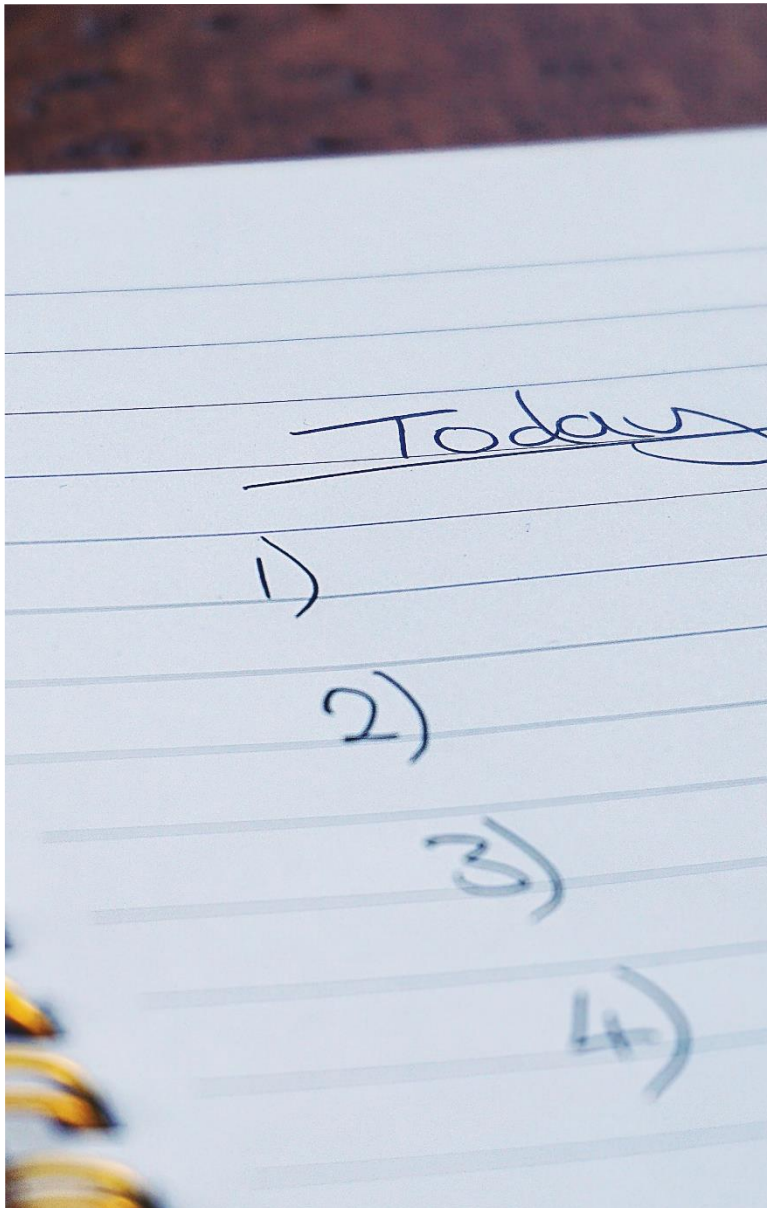




SERVICE LIFE DATA IN FNMS

Dr. Klaus Rafeiner // Principal Consultant SAM



- //1 Introduction
 - //1.1 Application Properties
 - //1.2 Display in Views
 - //1.3 Service Life Data Pack
- //2 Analysis of current Service Life Data
 - //2.1 Vendor Distribution in the ARL
 - //2.2 Top 10 ARL Vendors: Service Life data with and w/o EOSL
- //3 Softline Enhancements for Transparency
 - //3.1 Make Data available in the FNMS Report Builder
 - //3.2 Show Data in a Custom Section
 - //3.3 Additional Detailed Reports



