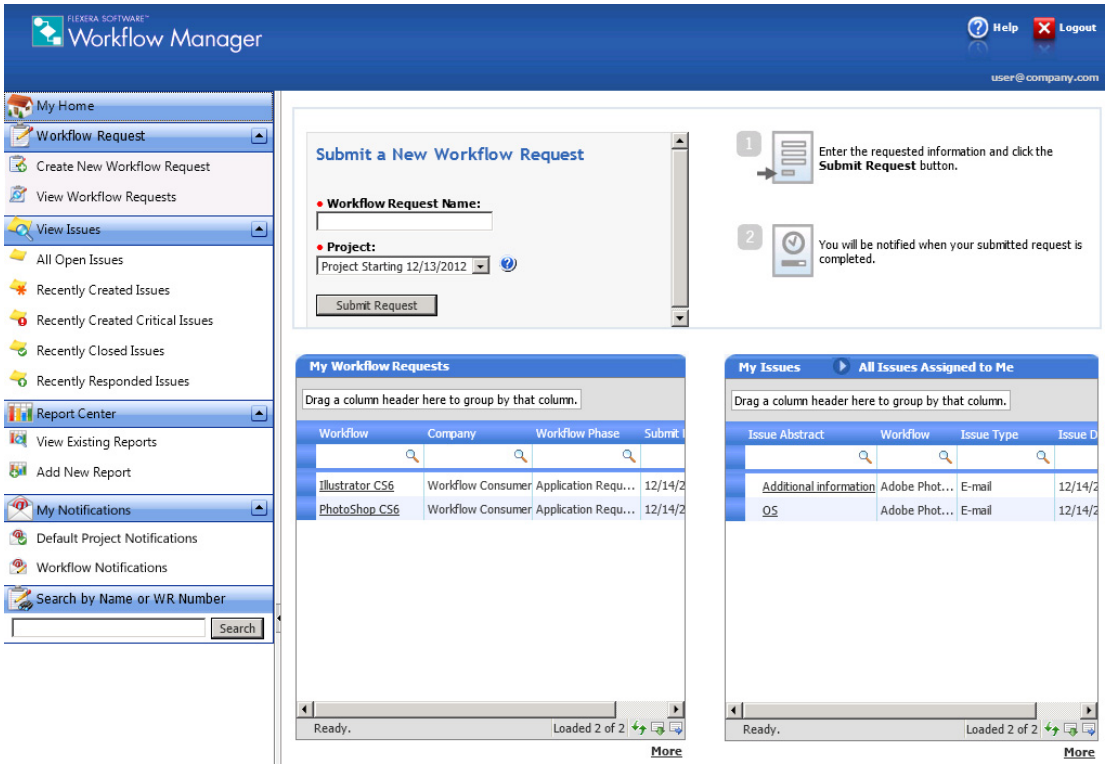

Figure 3: Redesigned Workflow Consumer Home Page

System Requirements

This section lists the system requirements for Workflow Manager / AdminStudio Enterprise Server.

- Workflow Manager Web Server / AdminStudio Enterprise 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 Web Server / AdminStudio Enterprise Server

This 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 and/or AdminStudio Enterprise Server.

Item	Description
Processor	32-bit or 64-bit processor at 2 GHz or greater. 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 or later (2008 R2 preferred)
IIS	IIS 7.0 or later ***Note*** • *See Installing Internet Information Services (IIS).*
.NET	.NET Framework 4.0
MSXML	MSXML 4.0

Workflow Manager / AdminStudio Database Server

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

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
Operating System	Windows Server 2008 or later (2008 R2 preferred)
Database Software	SQL Server 2005 or later databases (2008 R2 preferred), including SQL Server 2012 (2008 R2 preferred). SQL Server must be installed with case-insensitive dictionary sort order and ISO-8859-1 character set. (Use *sp_helpsort* T-SQL command for more information.) ***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 or later (2008 R2 preferred)

Workflow Manager End User Computers

This following table lists the recommended system configuration for a Workflow Manager 6.5 end user machine:

Item	Description
Processor	32-bit or 64-bit processor at 2 GHz or greater
Browser	Microsoft Internet Explorer 8.0 or later (9.0 preferred)
RAM	4 GB or greater

Portal Web Server for Intranet Clients

In previous releases of Workflow Manager, if you wanted to use Windows NT authentication for intranet clients, you were required to set up a portal web server. Starting with Workflow Manager 5.6, a portal is no longer 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 / AdminStudio Enterprise 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 / AdminStudio Enterprise Server,
- gets responses from the Workflow Manager / AdminStudio Enterprise Server, and
- forwards them to the clients

You can configure the Workflow Manager / AdminStudio Enterprise Server 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 / AdminStudio Enterprise Server 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 / AdminStudio Enterprise Server.