

# Sentinel EMS 4.1

## Release Notes

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# Sentinel EMS 4.1 - Release Notes

## 1.1. About This Document

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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

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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

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You can contact us using any of the following options:

- **Business Contacts** - To find the nearest office or distributor, use the following URL:  
<https://sentinel.gemalto.com/contact-us-sm/>
- **Technical Support** - To obtain assistance in using Gemalto Sentinel Products, feel free to contact our Technical Support team:
  - Phone: 800-545-6608 (US toll free), +1-410-931-7520 (International)
  - E-mail: [support@safenet-inc.com](mailto:support@safenet-inc.com)
  - URL: <https://sentinel.gemalto.com/technical-support-sm/>
- **Downloads** - You may want to explore updated installers and other components here:  
<https://sentinel.gemalto.com/technical-support-sm/>

## 1.4. Documentation Feedback

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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](mailto:support@safenet-inc.com)**

## 1.5. What's New In This Release?

This section provides details about the new features and enhancements included in this release:

### 1.5.1. Support for the Cloud Connected License Model

The Cloud Connected license model has been introduced in Sentinel EMS to support SCL Add on's "Cloud Served – Connected" deployment mode. This mode is primarily meant for hosted and / or always connected applications to leverage the benefits of cloud licensing.

The Cloud Connected license model provides various licensing attributes that help in controlling the behavior of cloud-based applications. Some of these are: License Validity, Named User Licensing, Concurrency, Count, and Vendor Info, as shown in the screenshot below.

To learn more about it, refer to the Sentinel EMS User's Guide:

The screenshot displays the 'Add License Model' configuration interface in Sentinel EMS. The interface includes a navigation bar with tabs for 'Product', 'Feature', 'Product Suites', 'License Model', and 'Namespaces'. The main content area is titled 'Add License Model (Copying License Model "Connected License Model")' and contains several sections:

- License Model Name:** A text input field.
- Description:** A dropdown menu set to 'Connected license model'.
- Deployment Type:** A dropdown menu set to 'Cloud Served - Connected', which is highlighted with an orange border.
- License Duration:** A section with a 'Start from activation date' checkbox, 'Start date' (01/01/2016 12:00 AM), 'End date' (01/01/2017 12:00 AM), and a 'Never expires' checkbox. 'Grace Days' is set to 0.
- Limits:** A section with 'Usage Limit' (1-2147483647) and 'Concurrency Limit' (1-32752), both with 'Unlimited' checkboxes. 'Grace Limit' is 0 and 'Concurrency Criteria' is 'Per Login'.
- Vendor:** A section with a 'Vendor Info' text input field.

At the bottom right, there are 'Save' and 'Cancel' buttons.

The Cloud Connected License Model Screen in Sentinel EMS

## 1.5.2. Support for Named User Licenses with the Cloud Connected License Model

Named User Licensing allows ISVs to create licenses that can be consumed only by specific users or entities. A named user license gives exclusive licensing rights to users whose names have been specified in the license. This is done by ISV or the end customer by listing the names against each product in an entitlementment.

Named User licensing, when used in conjunction with concurrent licensing, controls not only *who* can access the licensed application but also *how many users* can access it simultaneously. For example, a word processor concurrent license may allow access to 50 users, but only up to 10 users can run the licensed application concurrently at any given time.

This feature is available with the Cloud Connected License Model and allows vendors to add, delete, and modify the named users in an entitlementment. The following screenshot displays the Named User Management screen.

To learn more about it, refer to the Sentinel EMS User's Guide:

The screenshot displays the Named User Management interface. At the top, there is a navigation bar with tabs: Home, Entitlements (selected), Activations, Customers, Channel Partner, Catalog, Users, Reports, Configure, and Tools. Below this, a sub-menu is visible with options: Entitlements, Batch Entitlements, Test Entitlements, and Named User Management (highlighted with an orange box). The main content area includes a search bar with 'EID' selected and a search button. A table on the left shows a list of entitlements with columns for Status, Customer Name, and EID. The main content area is divided into sections: Entitlement Details (Customer ID: qwe, Customer Name: qwe), Associated Products (Prd 1), and a table for Named Users. The table has columns for Product, Total, Deployed, Draft, and Remaining. Below this is a 'Named Users List' section with a search bar, an 'Add' button, and 'Deploy' and 'Delete' buttons. The list is currently empty, showing 'No records found'.