SERVICE LIFE DATA IN FNMS

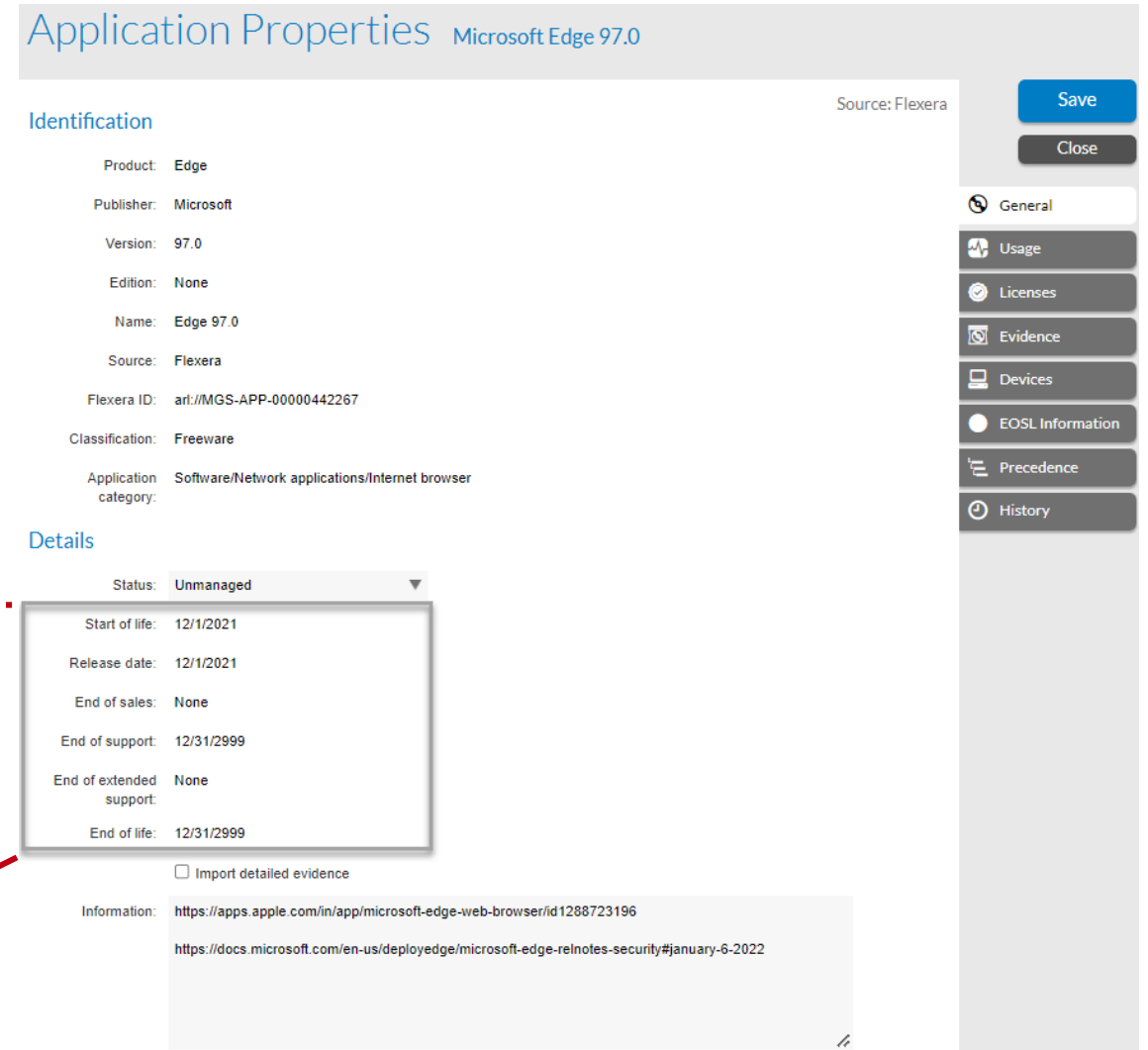
Introduction

SERVICE LIFE DATA – APPLICATION PROPERTIES

DISPLAYED ON EACH APPLICATION IN FNMS:

- Start of life
- Release Date
- End of Sales
- End of support
- End of extended support
- End of life

| | |
|--------------------------|------------|
| Start of life: | 12/1/2021 |
| Release date: | 12/1/2021 |
| End of sales: | None |
| End of support: | 12/31/2999 |
| End of extended support: | None |
| End of life: | 12/31/2999 |



