

Sentinel EMS 4.0

Release Notes

Document Revision History

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Sentinel EMS 4.0 - Release Notes

1.1. 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.

1.2. 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.

1.3. Technical Support

You can contact us using any of the following options:

- **Business Contacts** - To find the nearest office or distributor, use the following URL:
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- **Technical Support** - To obtain assistance in using Gemalto products, feel free to contact our Technical Support team:
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- **Downloads** - You can download installers and other updated components using this URL:
www.sentinelcustomer.safenet-inc.com/sentineldownloads/

1.4. Documentation Feedback

To help us improve future versions of the documentation, we want to know about any corrections, clarifications, or further information you would find useful. When you Contact us, please include the following information:

- The title, part number (if applicable), and version of the document you are referring to
- The version of the Product you are using
- Your name, company name, job title, phone number, and e-mail ID

Send us e-mail at: **support@safenet-inc.com**

1.5. What's New In This Release?

1.5.1. Flexible User Interface

Sentinel EMS now has a more flexible and cohesive user interface for better customer experience. The user has the flexibility to modify or delay the enforcement specific decision at separate levels - catalog management, customer management, entitlement management, or activation. The user interface adapts according to the enforcement attributes.

1.5.2. Support for Leased Licenses

Sentinel EMS supports Sentinel RMS as the default enforcement technology. Sentinel Cloud Connected (SCL) licensing is an add-on for Sentinel RMS and is used in conjunction with Sentinel EMS to support leased licenses.

Leased licenses are distributed in time-sliced installments. Time-slice of the license is valid typically for a short duration and is refreshed periodically in order to continue using the licensed features. As a result, the successive installments can contain additional updates in license terms.

Sentinel EMS provides support for leased licenses that need to be renewed at frequent intervals and user has better control over the licenses delivered. You can also perform remote entitlement activation and renewal using the leased licenses.

1.5.3. Enhancements in License Model Management

Sentinel EMS supports flexible user interface that allows you to configure license parameters, such as deployment type and license type at license model level. Sentinel EMS allows you to reconfigure licenses in real time and secure updates can be delivered to customer at any instant.

Sentinel EMS now provides a flexible license model that supports the following deployment models for both standalone and network:

- Leased licenses for connected environment
- Software licenses

1.5.4. Machine Fingerprint Registration

A machine fingerprint is information collected about a device for the purpose of identification. The licenses obtained for a cloud served entitlement can be locked to specific permitted devices - clients, application servers, or both, using the machine fingerprints. If the locking information embedded in the license code does not match with the system, the licensed software fails to run on the system.

Sentinel EMS allows you to register fingerprint for systems, which will be using cloud served entitlements. Each registration is specific to a cloud served entitlement. A system can be registered for one or more entitlements. Also, an entitlement can be registered for one or more systems. This option of fingerprint registration for cloud served entitlements is available in Sentinel EMS portal (including Customer Portal) and also in Web Services.

1.5.5. Usage Based Reports

Sentinel EMS now provides the following usage reports for leased licenses:

- **Vendor Info Usage Report** - Lists consolidated usage data grouped by the vendor information.
- **Feature Usage Report** - Lists the total usage time (in seconds) or the total usage count per feature across all users of your product.
- **Product Usage Report** - Lists the total usage time (in seconds) or the total usage count per feature for each user of a selected customer grouped by product.
- **User Usage Report** - Lists the total usage time (in seconds) or the total usage count per feature for each user of a selected customer.
- **Customer List for Tampered Data** - Lists the leased license usage tampering details for all customers.
- **Customer Details for Tampered Data** - Lists leased license usage tampering details for the customer specified using Customer Reference ID.

1.5.6. Installation Enhancements

The installation process provides a new **Enforcements** screen when running in Advanced mode. This screen provides the following enforcement options:

- **RMS Enforcement** - This enforcement helps integrate RMS license management into your applications to protect your revenue streams.
- **RMS with SCL add on** - This add-on for Sentinel RMS is used in conjunction with Sentinel EMS to support leased licensing.
- **Sample Enforcement** - Sample enforcement for the purpose of evaluating Sentinel EMS workflows.

1.5.7. Web Services Enhancements

New Web Services for Reports

The following new Web Services have been added for data tampering reports:

Web Service	Method	Description
v4_0/ws/retrieveCustomerTamperList.ws	GET	This Web service is used for retrieving the list of all customers where data has been tampered.
v4_0/ws/retrieveCustomerTamperData.ws	GET	This Web Service is used for retrieving the tampered data details for the customer specified using the customer reference ID.

Details of Modified XSDs for Sentinel EMS 4.0 Web Services

XSD	Element	Description
License Model	<overwriteAllowed>	This element when set to true specifies that the deployment attribute of the license model is of the type fixed. When fixed, the specified deployment type cannot be overridden at the time of creating an Entitlement.
License Model	<RegularExpression>	This element specifies the valid values for the <attributevalue> tag in form of a regular expression.

1.6. Advisory Notes

When you upgrade to Sentinel EMS 4.0, the installer automatically merges new relevant messages with your *messages.properties* file.

1.6.1. 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.

1.7. Problems Corrected

In this release, the following problems have been corrected:

Ref.	Problem Description
EMSENT-8581	Customized License File Name using KEY_FILE_NAME_TMPL attribute does not work. License file is always generated as 'lserverc'.
EMSENT-9245	Incorrect Product Custom Attributes sent to LicGen layer.
EMSENT-8372	Issues while using searchEntitlement web service. When trying to search entitlements using refId2 the web service returns an internal error.
EMSENT-8124	LexisNexis - When editing a line item, the "Feature Selection and License Model Configuration" section is virtually unusable
EMSENT-8687	Channel Partner name is limited to 30 characters.
EMSENT-8891	The message, 'Pending re-credit for revoke' is not properly displayed on the EMS home page.
EMSENT-8792	Allow Revocation is always set to true when entitlement is created using Web Service.
EMSENT-8791	After customizing Entitlement Certificate using JSP, the Entitlement Certificate e-mail for third party enforcement is fetched from TP_customEntitlementCertificate.jsp.
EMSENT-8228	HTTP port forwarding issue with load balancer.
EMSENT-8688	When using RMS 8.6 DLLs and selecting RMS 8.6 as License version, it is not possible to select Custom Lock Criteria as locking codes in the License Models.
EMSENT-9573	EMS doesn't upgrade from RMS 8.5 to 8.6
EMSENT-8492,	License model does not get associated automatically with the feature while creating entitlement.

1.8. 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.

Document	What's in it?
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.

1.9. 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.

- Entitlement is disabled on commit, if the 'Allow Activation' check box is not selected.
- The Modify Entitlement using Entitlement XML web service is not functional for users logged in as Channel Partners.

- Increase script timeout of web browser if page appears unresponsive when handling huge data sets.
- Licensing attributes of License Models are not displayed during the process of adding product to an entitlement.
- Attribute sequence displayed in Entitlement details is different from the sequence that appears in the Create Entitlement window.
- A product cannot be edited nor it can be added to an entitlement if two or more features are associated to it using the web service, 'Associate Features With a Product'.
- Features using Flexible license model and features using other RMS license models cannot be added to the same Product.
- For Cloud served entitlements, the base entitlement cannot be deployed if split and/or transfer transaction is performed over it.
- While installing Sentinel EMS, the installer might not be able to detect the RMS dlls even if Sentinel RMS is already installed on the system. For such a scenario, the RMS dlls need to be uploaded using the Admin console.