

Sentinel EMS

RELEASE NOTES

Release Version: 4.4

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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.

New Features and Enhancements

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

REST API Enhancements

The following are the feature highlights of the Sentinel EMS REST APIs v5 for this release:

- **SCL Add-on Support:** All legacy web services for SCL Add-on have been migrated to Sentinel EMS REST APIs.
- **Batch Entitlements:** Batch entitlements can be created through REST APIs based on any reference entitlement.
- **Custom Attributes:** REST APIs can be used to create, update, and delete custom attributes.
- **Search Enhancements:** Functionality of current search REST APIs has been extended to include association and multiple ID search.
- **Time zone:** Time zone support is available in the REST APIs for customer and activation. Time zone activation helps customize the usability period of the licenses and orders for a customer.

Note:



- For more information about the EMS REST API listed here, refer to the latest *Sentinel EMS REST API Guide*.
 - The Sentinel EMS REST APIs v4.2 are supported in the Sentinel EMS 4.4 release to maintain backward compatibility. The *Sentinel EMS 4.2 Web Service Guide* is archived and available online.
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Updates for Version-less Products

The following updates have been performed for version-less products:

- **Terminology updates**

The labels and terms used for version-less products in the earlier releases have been updated as described below:

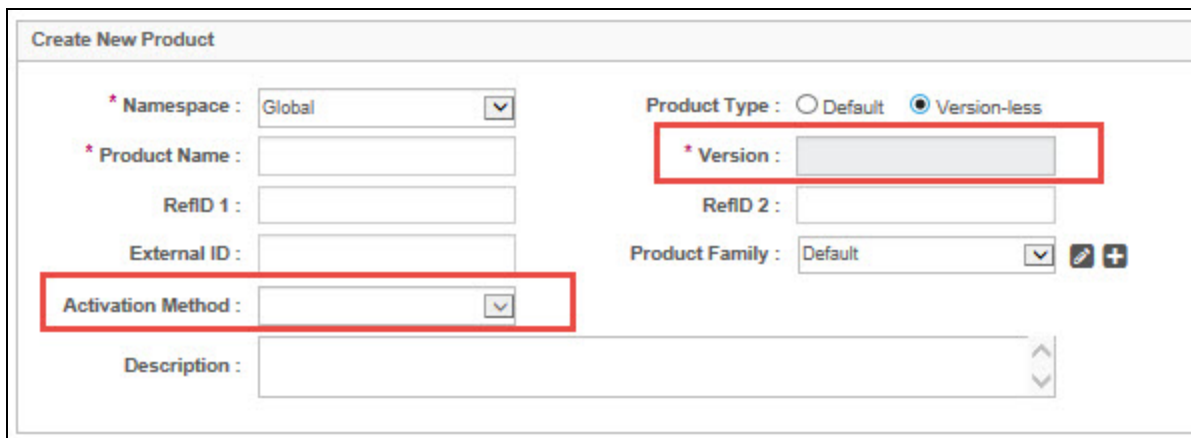
Previous Icon	Term used in Previous Releases	Term used in Current Release	New Icon	Description
	Parent product	Version-less product		A parent product is now referred to as a version-less product. The label to specify this product type option has been updated in the screens used to create and edit product and entitlement information.

Previous Icon	Term used in Previous Releases	Term used in Current Release	New Icon	Description
	Child product	Variant		A child product of a version-less product is now referred to as its variant. The workflow for creating a variant for a version-less product has also been updated.
	Enable Version-less Entitlement	Enable Version-less Product		This property to enable or disable version-less products is available in the Administration Console. This property is enabled by default.
	Version-less entitlement	Dynamic entitlement		The entitlements created using version-less products are also referred to as dynamic entitlements in the product documentation.

- **User Interface and Workflow Changes**

The following updates have been performed in the user interface and its workflow for version-less products:

- Since Version and Activation Method are not required inputs for version-less products, these fields are disabled on the product creation screen when the product being created is a version-less product. The following screen highlights the disabled fields for a version-less product on the Create New Product screen .



The screenshot shows the 'Create New Product' form. The 'Product Type' is set to 'Version-less'. The 'Version' field and the 'Activation Method' dropdown are highlighted with red boxes, indicating they are disabled for this product type. Other fields like 'Namespace', 'Product Name', 'RefID 1', 'External ID', 'RefID 2', and 'Product Family' are visible and appear to be active.