Application Properties Microsoft Edge 97.0

Source: Flexera

Save

Close

General

Usage

Licenses

Evidence

Devices

EOSL Information

Precedence

History

Identification

Product: Edge

Publisher: Microsoft

Version: 97.0

Edition: None

Name: Edge 97.0

Source: Flexera

Flexera ID: arl://MGS-APP-00000442267

Classification: Freeware

Application category: Software/Network applications/Internet browser

Details

Status: Unmanaged

Start of life: 12/1/2021

Release date: 12/1/2021

End of sales: None

End of support: 12/31/2999

End of extended support: None

End of life: 12/31/2999

Import detailed evidence

Information: <https://apps.apple.com/in/app/microsoft-edge-web-browser/id1288723196>

<https://docs.microsoft.com/en-us/deployedge/microsoft-edge-reinotes-security#january-6-2022>

SERVICE LIFE DATA – APPLICATION PROPERTIES

- Service Life Data are ALWAYS displayed
- Service Life Data in the ARL are sparse
- With EOSL enabled, ~45% of Applications from the ARL have some Service Life Data
- Only if EOSL is enabled, data are taken from the [SoftwareTitleEOSL] table.

Application Properties Microsoft Edge 97.0
Source: Flexera

Save
Close

Identification

Product: Edge
 Publisher: Microsoft
 Version: 97.0
 Edition: None
 Name: Edge 97.0
 Source: Flexera
 Flexera ID: arl://MGS-APP-00000442267
 Classification: Freeware
 Application category: Software/Network applications/Internet browser

Details

Status: Unmanaged

| | |
|--------------------------|------------|
| Start of life: | 12/1/2021 |
| Release date: | 12/1/2021 |
| End of sales: | None |
| End of support: | 12/31/2999 |
| End of extended support: | None |
| End of life: | 12/31/2999 |

