

SoftSummit™ 2010

FlexNet Delivery & Operations On-Demand

Tips & Tricks



2010 Tip & Tricks

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Self Registration

Home | Contact Us

[Home](#) > [Flexera Software Product and License Center](#) > [Login](#)

Product and License Center

Please log in.

Login ID

Password

Remember my password until I logout

Notes:

If you received a welcome email message for the Product and License Center, sign on to this site using the login information that was included in the email message.

If you did not receive a welcome email message or you do not know your login password, visit the [Password Finder](#) and enter your email address. If a login ID has already been set up for you in the Product and License Center, your password will be emailed to you. Your login ID for the Product and License Center is your email address.

If a login ID has not been set up for you in the Product and License Center yet, visit the [Join New Account](#) page, and enter your account ID and serial number. (The account ID and serial number are included in your order confirmation email message.) A new login ID will be set up for you in the Product and License Center, and your login information will be emailed to you.

For other assistance, contact [Support](#).

[Feedback](#) | [Site Map](#) | [Contact Us](#)

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Self Registration

Allows users to add themselves to an account without the intervention of an administrator

Can be limited to email domain by account

Registration Information

Please enter the information requested below:

* Indicates a required field.

FIRST NAME:	<input type="text"/>
LAST NAME:	<input type="text"/>
JOB TITLE:	<input type="text"/>
EMAIL:	<input type="text"/>
RE-ENTER EMAIL TO VERIFY:	<input type="text"/>
ADDRESS:	<input type="text"/>
PHONE:	<input type="text"/>
CITY:	<input type="text"/>
STATE:	<input type="text" value="- Please Choose One -"/>
POSTAL CODE:	<input type="text"/>
COUNTRY:	<input type="text" value="- Please Choose One -"/>
ACCOUNT NAME	<input type="text"/>
ORDER ID:	<input type="text"/>
AUTHORIZATION CODE:	<input type="text"/>

