

**Sentinel**EMS

Sentinel EMS 3.1.500  
Release Notes



## Document Revision History

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# Sentinel EMS 3.1.500 - Release Notes

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## About This Document

This document contains information about the latest release of the Sentinel EMS, including new features, changes to the product, and known issues and workarounds.

## Product Overview

Sentinel EMS is a Web-based solution that provides you with a centralized interface for all your license and entitlement management functions. It offers an easy-to-use interface for your back office systems and a variety of advanced data collection and reporting functions. It also provides a centralized license management interface for employees, customers, and partners.

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## What's New In This Release?

### Enhanced Catalog

Sentinel EMS catalog has been enhanced to include the following:

- **Product Family:** An optional Product Family attribute has been added to Products. This attribute can be used group or identify products derived from a common product platform. Products from the same Product Family maybe goods or services that use similar or same production processes, have similar physical characteristics, and may share customer segments, distribution channels, pricing methods, promotional campaigns, and other elements of the marketing mix. Products comprising a family are usually priced and dis-counted as a package.
- **Component Multiplier:** This attribute is the multiplying factor at product feature relationship level. Value of the Component Multiplier is multiplied with line item quantity to get total quantity for the product-feature license.
- **Activation Method:** This attribute has been added to Product to specify the Activation method. The following activation methods can be specified:
  - **SAOT:** This is to specify Activation Method at time of order. You can Activation method during Entitlement generation.
  - **Fixed:** The provided quantity can be consumed in multiple activations and each activation will consume a specified fixed quantity. Fixed quantity is 1 by default.
  - **Partial:** The provided quantity can be consumed in multiple activations.
  - **Full:** User must activate the entire quantity provided in one activation.
  - **Unlimited:** User can perform unlimited number of activations for the Product.

### License Contact

Sentinel EMS 3.1.500 supports the ability to define ownership of the individual who performs the activation and the end user for whom the activation has been done. The Contact (individual or customer) having the ownership of the Activation is the Activatee.

### Custom Attribute Enhancements

#### *Entitlement*

Sentinel EMS support for custom attribute has been extended to line item level. Now, you have the option to add custom attributes at sub-entity level. Sentinel EMS also provides support for management of custom attributes at line item level.

#### *Activation*

Custom attribute details that track vendor specific details with each activation are accepted and displayed for activation on Sentinel EMS Activation page.

### Configurable Custom Attributes

Sentinel EMS provides configurable custom attributes. You can define custom attributes with values in a drop-down list.

### Advanced Search - Entitlement and Activation

Entitlement and Activation advanced search feature have been extended to include several new attributes.

### Data Load for Download Definitions

In the previous version (3.0), option was available to import Catalog, Customer, Contact, data to Sentinel EMS. This feature has been extended to include Download data from external systems. The data to import must be in the form of CSV. Appropriate logging and error reporting is provided to ensure that you can identify discrepancies and take action for errors.

Users with admin role in Sentinel EMS can perform this action. In the Sentinel EMS portal, click Configure >Import Data to access this feature. Refer to the User's Guide for more information.

### Custom Report Enhancements

Custom reports have been extended to include support for XML format. Custom reports now include additional input parameters to support XML format.

### Performance Improvements

Updates has been done throughout Sentinel EMS to improve performance.

### Enhancements in Web Services

#### New REST Web Services for Activation

The following new REST Web Services have been added for Activation:

Web Service	Method	Description
<b>v3_1/ws/activation.ws</b>	PUT	Creates and completes Activation.
<b>v3_1/ws/activation.ws</b>	POST	Sentinel EMS can accept activation record along with keys from external system.
<b>v3_1/ws/activation.ws</b>	PUT and POST	Manual activation is a two step process where the activation.ws Web service is first called using the PUT method to return a blank key ID and then the activation.ws Web service is evoked using the POST method to update the actual key in database.
<b>v3_1/ws/activation/{activationId}.ws</b>	GET	Retrieve activation details using activation ID.
<b>v3_1/ws/Activation.ws</b>	GET	Retrieve activations by search parameters.

### *New REST Web Services for Products*

The following new REST Web Services have been added for Reports:

Web Service	Method	Description
<b>v3_1/ws/report.ws</b>	GET	Retrieve the list of available reports. This web service returns the list of all pre-defined and custom reports.
<b>v3_1/ws/report/{reportId}.ws</b>	GET	Retrieve the list of features against the query parameters.