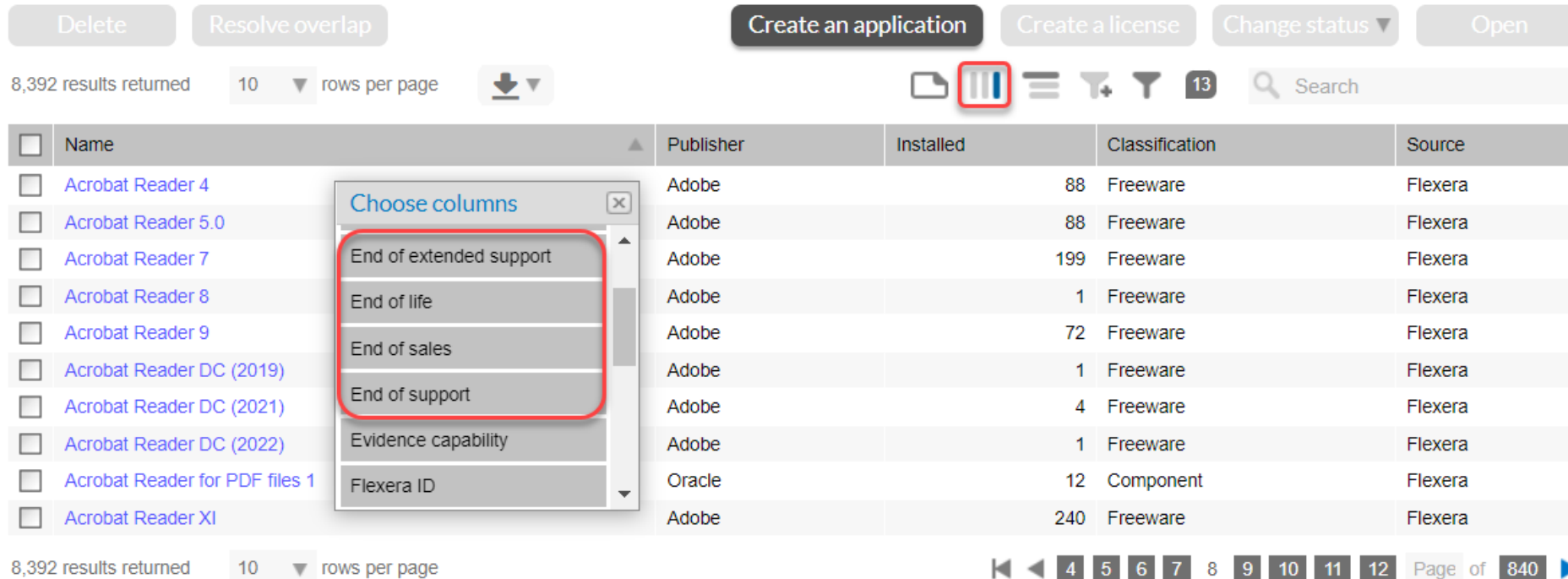
Import detailed evidence

Information: <https://apps.apple.com/in/app/microsoft-edge-web-browser/id1288723196>
<https://docs.microsoft.com/en-us/deployedge/microsoft-edge-reinotes-security#january-6-2022>

| | |
|--------------------------|------------|
| Start of life: | 12/1/2021 |
| Release date: | 12/1/2021 |
| End of sales: | None |
| End of support: | 12/31/2999 |
| End of extended support: | None |
| End of life: | 12/31/2999 |

SERVICE LIFE DATA – DISPLAY IN VIEWS

Service Life Data *is visible* in the “*Installed Applications*” view in FNMS only:



The screenshot shows the 'Installed Applications' view in FNMS. At the top, there are buttons for 'Delete', 'Resolve overlap', 'Create an application', 'Create a license', 'Change status', and 'Open'. Below these are controls for '8,392 results returned', '10 rows per page', and a search bar. A 'Choose columns' dialog box is open, highlighting the following Service Life Data columns: 'End of extended support', 'End of life', 'End of sales', 'End of support', 'Evidence capability', and 'Flexera ID'. The main table displays application details with columns for Name, Publisher, Installed, Classification, and Source.

| Name | Publisher | Installed | Classification | Source |
|---|-----------|-----------|----------------|---------|
| <input type="checkbox"/> Acrobat Reader 4 | Adobe | 88 | Freeware | Flexera |
| <input type="checkbox"/> Acrobat Reader 5.0 | Adobe | 88 | Freeware | Flexera |
| <input type="checkbox"/> Acrobat Reader 7 | Adobe | 199 | Freeware | Flexera |
| <input type="checkbox"/> Acrobat Reader 8 | Adobe | 1 | Freeware | Flexera |
| <input type="checkbox"/> Acrobat Reader 9 | Adobe | 72 | Freeware | Flexera |
| <input type="checkbox"/> Acrobat Reader DC (2019) | Adobe | 1 | Freeware | Flexera |
| <input type="checkbox"/> Acrobat Reader DC (2021) | Adobe | 4 | Freeware | Flexera |
| <input type="checkbox"/> Acrobat Reader DC (2022) | Adobe | 1 | Freeware | Flexera |
| <input type="checkbox"/> Acrobat Reader for PDF files 1 | Oracle | 12 | Component | Flexera |
| <input type="checkbox"/> Acrobat Reader XI | Adobe | 240 | Freeware | Flexera |

At the bottom, there are navigation controls for '8,392 results returned', '10 rows per page', and a pagination bar showing 'Page of 840'.

Service Life Data *are not visible* in any of the following views in FNMS:

- All Applications
- Managed & Unmanaged Applications
- Deferred & Ignored Applications

SERVICE LIFE DATA – SERVICE LIFE DATA PACK

Service Life Data: **E**nd **O**f **S**ervice **L**ife (EOSL) information for applications.

“Service Life Data Pack” must be enabled on your FNMS Software License.