SUBMIT



Google Analytics - Dashboard

analytics.google.com

Page views

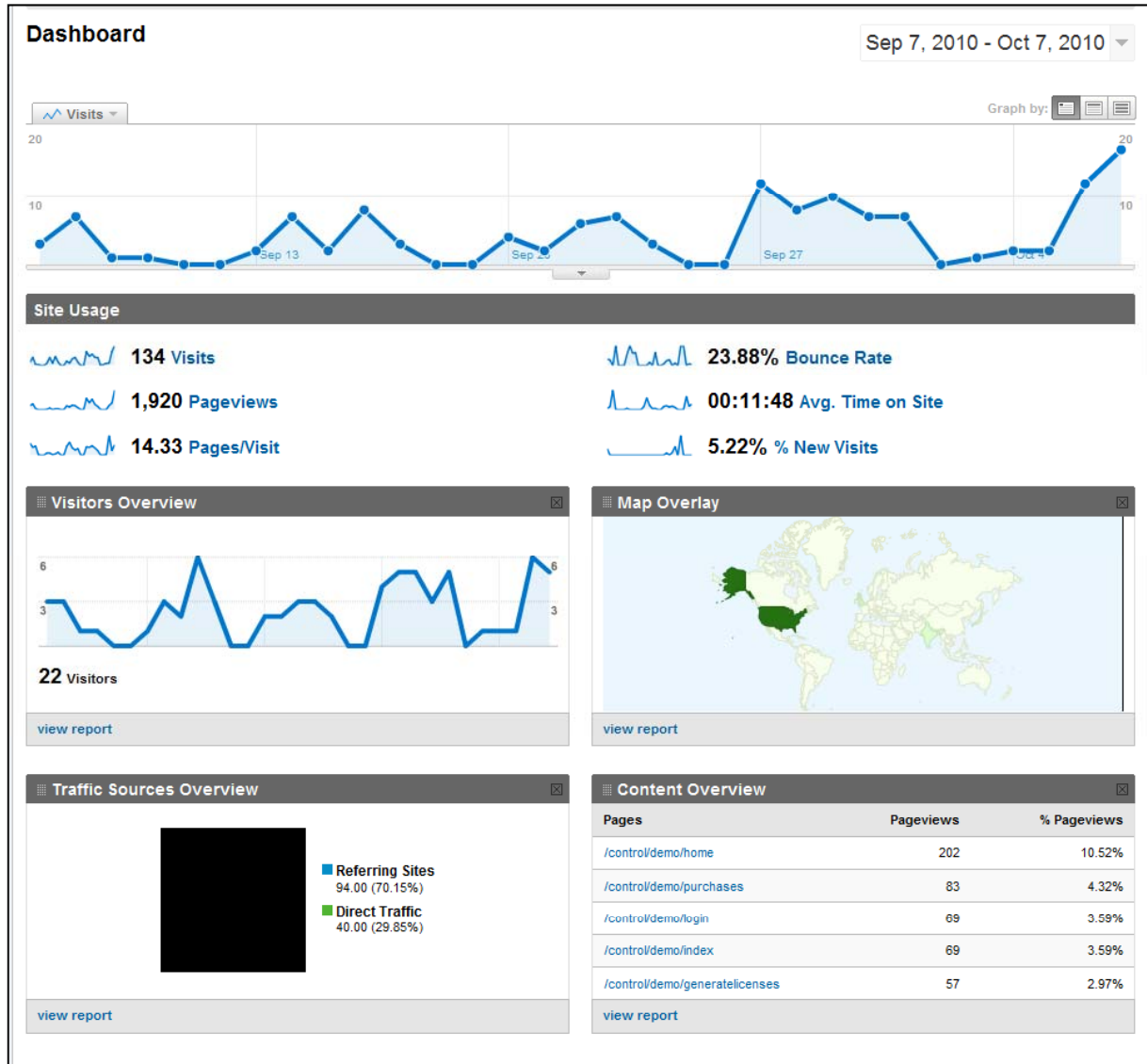
Session analysis

Geographics

Usage patterns

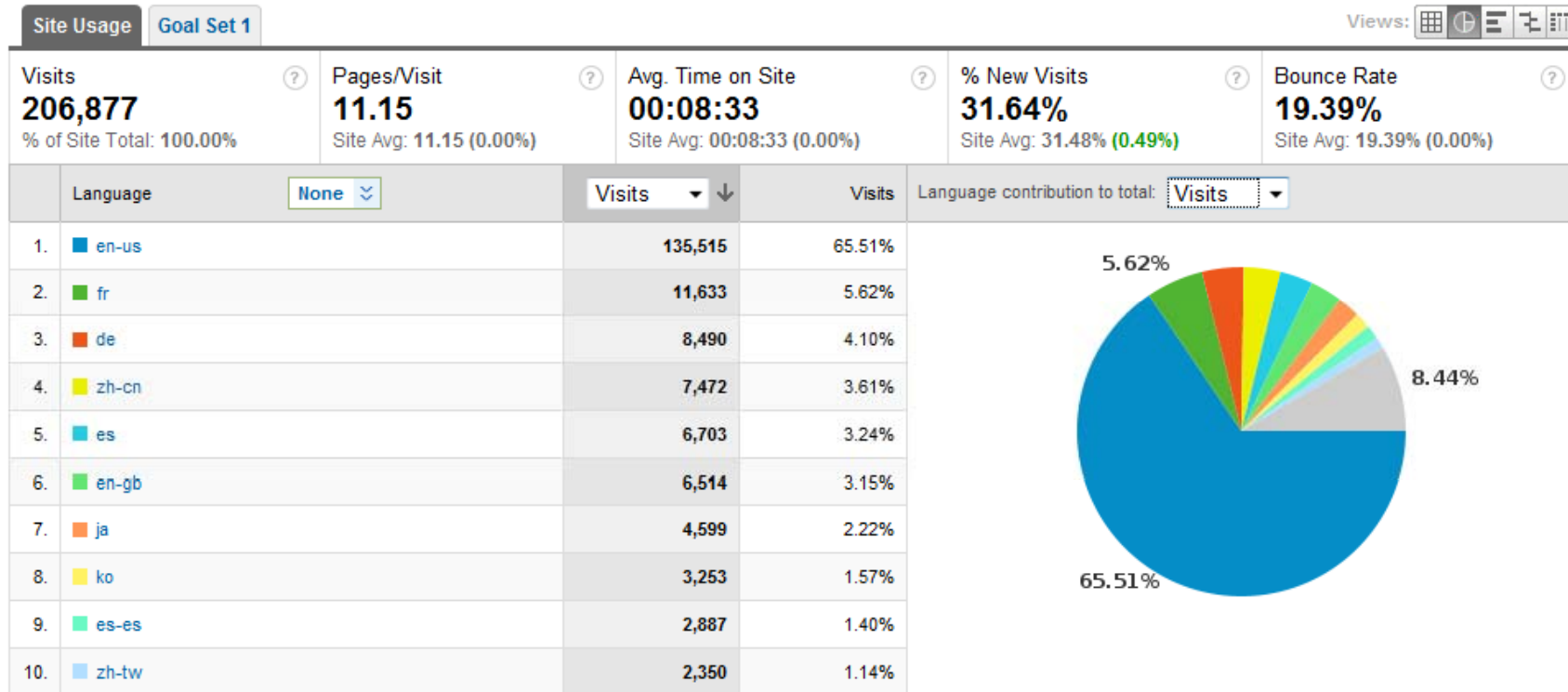
Language

Connection speed



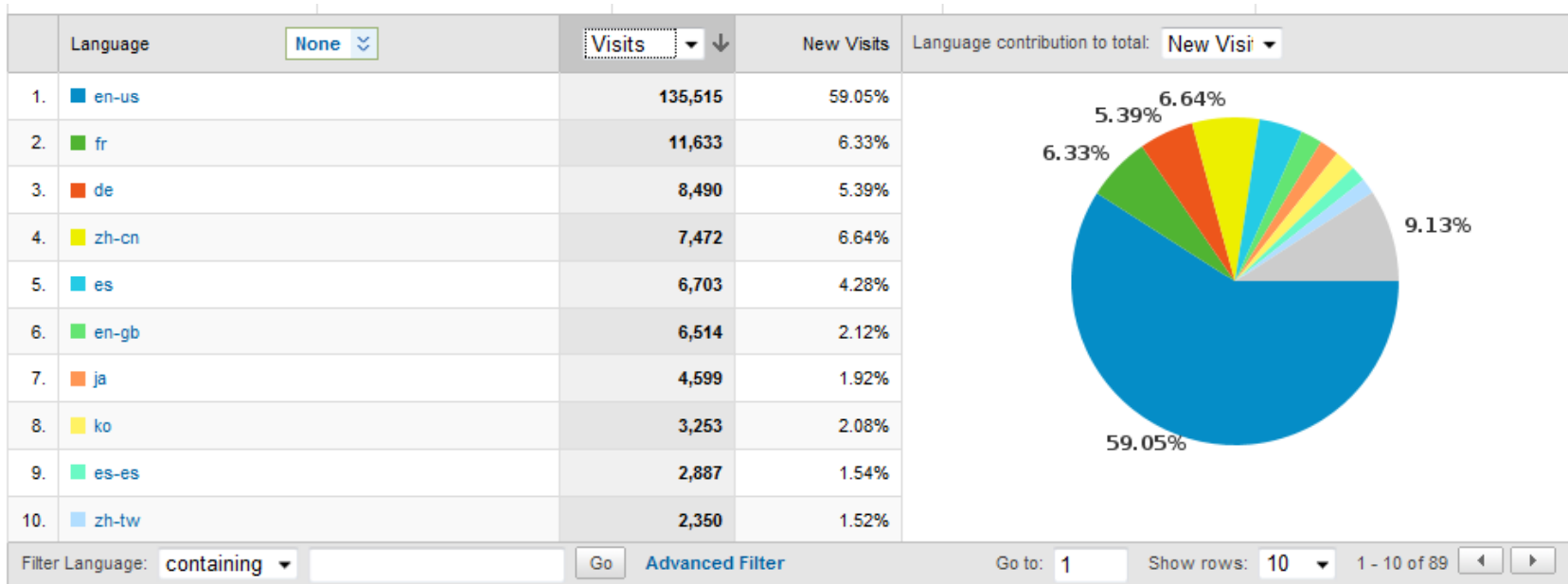
Google Analytics - Language

206,877 visits used 89 languages








Google Analytics - Language

You can also see if the new visits are much different



Google Analytics – Connection Speed

206,877 visits used 7 connection speeds

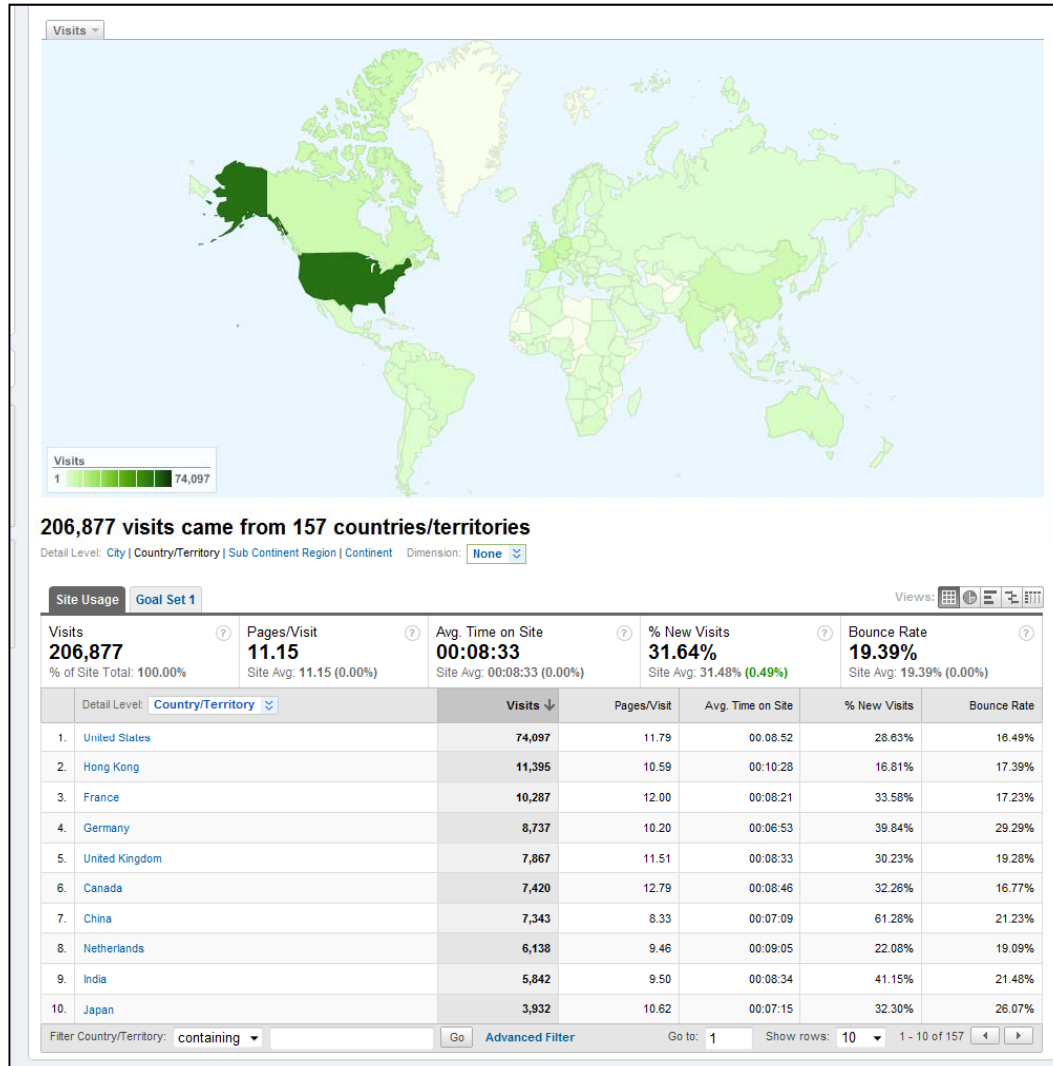
Site Usage **Goal Set 1** Views:     

Visits		Pages/Visit		Avg. Time on Site		% New Visits		Bounce Rate	
206,877 % of Site Total: 100.00%		11.15 Site Avg: 11.15 (0.00%)		00:08:33 Site Avg: 00:08:33 (0.00%)		31.64% Site Avg: 31.48% (0.49%)		19.39% Site Avg: 19.39% (0.00%)	
Connection Speed	None	Visits ↓	Pages/Visit	Avg. Time on Site	% New Visits	Bounce Rate			
1. Unknown		106,741	11.00	00:08:47	30.40%	19.15%			
2. T1		52,970	11.80	00:08:54	28.16%	17.80%			
3. DSL		26,768	10.48	00:07:26	40.02%	23.16%			
4. Cable		13,703	10.89	00:07:50	38.87%	19.08%			
5. Dialup		5,858	11.49	00:07:57	30.11%	21.68%			
6. OC3		602	12.08	00:07:31	39.70%	14.62%			
7. ISDN		235	11.98	00:07:59	22.13%	24.68%			

Filter Connection Speed: containing Go [Advanced Filter](#) Go to: 1 Show rows: 10 1 - 7 of 7



Google Analytics – Country Overlay



Password Security - Token

Don't send password in email body

Dear [[FIRST_NAME]] [[LAST_NAME]],

Please use the following link to reset your password:

[https://demo.subscribenet.com/service/test/passwordfindertoken?token=\[\[PASSWORD_FINDER_TOKEN\]\]](https://demo.subscribenet.com/service/test/passwordfindertoken?token=[[PASSWORD_FINDER_TOKEN]])

The generated token is valid for a period of ten minutes. If not used before it expires, you will need to request a new one (<https://demo.subscribenet.com/service/test/password>).