### *New REST Web Services for Lists*

The following new REST Web Services have been added for Lists and List Items:

Web Service	Method	Description
<b>v3_1/ws/listItem.ws</b>	PUT	Creates a new List Item using a XML string as input.
<b>v3_1/ws/listType/{listItemId}.ws</b>	POST	Updates List Item using List Item ID and List Item XML string as the input parameters.
<b>v3_1/ws/searchListItem.ws</b>	GET	Retrieve the list of list items against the query parameters.
<b>v3_1/ws/listType/{listItemId}.ws</b>	DELETE	Deletes a list item for a given listItemId.
<b>v3_1/ws/searchListType.ws</b>	GET	Retrieve the list types available in your Sentinel EMS environment for the given query parameters.

### *New Web Service for Technical User*

Sentinel EMS allows backdoor access using Technical User when using LDAP authentication or SSO. A technical user is a user who can access the Sentinel EMS resources for thirdparty integrated systems. Sentinel EMS provides a separate Web service for technical users which provides access to resources using standard authentication. A technical user cannot log on to the Sentinel EMS portal and can only log on with the help of Web service using a specific URL, which is only available for technical users. When a user logs in as a technical user, other authentication configurations such as LDAP, SSO etc. will be ignored. The following new Web Service has been added for Technical User:

Web Service	Method	Description
<b>/ems/technicalUserLogin.xml</b>	POST	Performs Technical User authentication and login.

### *Updates to Web Services*

The following changes have been applied to Web Services:



### ■ Updates to Entitlement Web Services

The Entitlement Web Services have been updated to include the Activation Method, Fixed Quantity, and Custom attributes for line items. The Entitlement XSD has been modified to include the following elements:

Element	Description
<pre>&lt;xs:element name="activationMethod" minOccurs="0" maxOccurs="1"&gt; &lt;xs:simpleType&gt; &lt;xs:restriction base="xs:string"&gt; &lt;xs:enumeration value="FIXED" /&gt; &lt;xs:enumeration value="PARTIAL" /&gt; &lt;xs:enumeration value="FULL" /&gt; &lt;xs:e- numeration value="UNLIMITED" /&gt; &lt;/xs:restriction&gt; &lt;/xs:simpleType&gt; &lt;/xs:element&gt;</pre>	Defines the <activationMethod> tag and its valid values as Fixed, Partial, Full, and Unlimited.
<pre>&lt;xs:element type="xs:integer" name="fixedQuantity" minOccurs="0" maxOccurs="1" /&gt;</pre>	Defines the <fixedQuantity> tag for Entitlement XML. This element is used if Activation Method is fixed. Fixed quantity is 1 by default.
<pre>&lt;xs:element name="customAttribute" minOccurs="0" maxOccurs="unbounded"&gt; &lt;xs:- complexType&gt; &lt;xs:sequence&gt; &lt;xs:element name="attributeName" type="xs:string" minOccurs="1" /&gt; &lt;xs:element type="xs:string" name- e="attributeValue" minOccurs="1" /&gt; &lt;/xs:sequence&gt; &lt;/xs:complexType&gt; &lt;/xs:element&gt;</pre>	Defines custom attributes at line item level.

### ■ Updates to Products Web Services

The Product Web Services have been updated to include the Product Family, Activation Method, Fixed Quantity, and Component Multiplier. The Product XSD has been modified to include the following elements:

Element	Description
<pre>&lt;xs:element name="family" maxOccurs="1" minOccurs="0"&gt; &lt;xs:complexType&gt; &lt;xs:sequence&gt; &lt;xs:choice&gt; &lt;xs:element name= "familyId" type="xs:string" maxOccurs="1" /&gt; &lt;xs:element name="familyName" type= "xs:string" maxOccurs="1" /&gt; &lt;/xs:choice&gt; &lt;/xs:sequence&gt; &lt;/xs:complexType&gt; &lt;/xs:ele- ment&gt;</pre>	Defines the <family> tag for Product Family attribute.
<pre>&lt;xs:element name="activationMethod" minOccurs="0" maxOccurs="1" type= "xs:string" /&gt;</pre>	Defines the <activationMethod> tag. Activation Method can be Fixed, Partial, Full, Unlimited, or SAOT for Products.

Element	Description
<code>&lt;xs:element name="fixedQuantity" minOccurs="0" maxOccurs="1" type="xs:positiveInteger" /&gt;</code>	Defines the <code>&lt;fixedQuantity&gt;</code> tag for Product XML. This element is used if Activation Method is fixed. Fixed quantity is 1 by default.
<code>&lt;xs:element name="componentMultiplier" minOccurs="0" maxOccurs="1" type="xs:int" /&gt;</code>	Defines the <code>&lt;componentMultiplier&gt;</code> tag for Product XML.

#### ■ Updates to Download Web Services

The Download Web Services have been updated to include the `<isAttachable>` tag. The Entitlement XSD has been modified to include the following elements:

Element	Description
<code>&lt;xs:element type="xs:string" name="isAttachable" minOccurs="0" /&gt;</code>	Defines the <code>&lt;isAttachable&gt;</code> tag for Download Web services.