Your FlexNet Manager Suite License

License details

| | | | |
|---|---------------------------------------|--|-----|
| Name: | Flexera Software - FNMS Training (MT) | Sharing anonymized ARL data with Flexera Software: | Yes |
| Product version: | FlexNet Manager Suite 2022 R1 | ServiceNow integration enabled: | Yes |
| Subscription renewal due: | 2/15/2023 | FNMP API integration enabled: | Yes |
| Release number: | 18.0.0.24 | | |
| Contact us to renew or update | | | |

Service Life Data Pack

- Delivers vital end of service life (EOSL) information to IT asset managers, datacenter managers, procurement managers, and security professionals
- Data is used to provide a comprehensive and actionable view of the EOSL software across the enterprise IT environment
- Insight from this service pack aides organizations in reducing maintenance costs and security risks

FlexNet Manager for Clients

- Scalable software license optimization
- Compatible with desktop/client software
- Includes hardware and software asset management
- Comprehensive contract management
- Includes support for Adobe product use rights

FlexNet Manager for Datacenters

- Scalable software license optimization
- Automates entitlement based license management and optimization
- Enables the reduction of license, maintenance and audit costs for datacenter server software
- Maintains license compliance

[Details](#)

FlexNet Manager for SAP Applications

- Scalable software license optimization
- Automates entitlement based license management and optimization
- Enables the reduction of license, maintenance and audit costs for datacenter server software
- Maintains license compliance

Service Life Data Pack

- Delivers vital end of service life (EOSL) information to IT asset managers, datacenter managers, procurement managers, and security professionals
- Data is used to provide a comprehensive and actionable view of the EOSL software across the enterprise IT environment
- Insight from this service pack aides organizations in reducing maintenance costs and security risks