Password Finder

Enter your Login ID (email address), your desired password and confirmation of your desired password below.

Your new password must be at least 5 and no more than 15 characters in length and must contain at least one letter or number (spaces are not allowed).

Email Address

New Password

New Password Confirmation

SUBMIT



Password Security – Password Expiration

Configurable expiration policy and password strength

Change Password

This will change your current password to a new one of your choice.

Your password has expired. A new password must be established before you can proceed.

For security reasons, you must enter your current password before you can set a new one. Your new password must be at least 5 and no more than 15 characters in length and must contain at least one letter or number (spaces are not allowed).

Change password for

toby@intraware.com

Enter Current Password

Enter New Password

Confirm New Password

Change Password



Password Security – Member Expiration


Set expiration for temporary users during creation

Add New Member

* Indicates a required field.

Email Address*	<input type="text"/>
Re-Enter Email to Verify*	<input type="text"/>
First Name*	<input type="text"/>
Last Name*	<input type="text"/>
Job Title	<input type="text"/>
Phone*	<input type="text"/>
Fax	<input type="text"/>
Street 1	25 Orinda Way
City	Orinda
State/Province	California
Postal Code	94563
Country	USA
Expiration Date(mm/dd/yyyy)	<input type="text"/>
Language*	English <input type="button" value="v"/>

Set expiration date



Batch Processing

High Priority – puts next job in front of the queue (“cutting in line”)

Secondary Queue – recommended for large jobs

Available in UI and XML API

Upload a Transaction File

Use this page to upload a transaction file. The supported formats are XML, Excel Unicode Text, and Excel CSV. XML should conform to the schema referenced by and described in the **Developer's Guide**. The Excel formats should conform to one of the templates linked to in the **help**.

Upload File Name:

Browse...

Specify the queue and priority you would like to assign to this batch. Click on the labels below for additional information.

Queue:

Primary Secondary

Priority:

High Normal

To have an XML and Excel submission report emailed to you regarding the processing of this transaction, enter an email address below. Multiple email addresses can be separated by a comma.

Email for Report:

Submit File



Order Email – Page Shortcuts

Order Confirmation - 12345

Company Name: ACME Inc.
Purchase Order Number: PO-5678

Thank you for your purchase

Qty	Part Num	Product Name	Expiration
25	AKHL-99840-09	Software	Permanent

Default

<https://demo.subscribenet.com>

Site hostname alone will redirect users to the default page for your site

Order Detail

<https://demo.subscribenet.com/control/demo/snet/order?orderId=12345>
orderId= [[ORDER_ID]]

Purchase History

<https://demo.subscribenet.com/control/demo/snet/purchases>
No parameter required

Password Finder

<https://demo.subscribenet.com/control/demo/snet/password>
No parameter required

Product Page

<https://demo.subscribenet.com/control/demo/snet/product?catalogItemID=ABC>
catalogItemID= [[SKU]]

Download Page

<https://demo.subscribenet.com/control/demo/snet/download?pdkey=123>
<https://demo.subscribenet.com/control/demo/snet/download?productID=123>
pdkey= (your file ID)
productID = (your product ID)



Localized Email

Localized site not required

Supported by 'Send Preview'

Edit Distribution List View Edit Copy Help

To add a recipient to this distribution list select the email type below and enter a comma separated list of valid email addresses. To modify the current recipients on this distribution, alter the drop down list for recipient type or select the check box to remove the recipient.

Intraware Email ID:	11111318
Email Type:	Welcome Email
Subject:	Welcome to IBM Rational License Key Center
Japanese	IBM Rational License Key Center へようこそ
Korean	IBM Rational License Key Center에 오신 것을 환영합니다
From:	rational-license-keys@subscribenet.com
Status:	Draft
Note:	
Created:	Apr 7, 2010 8:46:38 PM PDT
Created By:	dturtle@intraware.com

Type	Email Address	Intraware Member ID(s)	Language	Send Status	Last Response Status	Delete
TO: <input type="button" value="v"/>	eval.test01a@test.com	8308903	<input type="button" value="Default Language"/> <input type="button" value="v"/> <input type="button" value="Default Language"/> <input type="button" value="Japanese"/> <input type="button" value="Korean"/>	Not Sent	N/A	<input type="checkbox"/>
[1-1]						

Send Preview Email:

To send a preview copy of this email, enter in the email address where a preview should be sent. Multiple email addresses may be entered separated by commas. Please note that the preview email and potential bounces of it, will not be tracked by the application.

Language Specification

Your Profile

Current email address: toby@intraware.com

Current company name: Flexera Software

You can use the [Change Password](#) feature if you would like a new password.

If you need to change either your email address or company name, please contact [cus](#) other changes, edit the fields below and click on 'Submit Membership Info'. Your memb updated immediately.

* Indicates a required field.

