

FlexNet Connect v.12

Agent Roll-Out Frequently Asked Questions

FlexNet Connect v.12 is generally available since November 17, 2009. It offers several new capabilities for software producers and high-tech manufacturers to reduce operational costs and enhance their understanding of end users. These capabilities include:

- Next generation, backwards-compatible agent
- Ability for FlexNet Connect agent to download updates from FlexNet Delivery On-Demand, Flexera Software's electronic software delivery (ESD) solution
- Out of the box installed base intelligence ("Demographics") in the publisher portal
- At a glance effectiveness dashboard for updates and messages in the publisher portal

As part of the FlexNet Connect v.12 launch, Flexera Software is updating all previously deployed versions of the FlexNet Connect agents to the latest version of the agent provided in version 12.

What can I expect from this agent roll out?

What are the business benefits of the FlexNet Connect v.12 agent?

The FlexNet Connect v.12 agent will enable you to:

- Gather valuable data such as OS, browser, time zone and language data from end user machines out of the box, without any need for programming or custom code on your part. This capability can be turned off in the FlexNet Connect publisher portal.
- Enable product binary downloads from FlexNet Delivery On-Demand, Flexera Software's Electronic Software Delivery solution. FlexNet Delivery On-Demand solution requires a separate purchase.

These are just some of the enhancements that will be made available with this new Agent. The FlexNet Connect v.12 Agent is also backwards-compatible with prior Agent versions.

There is no need to change your code to get the latest enhancements and fixes implemented in FlexNet Connect v.12 agent.

Which customers are impacted by the agent roll out?

The agent roll out will only impact customers who purchased FlexNet Connect Professional Edition, Hosted by Flexera Software. It does not affect Self-Hosted customers.

Will both Windows and Java agents be updated?

Only Windows agents will be updated to v.12.

Java agents do not have the self-update capability required for this roll-out.

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What do you need to do?

We do not require any effort on your part because the FlexNet Connect agent has a self-update capability which will be leveraged with this agent roll out.

Nonetheless, we ask that you be Aware of this agent roll out as it may impact your products and end users (see below) and be Prepared to report issues to Flexera Software should the need arise

When will your end-users be updated to the new agent?

We will be performing the Agent update in a phased manner starting on January 4th 2010 and ending on March 31, 2010. In each phase, we will select a handful of customers and update their endpoints to v.12. We will notify you via e-mail 2 weeks prior of the Agent rollout to your endpoints.

How did we come up with the phasing for each customer?

Our first phase, from November 17, 2009 to December 30, 2009, only includes Flexera Software's products like Installshield and Adminstudio. As Flexera Software is itself a customer of FlexNet Connect, we chose to update FlexNet Connect agents embedded in our products first.

Subsequent phases were developed based on:

- Number of active end points for the customer. Customers with fewer end points were scheduled first for upgrade.
- Customers that have previously communicated a preference for a specific time slot for the upgrade.

Will my agent customizations continue to work?

Yes. Agent customization will continue to function as they do today just using the v.12 agent with all of its improvements.

What will happen if two different software producers have installed products that embed two instances of the FlexNet Connect agent?

As long as both products are eligible to be updated to the latest agent, both instances of the agent will be automatically replaced. Both instances will continue to function as they do today, just using the v.12 agent with all of its improvements.

Will the rollout upgrade the Common Software Manager (ISUSPM.exe) to v.12 too?

We won't explicitly upgrade the file isuspm.exe, but because isuspm.exe relies heavily on the functionality of the agent and because we are updating the agent, we are effectively upgrading the common software manager too.

Who to contact for more information?

For general questions about this FAQ, contact your regional support leads for this roll-out via support@flexerasoftware.com or (APAC) support-japan@flexerasoftware.com

If you would like to speak with Flexera Software product management or engineering for additional questions or concerns, please request a meeting through your Flexera Software support team.



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