

SentinelEMS

Sentinel EMS 3.2
Release Notes



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Sentinel EMS 3.2 - Release Notes

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?

Cloud Usage Reports

Sentinel EMS provides support for Cloud Usage Reports. After an Entitlement and its features have been consumed by an application, you can use Sentinel EMS to generate and view different types of Cloud usage reports. These reports allow you to accurately forecast your renewal, upgrade, and budgeting figures, as well as determine how products are being deployed and used. Sentinel EMS provides the following Cloud usage reports:

- Vendor Info Usage Report: Shows usage data grouped by the vendor information.
- Feature Usage Based on Vendor Attribute Report: Provides usage information about the features that contain the specified vendor attribute.
- Grace Report: Displays a list of customers whose licenses are running in grace state, along with the feature details.
- Feature Usage Report: Displays the total usage time (in seconds) or the total usage count per feature across all users of your product.
- Product Usage Report: Displays the total usage time in seconds or the total usage count per feature for each user of a selected customer grouped by product.
- Least Popular Prepaid Features Report: Lists the specified number of least consumed features having prepaid license model.
- Remaining Executions Prepaid Report: Displays a list of customers for whom the allowed number of prepaid executions is about to exhaust.
- User Usage Report: Displays the total usage time (in seconds) or the total usage count per feature for each user of a selected customer.
- Most Popular Prepaid Features Report: Lists the specified number of topmost consumed features having prepaid license model.

Cloud Notifications

Notifications are e-mail messages sent by EMS to inform or remind the customers and software vendors about important events related to entitlements. Sentinel EMS provides a comprehensive set of rules for configuring notifications related to license state and license usage for Cloud. The following are Cloud notifications available with Sentinel EMS:

- License Subscription Expires in X Days: Notifies when the license is about to expire in the specified number of days.
- License Consumption: Notifies when the usage exceeds a specified percentage threshold.
- License Not Used From X Days: Notifies after the specified number of days if a license is not used even once after the purchase or renewal.
- License Subscription Expired: Notifies after the end date of customer's license has

- License Usage Exhausted: Notifies after the usage count of customer's prepaid license has exhausted.
- License In Grace : Notifies after the license has run out but is running in the grace state.

Outbound Services

Outbound services are implemented through an interface that allows you to create customized functions that are called when events such as Entitlement Commit, Activation or Revocation, are triggered. For example, using outbound services you can create a customized function where, whenever an Entitlement is activated, a third-party notification service is called to send promotional e-mail and text messages to the customers.

Enhancements in Web Services

New REST Web Services for Channel Partner

The following new REST Web Services have been added for Channel Partner:

Web Service	Method	Description
v3_2/ws/partner.ws	PUT	Creates a new Channel Partner using a Channel Partner XML string as input.
v3_2/ws/partner/{partnerId}.ws	GET	Retrieves Channel Partner information in form of an XML string using Channel Partner ID as input.
v3_2/ws/searchPartner.ws	GET	Retrieve the list of Channel Partners against the query parameters.
v3_2/ws/partner/{partnerId}.ws	POST	Updates Channel Partner using XML string as the input parameters.
v3_2/ws/partner/{partnerId}.ws	DELETE	Deletes a Channel Partner based on the given parameter.

New REST Web Services for User

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

Web Service	Method	Description
v3_2/ws/user.ws	PUT	Creates a new User using a User XML string as input.
v3_2/user/{userId}.ws	GET	Retrieves User information in form of an XML string using User ID as input.

Advisory Notes

When you upgrade to Sentinel EMS 3.2, 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.

Problems Corrected

In this release, the following problems have been corrected:

Ref.	Problem Description
EMSENT-4495	Inconsistent expression usage in the <code><lifecycle></lifecycle></code> tag of the Web service, <code>ws/entitlement/{entid}.ws</code> (Get Entitlement Using Entitlement ID)
EMSENT-5805	Indefinite message (License Not Available. License is not available for this feature) was displayed momentarily when working in Sentinel EMS User Interface.

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.
- For Cloud enforcement, Data load is not supported by Sentinel EMS.
- Entitlement is disabled on commit, if the 'Allow Activation' check box is not selected.