First Name*	<input type="text" value="Toby"/>
Last Name*	<input type="text" value="Pieper"/>
Job Title	<input type="text" value="Director Of Application Developm"/>
Phone*	<input type="text" value="925/253-4543"/>
Fax	<input type="text" value="925/253-4599"/>
Street 1*	<input type="text" value="25 Orinda Way"/>
Street 2	<input type="text"/>
Street 3	<input type="text"/>
Street 4	<input type="text"/>
City*	<input type="text"/>
State/Province*	<input type="text" value="California"/>
Postal Code*	<input type="text" value="94563"/>
Country*	<input type="text" value="USA"/>
Language*	<input type="text" value="English"/>

User's preferred language

Language specified will be used if email has content for that language

List of available languages must be configured for the site



HTML Content

Page Instructions * Wrapper * FAQs * User Manual * Localized

IBM. **Rational.** software

IBM® Rational® License Key Center

My license keys
Get keys
View and return keys
View keys by host
View keys by user

My orders
View order history
Create eval key order
Generate BF Keys

Accounts and members
Join new account
Switch account

Preferences
Change password
Email preferences
Product preferences

Getting help
Quick guides (multilingual)
Transition Guide
Video tutorials
FAQ
Rational support

Language
English
日本語 (Japanese)
한국어 (Korean)

Logout

Get keys

Welcome to the Rational License Key Center, the most of your software development software license agreement.

WATCH THE INSTRUCTION

- [ACTIVATION KITS - Downloading](#)
- [THE BASICS - How to use the License Key Center](#)
- [MOVING KEYS - Changing server](#)
- [TELELOGIC - How date-based licenses work](#)
- [TELELOGIC - Demonstration on how to use the License Key Center](#)

Start by selecting a product link

- [IBM Rational ClearCase](#)
- [IBM Rational ClearQuest](#)
- [IBM Rational RequisitePro](#)
- [IBM Rational Rose and XDE](#)
- [IBM Rational Software Development](#)
- [IBM Rational Suite](#)
- [IBM Rational DOORS Analyst](#)
- [IBM Rational Tau](#)
- [IBM Rational Tokens](#)

NICE Software Download Center

Home ExtraNICE NICE.com

Welcome to NICE's premier delivery, update, and software management service; designed to provide you with quick access and effective management of your rapidly changing software from a secure, personalized website.

[Click here for web based training](#)

Now available for download:

- All NICE Enterprise Software Only orders
- NiceVision Software
- Public Safety Software Only orders
- Professional Services Customizations

Login ID:

Password:

Remember my password until I logout



HTML Content

<https://manager.subscribenet.com/subscribenet/documentation/Features/FeatureCustomPageInstructionsHTML.pdf>

Page Name	HTML Content ID	Notes
Account Users	MembersContent	Displayed on the Account Members page to non-Administrative users who are not allowed to add or modify other Members.
	MembersAdminContent	Displayed on the Account Members page to Administrative users.
Account Administrators	AdministratorsContent	Displayed on the Account Administrators page.
Download	DownloadContent	Displayed on the Download page.
Download Order	DownloadOrderContent	Displayed on the Download Order page.
Download Preferences	DownloadPrefContent	Displayed on the Download Preferences page.
Index (Product List)	ManufacturersContent	Displayed on the Manufacturers page.
	ProductSuiteContent	Displayed on the Product Suite page.
	ProductLinesContent	Displayed on the Product Lines page.
Login	LoginContent	Displayed on the Login page.
	LoginLowerContent	Displayed on the Login page.
Order	OrderContent	Displayed on the Order page.
Product (Product Information)	ReleaseNewTabSoloContent	Displayed on the Release New Tab Solo page.
	ReleaseNewTabActiveContent	Displayed on the Release New Tab Active page.
	ReleaseArchiveTabSoloContent	Displayed on the Release Archive Tab Solo page.
	ReleaseArchiveTabActiveContent	Displayed on the Release Archive Tab Active page.
Profile	MemberAddContent	Displayed on the Member Add page.
	MemberUpdateContent	Displayed when updating Member information.
Order History	PurchasesContent	Displayed on the Order History page.
Search	SearchContent	Displayed on the Product Search page.
Switch Account	SelectAccountContent	Displayed when a Member is on more than one Account and must select from the list of Accounts.

FlexNet® Producer Suite On-Demand

Reporter • Documentation • Your Site • Latest News • Switch Site • About • Logout
Adobe Manager for Ariane Habets

Accounts & Members Entitlements Product Management Email Transactions Setup Search

List Email Templates Add Email Template List HTML Content Add HTML Content List Active UDFs List All UDFs Sort UDFs Add UDF

View HTML Content View Edit Help

Intraware HTML Content ID : 3693
HTML Content ID : * ManufacturersContent
HTML Content Name : * Manufacturer Page Instructions
Hide from end-user site? : * No
Version Number : 1
Status : Live

Content Preview:

Note: Content may appear differently on your SubscribeNet site due to your site's style sheets.

Important: If you do not see your licensed product in this list, please contact your sales manager or Adobe Reseller to make sure that you have ordered an ESD Media SKU. If you order a CD, this does not guarantee that you have ESD Access. You must specifically order an ESD Media SKU to get access to download products online.

Welcome to Adobe Electronic Software Delivery (ESD) -- the delivery, upgrade, and management service for Adobe software.

If this is your first visit, please read the FAQ document and the User's Manual.