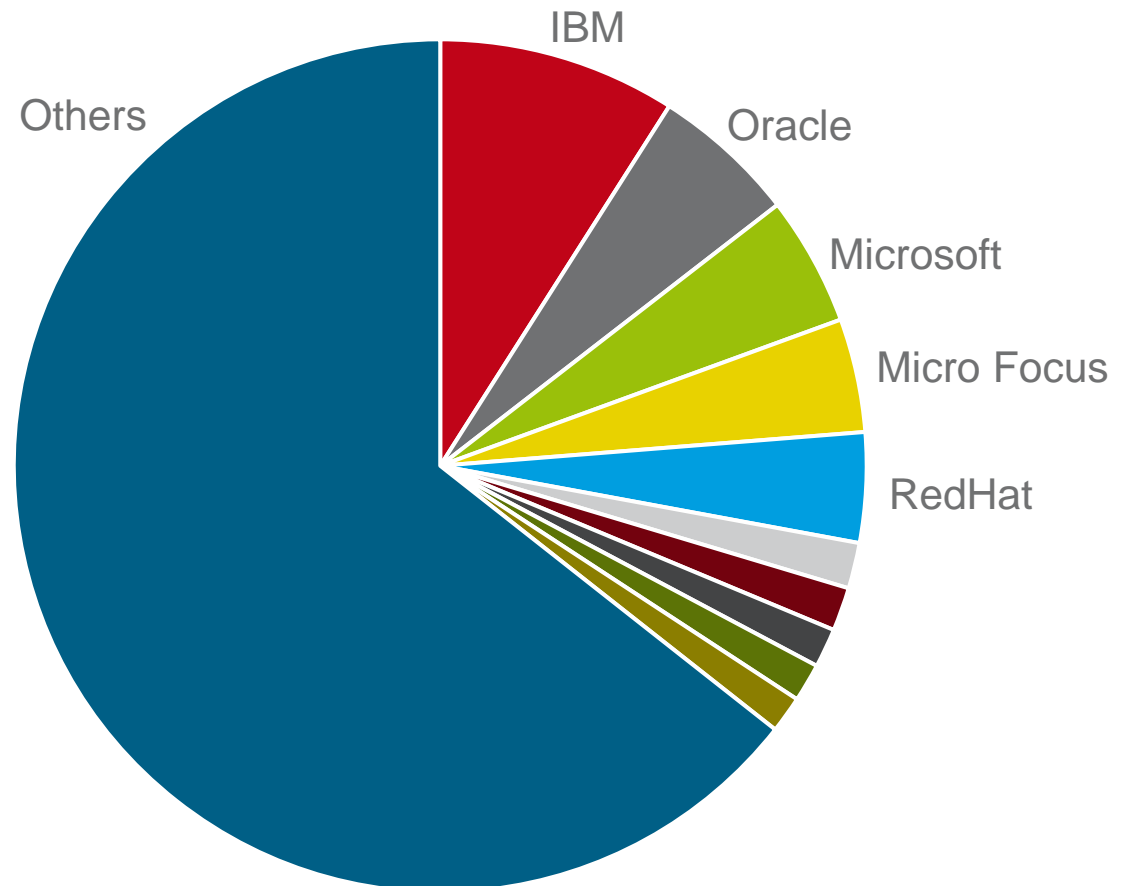
ANALYSIS OF SERVICE LIFE DATA

ARL (Q2 2022)

SERVICE LIFE DATA – VENDOR DISTRIBUTION IN THE ARL

Top 10 Software Publishers in the ARL (Q2 2022), 381.000 Applications total:

| Publisher | # Application |
|----------------------|---------------|
| IBM | 34370 |
| Oracle | 20904 |
| Microsoft | 18696 |
| Micro Focus | 16393 |
| Red Hat | 15871 |
| National Instruments | 6602 |
| Broadcom | 6293 |
| HP | 5648 |
| Fedora Project | 5514 |
| Autodesk | 5300 |



SERVICE LIFE DATA: TOP 10 VENDORS

Top 10 Software Publishers in the ARL, Service Life Data (EOSL *not* available)

| Publisher | # Applications | # Start Of Life Date | # Release Date | # End Of Sales | # Supported Until | # Extended Support | # End Of Life |
|------------------------------|----------------|----------------------|----------------|----------------|-------------------|--------------------|---------------|
| IBM | 34370 | 0 | 0 | 0 | 3,241 | 3 | 0 |
| Oracle | 20904 | 0 | 0 | 0 | 259 | 200 | 0 |
| Microsoft | 18696 | 0 | 0 | 0 | 981 | 716 | 0 |
| Micro Focus | 16393 | 0 | 0 | 0 | 1 | 0 | 0 |
| Red Hat | 15871 | 0 | 0 | 0 | 0 | 0 | 0 |
| National Instruments | 6602 | 0 | 0 | 0 | 0 | 0 | 0 |
| Broadcom | 6293 | 0 | 0 | 0 | 18 | 7 | 0 |
| HP | 5648 | 0 | 0 | 0 | 0 | 0 | 0 |
| Fedora Project | 5514 | 0 | 0 | 0 | 0 | 0 | 0 |
| Autodesk | 5300 | 0 | 0 | 0 | 0 | 0 | 0 |
| Others | 245106 | | | | | | |
| Total | 135591 | 0 | 0 | 0 | 4,500 | 926 | 0 |
| % of ARL Applications | 35.6% | 0.0% | 0.0% | 0.0% | 3.3% | 0.7% | 0.0% |