## Advisory Notes

When you upgrade to Sentinel EMS 3.1.500, the installer automatically merges new relevant messages with your `messages.properties` file.

### Merging the `messages.properties` Files Manually

With every release of Sentinel EMS some new messages have been introduced in the `messages.properties` file. These messages are used as labels or resource keys in the Sentinel EMS portal. You need to manually merge the `messages.properties` files if your Sentinel EMS installation supports multiple languages (for example, English and German).

To merge `messages.properties` files:

1. Open the file `%EMSSERVER_HOME%\webapps\ems\web-inf\classes\patch_messages.properties`. This file lists all messages added after EMS 2.0.0 in a sequential manner.
2. Confirm the last version of Sentinel EMS on your machine. Copy all messages added after that. For example, if your last version of EMS was 2.5 then you need to copy all messages starting from EMS 2.5 till the last line of the file.
3. Paste the messages copied in step 2 at the end of the file `messages.properties`. This file is available at `%EMSSERVER_HOME%\webapps\ems\web-inf\classes\`.
4. If you have previously applied a language pack then you need to paste the messages copied in step 2 at the end of the language-specific properties file. Then translate the copied messages to the desired language. The path for any such file is `%EMSSERVER_HOME%\webapps\ems\webinf\classes\{locale}\messages_{locale}.properties`.

For example, if German language pack is previously applied, then you can locate the file at `%EMSSERVER_HOME%\webapps\ems\web-inf\classes\de\messages_de.properties`.



- Message labels were introduced after Sentinel EMS 2.0 release and are maintained in the *patch\_messages.properties* .
- If you have applied any language pack, you need to update the language pack files (for example, *messages\_de.properties* for German) manually for the new messages.

## Documentation Resources

Refer to the following resources for Sentinel EMS documentation.

Document	What's in it?
Release Notes (this document)	Provides information about the new features and known issues in this release.
Installation Guide	Provides detailed information about the system requirements, environment variables, and installation steps.
User's Guide	Provides details about the features available in Sentinel EMS and the steps to perform various tasks using the portal.
Configuration Guide	Provides information about administering and customizing the Sentinel EMS. It also provides the database schema of Sentinel EMS.
Web Services Guide	Provides details about the Web service components exposed to facilitate integration of Sentinel EMS with external CRM and ERP systems.
Acknowledgments	Contains acknowledgments for the third-party software used.

## Known Issues/Limitations

Given below are the known issues in this release:

- Multiple Channel Partner support causes a break in Jasper reports.
- After changing the Tomcat port from HTTP (8080) to HTTPS (8443), it takes some time to update the shortcuts to launch Sentinel EMS portal from the Start menu. For immediate results, you can restart the machine.
- Some files and folders present at `%EMS_HOME%\webapps\ems\WEB-INF`, may not be deleted after you uninstall Sentinel EMS. You need to delete these manually if required.
- In case of a conflict after upgrade, you need to map the backup (of Sentinel EMS prior version) and current locations to resolve the conflict manually. Refer to the Upgrade section in the *Installation Guide* for details.
- On a machine with a localized operating system, installation of Sentinel EMS in a directory whose name contains localized characters fails. The workaround for this is to install Sentinel EMS in a directory whose name does not contain localized characters.
- Pop-up windows in Sentinel EMS cannot be moved or dragged in Microsoft Internet Explorer 9.
- Localized characters and special characters are not accepted by the installer while accepting Database information for Oracle and SQL Server.
- Changing the password for an Active Directory user, enables the user to log in using both the new as well as the old password.
- Running reports without a filter for a large number of Entitlements (more than 40000), may cause 'Java heap memory' error.
- For Windows 8 and Windows Server 2012 (64 bit), the Internet Explorer runs in two modes, the Desktop mode and the Metro mode. User needs to disable the protected mode of Metro mode of Internet Explorer to run Sentinel EMS.
- In case of upgrade, shortcuts may not work if upgrade is from 2.0.X/2.5 to 2.9. Therefore, it is recommended that you restart the machine.
- For Active Directory, the users should be present anywhere inside the parent organizational Unit (including all child organizational units under the parent).
- The environment variable `EMSSERVER_HOME`, takes a few minutes to get activated for:
  - Modification of the configuration settings.
  - Modification post upgrade.

Therefore, it is recommended that for immediate results, you restart the machine.

- In case Cloud is selected as the default enforcement through Admin console then Test Entitlements for RMS and third party products cannot be created.

- If you enable cloud using the Modify option in the Control Panel or the installer, Sentinel EMS service stops after the modification. You will need to start the Sentinel EMS service manually.