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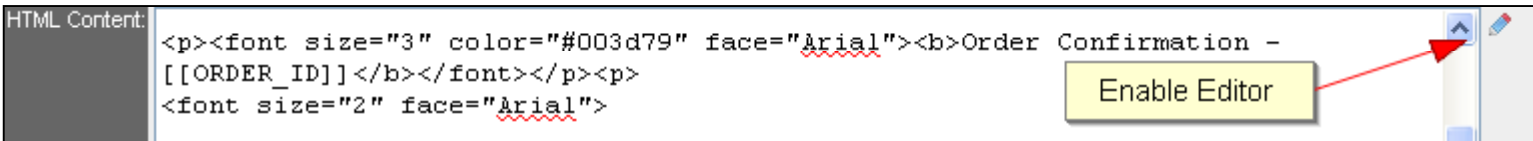
HTML Editor

Raw HTML vs WYSIWYG

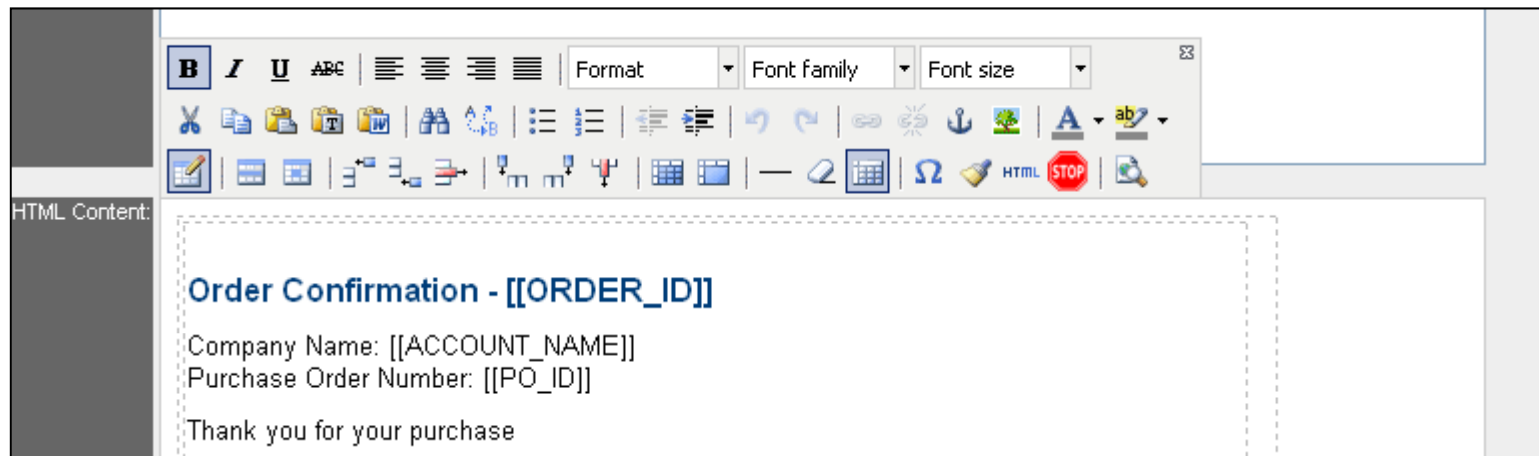
HTML Content:

```
<p><font size="3" color="#003d79" face="Arial"><b>Order Confirmation -  
[[ORDER_ID]]</b></font></p><p><font size="2" face="Arial">
```

Enable Editor



HTML Content:



Order Confirmation - [[ORDER_ID]]

Company Name: [[ACCOUNT_NAME]]

Purchase Order Number: [[PO_ID]]

Thank you for your purchase



Hover text for additional detail

Member Downloads View ▾ Edit ▾ Help

First Name: Toby
Last Name: Pieper
Email Address: tpieper@flexerasoftware.com

Account Name: Flexera Software
Member ID:
Intraware Member ID: 38220913

[1-2] Entries per page: 25 ▾

Start Date	Product Description	File Name	File Description
2010-08-18 12:37:26 PM PDT	InstallShield 2011 Standalone Build Concurrent License	2011SAB.exe	InstallShield 2011 Standalone Build (English)
	2011 Standalone Build Concurrent License	2011SAB.exe	InstallShield 2011 Standalone Build (English)

[1]

Start Date: 2010-08-17 10:12:44 PM PDT
 End Date: 2010-08-17 10:25:42 PM PDT
 File Size: 117,988,976
 Method: FTP
 IP Address: 75.33.138.241

Template ID	Email Type	Variation	Send?	Status	Last Modified	Modified By
20	Ad-Hoc Email		Yes	Live	Wed Jan 16 22:40:38 PST 2008	snetdemo@intraware.com
10691	Approved Entitlement Request	DEFAULT	Yes	Live	Thu Dec 17 11:28:07 PST 2009	jberthold@flexerasoftware.com
1591	Cancel Membership	DEFAULT	Yes	Live	Wed May 08 08:59:43 PDT 2002	dturtle@intraware.com
				Draft	Wed Feb 13 08:46:44 PST 2002	snetdemo@intraware.com
9281	Denied Entitlement Request		Yes	Live	Tue Mar 24 11:37:21 PDT 2009	tdalke@acresso.com
15423	First Follow Up Email		No	Draft	Tue Jul 15 20:27:40 PDT 2008	admin
15803	License Pool Threshold Notification		Yes	Live	Wed Apr 15 09:26:28 PDT 2009	dturtle@intraware.com
15543	License Token Generated Notification		Yes	Live	Fri Jan 16 09:27:24 PST 2009	jberthold@flexerasoftware.com
1601	Order Email	DEFAULT	Yes	Live	Tue Jun 22 14:23:46 PDT 2010	jberthold@flexerasoftware.com
				Draft	Sun Mar 14 19:32:00 PDT 2010	jberthold@flexerasoftware.com



Internal User – Evaluation Orders

Give evaluations to prospects without processing orders in Manager
Submitted by Sales Reps or SEs

Create Evaluation License Key Order

The License Key Center now manages evaluation license keys for Rational products. You also have control over the expiration dates and the quantities of license keys you give the customer. Submitting the form will create an evaluation license key order and send an email to the customer telling them how to log into the License Key Center to generate the keys. Read more about the [customer experience](#).