Product	Total	Deployed	Draft	Remaining
Prd 1	111	0	0	111

The Named User Management Screen in Sentinel EMS



### 1.5.3. Support for License Manager Redundancy

Sentinel EMS now supports License Manager redundancy using the Flexible License Model for both Cloud Served - Lease and On-premise deployments. It is useful for customers who have a large network installation and want to ensure high-availability of licenses. This requires three or more License Managers to be set up in redundant configuration so that when the primary License Manager goes down, the remaining License Managers provide high availability seamlessly.



This feature was earlier available for On-premise deployments only.

To learn more about it, refer to the Sentinel EMS User's Guide

### 1.5.4. Support for Sentinel Fit Enforcement

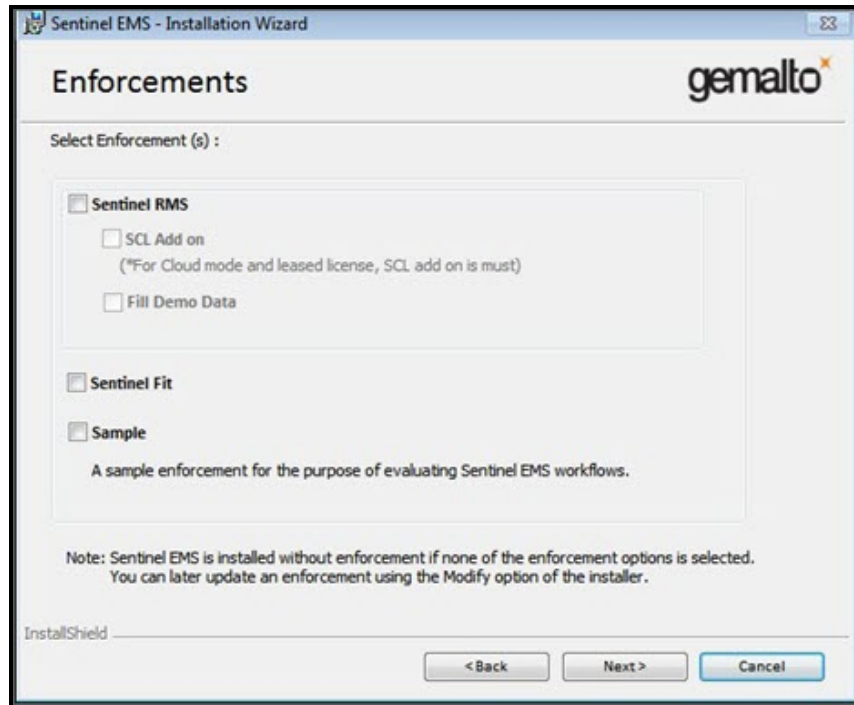
Sentinel EMS now also provides entitlement management for the Sentinel Fit enforcement. Sentinel Fit is a light-weight licensing solution intended for use with embedded devices. It offers extremely small footprint with minimal licensing features suitable for embedded devices. For more information about Sentinel Fit, contact your Gemalto's sales representative.

### 1.5.5. Support for Sentinel RMS v9.1

Sentinel EMS v4.1 provides support for the Sentinel RMS v9.1 enforcement. To learn more about the new features of Sentinel RMS v9.1, refer to its release notes.

### 1.5.6. Added a New Enforcements Screen in the Sentinel EMS Installer


The Sentinel EMS installer now displays the a screen (see below) that allows choice of enforcements supported during the installation process. As a result, only the components corresponding to the chosen enforcement(s) are installed.