- The process of creating a variant has been separated from the product creation screen. A variant can be created using the **Create Variant** button that appears on the Products page for a version-less product. Features can be directly added to a variant to include them in version-less product definition. For more information, refer to the *Sentinel EMS User Guide*. The screen to create a variant is displayed below:

Create Variant

Namespace : Global Product Type : Variant

Product Name : Calculator * Version :

RefID 1 : RefID 2 :

External ID : Product Family : Default

Activation Method : Fixed * Fixed Quantity : 1

Description :

Available

 Name
 Add
 Subtract

Features Associated

Features	Excludable?	Default	Default License Model	Fixed
<input type="checkbox"/> Select All	<input checked="" type="checkbox"/>	ON <input type="text"/>		<input checked="" type="checkbox"/>
<input type="checkbox"/> Subtract	<input checked="" type="checkbox"/>	ON <input type="text"/>	Auto Checkout (Sentinel RMS 1 <input type="text"/>)	<input checked="" type="checkbox"/>
<input type="checkbox"/> Add	<input checked="" type="checkbox"/>	ON <input type="text"/>	Auto Checkout (Sentinel RMS 1 <input type="text"/>)	<input checked="" type="checkbox"/>

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Enforcement Extension

* License Version:

* VM Detection:

* Num usernode:

* Primary 1 criteria (in hex):

* Secondary 1 criteria (in hex):

- All variants have the same name as their associated version-less product, although each variant has a different version number. You can also provide a different description for each variant. When activating a variant for a version-less product, the end user can read this description to help differentiate between the available variants.

Activate Product(s) ? X

EID:4c005c4e-0707-42ba-b718-930fc6e9655d

▼ Enter Quantity

Product	Variant	Remaining Quantity	Quantity	External ID	
Calculator	An Advanced variant for Calculator (version-less product).	Advanced	1	1	

RMS Client Info values for the selected criteria can be obtained using the [Wechoid tool](#)

Activatee Email Address: Add if not already available.

Send Notification:

Device: New Available

Device Name:

Primary 1 criteria (in hex): Disk ID

* Primary 1 info:

Time Zone: (GMT+00:00) Default [Change](#)

Remarks:

Activate **Cancel**

Dynamic Entitlements Supported for Leased Licenses

Support for dynamic entitlements using version-less products has been extended for leased licenses. Dynamic entitlements that could only be created for legacy Sentinel RMS license models in the previous release can now be created for the Flexible License Model (used for generating leased licenses).

Feature Update for Leased Licenses

Leased licenses generated through the Flexible License Model in Sentinel EMS support the following features:

- **Line item support:** When creating a leased entitlement, the "Entitlement As Whole" option appears unselected by default. This is to support activation of a leased entitlement at the line item level. The workflow for registering a fingerprint for a lease entitlement has been modified in the Sentinel EMS portal. Each line item can have a separate fingerprint registration and can be activated separately.
- **Activation for Lease Entitlements:** Registration of fingerprint for a lease entitlement is done using Sentinel EMS but the activation is done using the Sentinel Cloud Plug-in (SCP). SCP refers to the plug-in that is integrated with the Sentinel RMS components to provide cloud licensing capabilities. The Activate button used to activate entitlements is not available for lease entitlements.
- **Full Activation Method support:** The activation method "Full" is now also supported for leased entitlements. When the activation method specified for an entitlement is "Full", the user must activate the entire quantity provided in one

activation.

- **Revocation for Lease Entitlements:** Revocation is supported for lease licenses using **Complete Revoke** option available in the user interface.

Concurrent Session Management

Support for concurrent session management is available for Cloud Served - Connected deployment mode. Sentinel EMS allows you to manage sessions for cloud connected entitlements where products contain at least one feature, which is concurrent. User with sufficient privileges can view and delete the session details.

Update for Product Data Import

Data import support has been extended for adding product in draft state without features. The state of a product can be imported along with the product information using the **Import Data** button available in the user interface. A field that specifies the state of a product has been included in the CSV and XML used for importing product details.

Refactored E-mail Templates

The JSP e-mail templates used for generating the license certificate and the entitlement certificate have been refactored to have a consistent look as the TPL e-mail templates.

Advisory Notes

When you upgrade to Sentinel EMS 4.4, the installer automatically merges new relevant messages with your *messages.properties* file.

Merging the *messages.properties* Files Manually

With every release of Sentinel EMS, new messages are 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 the *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, copy all messages starting from EMS 2.5 until 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, paste the messages copied in step 2 at the end of the language-specific properties file. Next, translate the copied messages to the desired language. The path for any such file is `%EMSSERVER_HOME%\webapps\ems\web-inf\classes\{locale}\messages_{locale}.properties`.