* indicates required field

Customer's First Name *	<input type="text"/>
Customer's Last Name *	<input type="text"/>
Customer's Email *	<input type="text"/>
Title	<input type="text"/>
Company *	<input type="text"/>
City *	<input type="text"/>
State *	--Please choose one-- <input type="button" value="v"/>
Country *	--Please choose one-- <input type="button" value="v"/>
Email Language Preference	English <input type="button" value="v"/>
Notes	<input type="text"/>

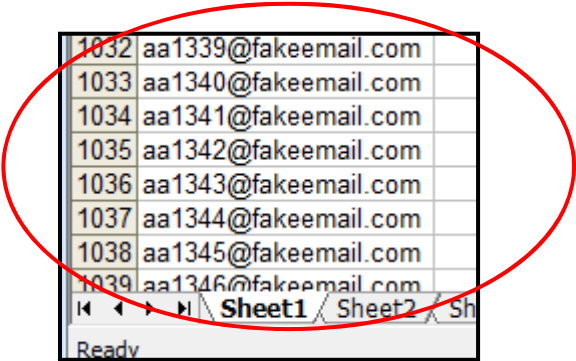
Product Name	Qty *	Expiration Date (mm/dd/yyyy) *
<input type="checkbox"/> 1. IBM INFOSPHERE DATA ARCHITECT (FLT)	<input type="text"/>	<input type="text"/>
<input type="checkbox"/> 2. IBM RATIONAL APPLICATION DEVELOPER FOR WEBSPHERE (FLOATING EVAL KEY)	<input type="text"/>	<input type="text"/>
<input type="checkbox"/> 3. IBM RATIONAL APPLICATION DEVELOPER STANDARD EDITION FOR WEBSPHERE SOFTWARE (FLT EVAL KEY)	<input type="text"/>	<input type="text"/>



Reporter Mass Filter Creation

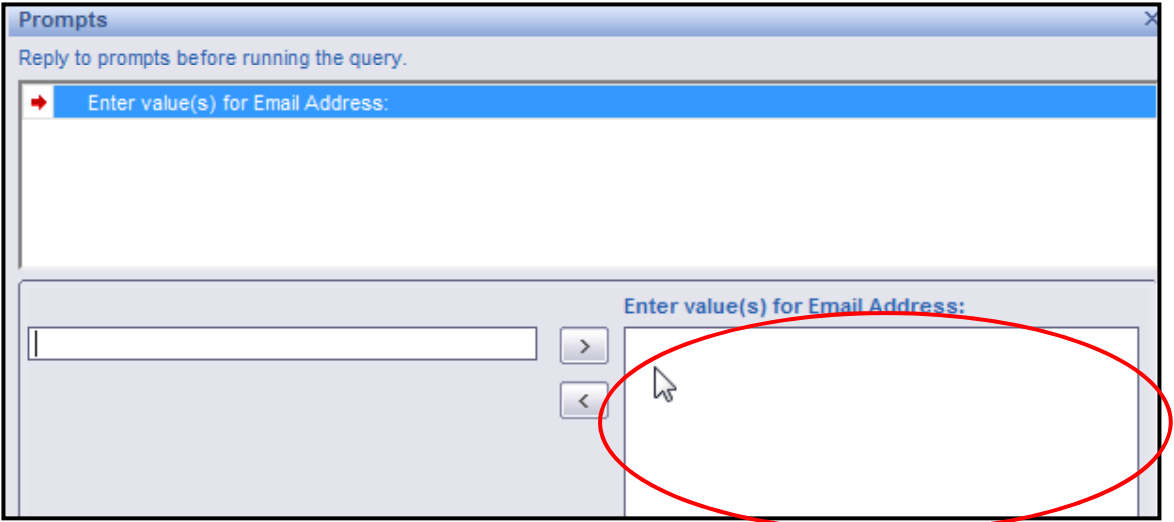
Problem. You have just been emailed a spreadsheet with 1000 email addresses and need a report based on those members.

How do you get these:



1032	aa1339@fakeemail.com
1033	aa1340@fakeemail.com
1034	aa1341@fakeemail.com
1035	aa1342@fakeemail.com
1036	aa1343@fakeemail.com
1037	aa1344@fakeemail.com
1038	aa1345@fakeemail.com
1039	aa1346@fakeemail.com

Into here?



Prompts

Reply to prompts before running the query.

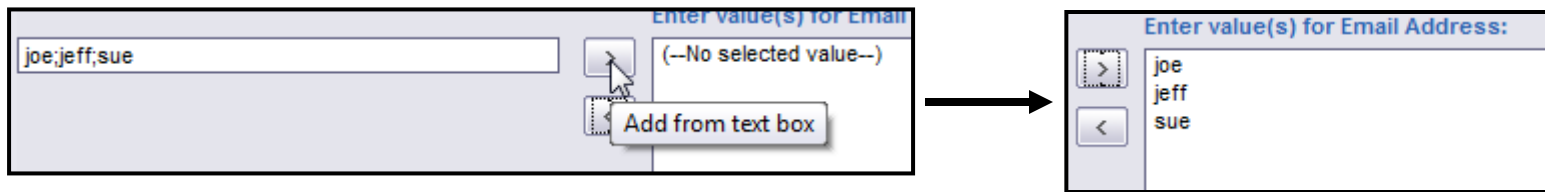
Enter value(s) for Email Address:

Enter value(s) for Email Address:



Reporter Mass Filter Creation (cont.)

When using an “In” or “not in” clause in a Reporter prompt, the field accepts semicolon “;” separated values. For example if “joe;jeff;sue” is entered into the prompts input line, 3 values would be added to the filter: joe, jeff and sue.