Enforcements Screen in the Sentinel EMS Installer

The table below lists the enforcements supported in Sentinel EMS v4.1:

Enforcement	Description
<b>Sentinel RMS</b>	Installs components specific to the Sentinel RMS enforcement, in the following variations: <ul style="list-style-type: none"> <li>■ To support only the on-premise deployments, select only the <b>Sentinel RMS</b> check box. See also:</li> <li>■ To support Cloud Served - Lease and/or Connected deployments, also select the <b>SCL Add On</b> check box. See also: "<a href="#">Support for Sentinel RMS v9.1</a>" on page 9.</li> </ul>
<b>Sentinel Fit</b>	Installs components to support Sentinel Fit enforcement. See also: " <a href="#">Support for Sentinel Fit Enforcement</a> " on page 9
<b>Sample</b>	Installs components to support evaluation of basic workflows of Sentinel EMS.


 When upgrading from Sentinel EMS v4.0 to 4.1, the SCL Add on support will be upgraded only if it existed in the v4.0 installation. As a result, Flexible License Model of Sentinel EMS 4.0 automatically upgrades to support Cloud Served - Connected license model in Sentinel EMS 4.1.

For more information about the Sentinel EMS installation, refer to the latest Sentinel EMS Installation Guide.

### 1.5.7. Enhanced Administration Console

The Sentinel EMS Admin console has been restructured to present the configuration settings intuitively—grouped as per the chosen Enforcement(s).

For details about the configuring using the Administration Console, refer to the latest Sentinel EMS Configuration Guide.

### 1.5.8. Web Services Introduced in This Release

This section provides a list the new web services added in this release to support named user management and generating reports:

New Web Service	Method	Description
<b>Web Services for Named User Management</b>		
<i>v4_1/ws/namedUser.ws</i>	PUT	Adds named users to an Entitlement.
<i>v4_1/ws/namedUser.ws</i>	POST	Overwrites existing named users associated with an entitlement with new named users.
<i>v4_1/ws/entitlement/{eid}/namedUser.ws</i>	GET	Retrieves named users.
<i>v4_1/ws/entitlement/{eid}/namedUser.ws</i>	DELETE	Deletes named users.
<i>v4_1/ws/entitlement/{eid}/namedUser.ws</i>	POST	Deploys named users.
<b>Web Services for Generating Reports</b>		
<i>v4_1/ws/retrieveUsageReport.ws</i>	GET	Retrieves the raw usage report.
<i>v4_1/ws/retrievePeakConcurrencyReport.ws</i>	GET	Calculates the peak concurrency for the given data.
<i>v4_1/ws/retrieveProvisioningDataReport.ws</i>	GET	Retrieves the provisioning data.

For more information about the web services listed here, refer to the latest Sentinel EMS Web Services Guide.



All Web services of version V11 will not be supported in Sentinel EMS v4.1 (and higher).

## 1.6. Advisory Notes

When you upgrade to Sentinel EMS 4.1, 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-14184	Activation details contain null download element when schema indicates it should be omitted.
EMSENT-14183	Activation responses contain invalid keywords for activation state per schema.
EMSENT-14056	The closeSession call is rejected with the 'Invalid Web service version provided in Accept header' message.
EMSENT-13979	Two different schemas define same root element.
EMSENT-13411	Empty telephone number being stored for contact person.
EMSENT-13409	Wrong telephone number information being captured.
EMSENT-13304	Misleading password error message in EMS Customer Portal.

Ref.	Problem Description
EMSENT-13303	An unexpected HTML tag   was inserted in the activation email notification template.
EMSENT-13242	Unable to switch EMS languages locale back to English in EMS Portals.
EMSENT-12865	Many reports are not working in all formats.
EMSENT-12863	Error while trying to run a custom report.
EMSENT-12198	EMS Data Import functionality error.
EMSENT-12191	Password recovery from customer login/recovery is failing.
EMSENT-12119	Documentation issue with reports.
EMSENT-11674	Unable to use split/transfer with a disabled contact.
EMSENT-11650	EMS GUI design flaw - Pressing 'Enter' on keyboard in 'Filter by - product name' results in empty product list.
EMSENT-11451	AID is not appended to license string if activation is done via Web Service.
EMSENT-11431	Hard users limit value in EMS entitlement is mistakenly overwritten by the number of activations of the same entitlement.
EMSENT-11253	EMS 3.2 EntitlementCertificateEmail.tpl contains wrong element ID reference.
EMSENT-10719	Issues while using searchEntitlement web service.

## 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.
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

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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.