FlexNet Manager Cloud migration to Amazon Web Services and Flexera Identity and Authentication Management

Frequently Asked Questions

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Change History

Date	Change
May 18, 2020	Initial version
May 18, 2020	Added question 12

Purpose

The purpose of this document is to provide answers to common questions related to migration of FlexNet Manager Cloud infrastructure from Flexera Private Datacenter to Amazon Web Services (AWS) based infrastructure and migration to Flexera Identity and Access Management.

Frequently asked Questions

1. What are the changes with FlexNet Manager Cloud?

a) FlexNet Manager Cloud environments are moving from Flexera Datacenters to AWS hosted environment. The move will be completed by Flexera on dates specified below during a planned maintenance window without impacting your day-to-day operations.
  i) Customers currently hosted in the US instance will be moving to the AWS region in Oregon with a secondary backup in Northern Virginia region.
  ii) Customers currently hosted in the EU instance will be moving to the AWS region in Frankfurt, Germany with a secondary backup in Dublin, Ireland region.
b) FlexNet Manager Cloud will also be transitioning to a new Identity and Access Management (IAM) service which will be shared by all Flexera SaaS-delivered products. In addition, as part of moving to this new IAM services, we will be updating our User Interface (UI) to a common style with other Flexera SaaS offerings. This will entail a new URL and common login/authentication and common navigation. There will be a window for customers to transition to the new IAM service and UI. Dates are listed below for EU and North America customers. You may choose when to transition within that window.

2. Why is FlexNet Manager Cloud moving to AWS?

a) Flexera is focused on improving performance and reliability of our system. These changes will provide a number of immediate benefits, including:
  i) Increased reliability and scalability for your business-critical tasks,
  ii) Faster delivery of new features while reducing downtime,
  iii) Significant reduction in disaster recovery times, and
  iv) A common URL, login, and user experience for your SaaS-based solutions from Flexera
b) In addition, this move also provides a foundation for significant product enhancements planned for later this year, including:
  i) Major improvements in inventory normalization,
  ii) Advanced license reconciliation processes, as well as, and
  iii) Deeper integration with other SaaS solutions from Flexera

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3. Why is FlexNet Manager Cloud moving to a new Identity and Access Management (IAM) service and User Interface?

a) The new IAM service will provide customers a single URL and a unified way to authenticate users across all Flexera's SaaS solutions. Customers will be able to seamlessly move between various Flexera SaaS solutions without the need to re-authenticate.

b) The FlexNet Manager UI changes will provide customers with a common way to access functionality across all Flexera SaaS solutions.

4. When will FlexNet Manager Cloud move to being hosted in AWS?

a) Customers running in the North America and EU datacenters will be moved on different schedules, but all customers in a region will be migrated at the same time. We will move UAT environments first, giving customers time to test prior to the production cutover.
   i) EU Target Dates:
      (1) EU UAT move to AWS – May 27, 2020
      (2) EU Production move to AWS – July 11,2020
   ii) North America Target Dates:
      (1) NAM UAT move to AWS – June 18, 2020
      (2) NAM Production moves to AWS – August 1, 2020

5. What is the timing for FlexNet Manager Cloud transitioning to the new IAM service and User Interface?

a) There will be a several month window of time for the transition to IAM and the new user Interface. You can choose when to transition during those dates.
   i) EU Target Dates
      (1) Window opens – Q3 2020
      (2) Transition must be complete – TBD - Approximately 3 months later
   ii) North America Target Dates
      (1) Window opens – Q3 2020
      (2) Transition must be complete – TBD - Approximately 3 months later

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6. What actions will I need to take related to FlexNet Manager Cloud move to AWS?

a) Customers who whitelist outbound internet traffic will need to update their whitelists to include the new IP ranges/domains needed for AWS as well as the new IAM service.

    i) You can request the list of domains and IP addresses to be whitelisted by sending a request to Flexnet-Whitelist@flexera.com. In some cases, we are now shifting to dynamic IP addresses, which requires you to whitelist by domain.

    ii) You will need to maintain whitelisting for the old datacenter IP address until the cutover is complete.

b) We will notify customers in each region before UAT is migrated to AWS. Customers are encouraged to test accessing the FlexNet Manager UI and beacon connectivity in UAT. This will allow customers to identify any changes that need to be made in their environment (e.g. update of firewall rules).