A few ways to accomplish this task

1. Manually enter values
 1. For example type joe;jeff;sue in the prompt entry box.
2. Create the list somewhere else
 1. Go into Word/Notepad/vi/??? and create the list, then use copy and paste.
3. Use Excel macro to create large list
 1. Use macro which creates up to a 32,000 character list of values.
 1. Great for large lists.
 2. An example macro is available from your friendly Account Manager.

Be sure to hit enter or click the  button after pasting the values.



In-line Function Creation - Percentage

Easily add functions to Reporter for better understanding of data.

1. Add percentage of total column.
 1. Right click column to add percentage for – Account Count in this example
 2. Choose “Calculation → Percentage”
 3. Automatically adds a column to report

The diagram illustrates the process of adding a percentage column to a report. It shows three stages: 1) The initial report with two columns: 'Account Create Month' and 'Account Count'. 2) A context menu is opened over the 'Account Count' column, and the 'Calculation' option is selected, leading to a sub-menu where 'Percentage' is chosen. 3) The final report table, which now includes a third column, 'Percentage', showing the percentage of the total for each month.

Account Create Month	Account Count
2010-01	6
2010-02	3
2010-03	7
2010-04	7
2010-05	5
2010-06	15
2010-07	7
2010-08	8
2010-10	1

Account Create Month	Account Count	Percentage
2010-01	6	10.17%
2010-02	3	5.08%
2010-03	7	11.86%
2010-04	7	11.86%
2010-05	5	8.47%
2010-06	15	25.42%
2010-07	7	11.86%
2010-08	8	13.56%
2010-10	1	1.69%
	Percentage	100.00%



In-line Function Creation – Running Sum

Easily add functions to Reporter for better understanding of data.

1. Running Sum shows the “Running Total” for values.
2. Right click on column, choose Insert/New Column/Right.
3. Double click in new column and modify formula.
4. Formula is: “=RunningSum([THE FIELD NAME TO TOTAL])”

Account Create Month	Account Count
2010-01	6
2010-02	3
2010-03	7
2010-04	7
2010-05	5
2010-06	15
2010-07	7
2010-08	8
2010-10	1

→

Account Create Month	Account Count	
2010-01		
2010-02		
2010-03		
2010-04		
2010-05		
2010-06		
2010-07		
2010-08		
2010-10		

→

Account Create Month	Account Count	
2010-01	6	6
2010-02	3	9
2010-03	7	16
2010-04	7	23
2010-05	5	28
2010-06	15	43
2010-07	7	50
2010-08	8	58
2010-10	1	59

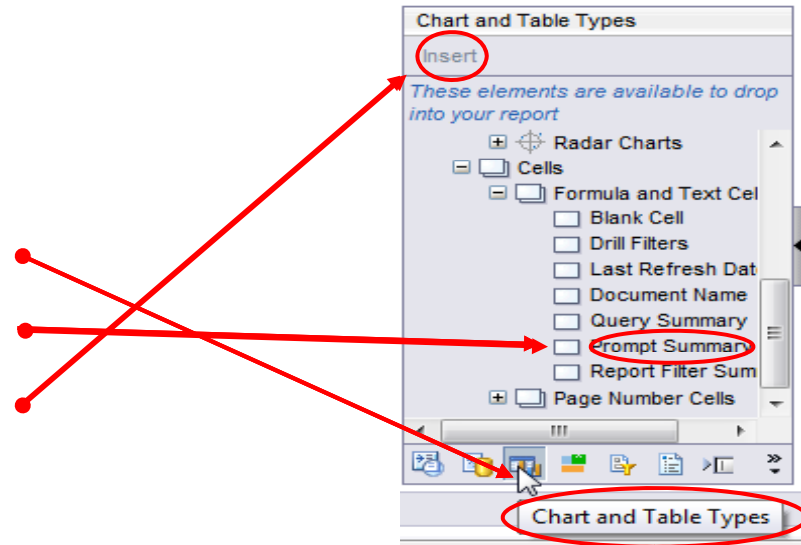
* Works with all functions



Display Prompt Summary In Report

Show the values inputted for all prompts.

1. Show a “generic” prompt summary
 1. Choose “Chart And Table Types”
 2. Choose “Prompt Summary”
 3. Choose “Insert”
 4. Click in report to place text box.



```
*** Query Name:Query 1 ***
```

```
Account Create Year Equal to: 2005
```

```
Account Status (Active, Inactive or * for all) Active
```

- Cannot modify text
- Displays all prompts and the query name
- If added as new block, java editor will be required for query changes



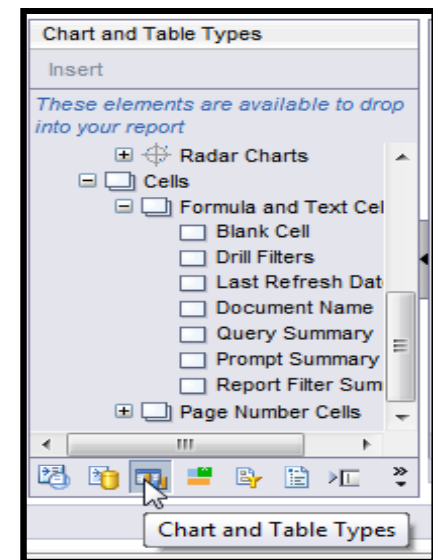
Display Prompt Values In Report

Individual prompt values can also be displayed.

1. Create a report with a prompt called "Account Create Year:"
 1. Notice the semicolon. That's part of the text, it must be included in the formula below

Account Create Year:
2005

2. Add a blank cell to report.
3. Add a formula to the blank cell
4. Must specify all prompts you'd like displayed



fx ✓ ✗	=UserResponse("Account Create Year:")
--------	---------------------------------------

2005

fx ✓ ✗	="Account Creation Year Entered: " + UserResponse("Account Create Year:")
--------	---

Account Creation Year Entered: 2005



Any tips you want to share?