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

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- 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.
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Backward Compatibility

The following are the changes in Sentinel EMS 4.4 that may break the backward compatibility of earlier versions:

- **For a committed Cloud Served - Lease or On-premise Served entitlement, if the "Entitlement As Whole" property is enabled then:**
 - **An individual line item cannot be disabled or enabled. All line items present in an entitlement can be collectively disabled or enabled.**
 - **A new line item cannot be added.**
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Solution

Line items could be added and disabled in a committed Cloud Served - Lease or On-premise Served entitlements in the earlier versions but such entitlements could not be activated. These entitlements could not be deployed or consumed. With the above update in the current release this issue is controlled. Entitlements that could not be deployed and were not in use in the previous release can be maintained in the system or closed as required.

- **Lease entitlements that support Redundancy can be created with activation method "Full" only.**
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Solution

In the earlier versions, lease entitlements that support Redundancy were always created with the activation method "Fixed" and quantity "1".

To migrate existing lease entitlements that support Redundancy from an earlier version to Sentinel EMS 4.4, contact Gemalto Technical Support.

Resolved Issues

The following problems are corrected in the Sentinel EMS 4.4 release:

Ref. #	Description
SM-36775	<p>No ESD download links in E-mails.</p> <p>When an entitlement is created for a product that has an associated download, the URL to the download is not available in the e-mail notification.</p>
SM-36719	<p>Incomplete response while trying to update a contact using the web service.</p> <p>When trying to update a contact using the web service, /ems/v4_2/ws/contact/, the response XML is truncated at the attribute value for custom attributes.</p> <p>The requirement is that the XML response should also display details of custom attributes.</p>
SM-35925	<p>Unable to set different values of custom attributes when performing multiple activations using one activation.ws call.</p> <p>When multiple activations are performed using the web service, ems/v4_1/ws/activation.ws, separate values of a custom attribute across activations cannot be updated using one web service call.</p>
SM-35908	<p>Transaction history does not show custom attribute value.</p> <p>Transaction history details display only the names of custom attributes instead of name and value combination.</p>
SM-35904	<p>The customerId parameter of searchEntitlement web service is not working.</p> <p>When the parameter customerId is used with the web service, /ems/v4_2/ws/searchEntitlement.ws, it does not return the expected response.</p>
SM-35773	<p>Advanced search on "Renewal" (for entitlement) is causing database spike and system crash.</p> <p>When the "Advanced Search" option for entitlements is used with the renewal parameter, it causes a CPU spike which eventually leads to a crash.</p>
SM-35660	<p>Download Custom Attributes XML is not working in 4.3</p> <p>It is possible to use XML custom attributes for Download template in Sentinel EMS v4.2.901 but not with Sentinel EMS v4.3.100.</p>
SM-35545	<p>Entitlement fails to save when adding products with a large number of features.</p> <p>When products including four hundred or more features are added to an entitlement, it results in a failure to create the entitlement.</p>

Ref. #	Description
SM-35477	<p>Length of description for Add Customer is different in user interface and web services.</p> <p>The maximum length accepted for customer description from the user interface is 240 characters. From web services, the accepted maximum length is 510 characters. The behavior should be consistent for both user interface and web service.</p>
SM-33937	<p>Entitlement Advanced Search - wrong search result for list type custom attributes.</p> <p>Advanced search for entitlements is not working for list type custom attribute.</p>
SM-33539	<p>Unable to change password for Channel Partner login.</p>
SM-33446	<p>Wrong AvailableQuantity values in Transactions history for activation\revocation.</p> <p>The remaining activation value displayed for activation and revocation in the transaction history records is incorrect and not aligned with the actual values displayed in the entitlement details.</p>
SM-33191	<p>Entitlement import fails for product suites.</p> <p>It is not possible to import an entitlement XML that includes a product suite as a line item. The following error is displayed - An internal error occurred. Contact the system administrator for assistance.</p>
SM-32723	<p>Error when deleting test entitlement for third-party license generator.</p> <p>Test entitlements associated with a third-party license generator is not deleted after revocation. The expected result is that it should be successfully deleted after revocation.</p>
SM-32480	<p>Unable to modify entitlement when activation method is set to partial.</p> <p>A committed entitlement that was created for a product with the "Partial" activation method cannot be modified to add another product with the same activation method.</p>
SM-19876	<p>For a Flexible Leased License, Locking Code/Fingerprint option should be removed from search drop down list as it is not relevant.</p> <p>Search using locking code is applicable for legacy Sentinel RMS license models (such as Commuter, Auto Checkout etc.) and not relevant for lease licenses created using Flexible License Model. The search drop down should display the option "Locking Code" instead of "Locking Code/Fingerprint" for entitlements that are created for legacy Sentinel RMS licenses or for Flexible on-premise licenses.</p>
SM-19403	<p>After activation, a feature can be added to a product but cannot be deleted.</p>

Known Issues

The known issues for the release are categorized and listed below:

Related to Sentinel EMS Installation/Upgrade/Uninstallation

- In the event of a conflict after the Sentinel EMS upgrade, map the backup (of the earlier version of Sentinel EMS) and current locations to resolve the conflict manually.
Refer to the [Upgrading Sentinel EMS](#) section in the *Sentinel EMS 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.
- Localized characters and special characters are not accepted by the installer while accepting the Database information (while providing the User Name and Database Name) for SQL Server. Similarly, Password does not accept localized characters (though numbers and special characters such as !, @ and # are allowed).
- 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. To overcome this scenario, upload the RMS DLLs using the Admin console. See [Configuring RMS License Generator Manually](#) for details.
- The environment variable EMSSERVER_HOME, takes a few minutes to get activated after the following tasks:
 - Modification of the configuration settings
 - Sentinel EMS upgradeFor immediate results, restart the machine.
- Some files and folders present at `%EMS_HOME%\webapps\ems\WEB-INF`, may not be deleted after the Sentinel EMS is uninstalled. You need to delete these manually, if required.
- The `tools.jar` file should be available at `JRE\lib` to execute the Sentinel EMS Windows service pack installer to avoid warning. To overcome this issue, make sure that the `tools.jar` file is for the specific JRE version installed on your machine and is available in the `JRE\lib` folder.

Related to Sentinel EMS Shortcuts

- When the Tomcat port is changed from HTTP (8080) to HTTPS (8443), it takes some time to update the Sentinel EMS shortcuts—the shortcuts used for launching the Sentinel EMS portal from the Start menu or through the web browser. To overcome this issue, restart the machine.

Related to Web Browsers

- For Windows 8 and Windows Server 2012 (64-bit), the Internet Explorer runs in two modes—the Desktop mode and the Metro mode. A user needs to disable the protected mode of the Metro mode in order to run Sentinel EMS.
- The Sentinel EMS web page appears unresponsive when handling huge data sets. To overcome this, increase the script timeout of the web browser.

Related to Features/License Models/Entitlements/Downloads

- Licensing attributes of license models are not displayed during the process of adding a product to an entitlement.
 - If a variant is directly added to an entitlement, the Enforcement Extension attributes set during the product creation are not reflected in the entitlement or activation. Instead, the entitlement or activation reflects the default values of the License Model.
 - Features using the Flexible license model and features using other Sentinel RMS license models cannot be added to the same product.
 - The attribute sequence displayed in the entitlement details is different from the sequence that appears in the Create Entitlement window.
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- For Cloud-served entitlements, the base entitlement cannot be deployed if a split and/or a transfer transaction is performed over it.
 - For the ISV portal, the Downloads tab page to view download details corresponding an entitlement does not render correctly if the number of downloads is more than 20 and the download definition contains custom attributes.
 - For leased licenses using default products, if the "Start from activation date" option is enabled in a license model defining a feature, then the duration of consumption of a feature is overridden by the duration defined at line item level. This means that if in an entitlement, a feature duration is for 1 year and the line item duration is 2 years, then the feature can still be consumed for 2 years.
This issue is also applicable for leased variants in version-less products as well, whether the "Start from activation date" option is enabled or disabled.
Note: If the "Copy License Date from Line Item" property is enabled in the Administration Console, then the behaviour is as documented where the dates in the license model are copied from the dates of the line item.
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Related to Reports

- Multiple channel partner support causes a break in the Jasper reports.
 - Running reports without a filter for a large number of entitlements (more than 40,000) may cause the 'Java heap memory' error.
 - Pop-up windows in Sentinel EMS cannot be moved or dragged in Microsoft Internet Explorer 9. Consider using a later version of Internet Explorer.
 - It may require up to 24 hours for the ESD data to be reflected in the ESD reports.
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Documentation Resources

The documentation resources for Sentinel EMS are listed in the table below. These can be accessed from the page: <http://sentinelems.gemalto.com>.

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 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.
REST API Guide	Provides details about the REST API components exposed to facilitate integration of Sentinel EMS with external CRM and ERP systems.
Getting Started Guide - Sentinel EMS REST APIs	Provides a scenario and workflow where the user will log in and create entities such as Features, Products, and Entitlements based on parameters defined in the scenario using Sentinel EMS REST APIs.

Support Contacts

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:

- Customer Support Portal (preferred):
<https://supportportal.gemalto.com/csm?id=sentinel>
- Phone:
 - AMER: 800-545-6608 (US toll free), International: +1-410-931-7520
 - EMEA/APAC: <https://supportportal.gemalto.com/csm?id=sentinel>
Click “Contact us”
- E-mail (only if you cannot submit the technical issue via the portal)
 - technical.support@gemalto.com

Downloads

To download installers and other updated components:

<https://sentinelcustomer.gemalto.com/sentineldownloads/>