7. What actions will I need to take related to the new Identity and Access Management and User Interface?

a) Customers who leverage single sign on (SSO) for FlexNet Manager Cloud must connect their Identity Provider to the new IAM service. You will be able to set up this connection through the IAM user interface once the window opens for the transition. You can then test the new IAM system in parallel while using the same underlying data. Once you are ready to make the move, simply direct your users to the SSO option linked to the new IAM. You must complete the move by the date listed above, at which time the old FlexNet Manager Cloud URL will be redirected.

b) Customers who leverage username and password can also choose when to transition to the new IAM service during the specified window. We will automatically load all usernames and passwords to the new IAM service at the beginning of the transition window. You can use the new URL (app.flexera.com) to test in parallel, and then simply direct all your users to the new URL when you are ready. You must complete the move by the date listed above, at which time the old FlexNet Manager Cloud URL will be redirected.

    i) If you have made changes to users or passwords during this window, you can request a re-sync of user IDs and passwords by submitting a support ticket. Please allow 5 business days for this update.

c) Customers who whitelist outbound internet traffic will need to update their whitelists to include the new domains needed for AWS as well as the new IAM service.

    i) You can request the list of domains and IP addresses to be whitelisted by sending a request to Flexnet-Whitelist@flexera.com. In some cases, we are now shifting to dynamic IP addresses, which requires you to whitelist by domain.

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ii)   You will need to maintain whitelisting for the old datacenter IP address until the cutover is complete.

d)   We recommend that you familiarize with the UI changes in UAT environment, prior to completion of the transition. The menu for FlexNet Manager will move to the left side of the screen and some menu options will change.

e)   After transition to the new IAM service, all customers will access FlexNet Manager Cloud using a common URL and will no longer have customer specific URL (i.e. customer_name.flexera.com).

8.   Do I need to update my FlexNet Manager Beacon or agents?

a)   No beacon or agent updates are required, and no beacon configuration changes are required.

9.   What about the security of FlexNet Manager Cloud?

a)   We will continue to focus on providing the high level of security that you have come to expect from Flexera. We have provided a new FlexNet Manager Cloud Security document (available separately) that describes all the details of security for FlexNet Manager Cloud in AWS, including how data is encrypted.

10.   What happens if I do not want to move to AWS or store my data in AWS?

a)   All customers in a region will be moved to AWS at the same time. If you do not wish to allow your environment to move to AWS, you will need to discuss your options with your Customer Success representative.

11.   How will the service be cutover to AWS?

a)   Flexera will provide Maintenance Window notification prior to the move, using existing Maintenance Window notification mechanisms. On the day of migration, we will sync changes from the data center to the AWS environment. We will then update our DNS records to point to the new IP addresses in AWS (TTL's are set to 5 minutes). URLs will not change during the AWS move. Final sanity testing will be done prior to enabling customer access. Of course, we have backup processes in place and can roll back to the datacenter instance if necessary.

12.   How will this impact releases?

a)   As part of migrating FlexNet Manager Suite Cloud environment from our private datacenter to Amazon Web Services based environment, we will be reducing the number of product changes during the migration process. Following the 2020 R1 release, which will be fully deployed before

the end of the first week of June 2020, we will pause monthly FlexNet Manager Suite updates until mid-August 2020 at the earliest, with the first release update to be completed in early September 2020.

During this time, we will continue to deploy patches and hotfixes to resolve critical product issues.

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5/18/2020	Added question 12

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About Flexera

Flexera helps executives succeed at what once seemed impossible: getting clarity into, and full control of, their company's technology "black hole." From on-premises to the cloud, Flexera helps business leaders turn IT insight into action. With a portfolio of integrated solutions that deliver unparalleled technology insights, spend optimization and agility, Flexera helps enterprises optimize their technology footprint and realize IT's full potential to accelerate their business. For over 30 years, our 1300+ team members worldwide have been passionate about helping our more than 50,000 customers fuel business success. To learn more, visit flexera.com