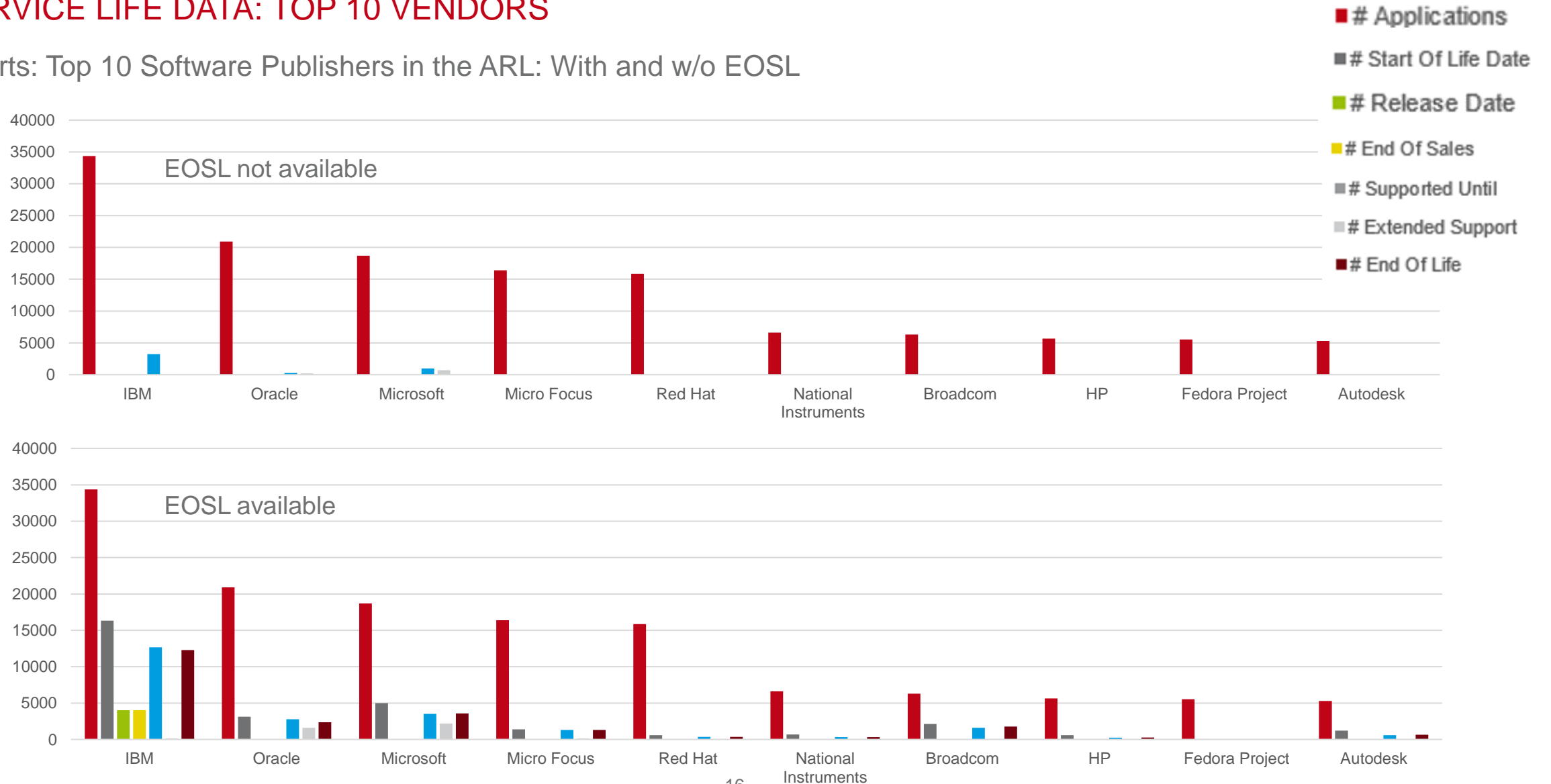
SERVICE LIFE DATA: TOP 10 VENDORS

Top 10 Software Publishers in the ARL, Service Life Data (EOSL available)

| Publisher | # Application | # Start Of Life Date EO | # Release Date EOSL | # End Of Sales EOSL | # Supported Until EOS | # Extended Support EC | # End Of Life EOSL |
|------------------------------|---------------|-------------------------|---------------------|---------------------|-----------------------|-----------------------|--------------------|
| IBM | 34370 | 16,330 | 4,008 | 4,008 | 12,670 | 116 | 12,288 |
| Oracle | 20904 | 3,134 | 0 | 0 | 2,780 | 1,602 | 2,351 |
| Microsoft | 18696 | 4,991 | 0 | 0 | 3,501 | 2,181 | 3,568 |
| Micro Focus | 16393 | 1,383 | 30 | 30 | 1,312 | 131 | 1,299 |
| Red Hat | 15871 | 585 | 2 | 2 | 361 | 73 | 368 |
| National Instruments | 6602 | 673 | 0 | 0 | 336 | 0 | 333 |
| Broadcom | 6293 | 2,125 | 4 | 4 | 1,603 | 74 | 1,776 |
| HP | 5648 | 580 | 13 | 13 | 238 | 31 | 267 |
| Fedora Project | 5514 | 58 | 0 | 0 | 13 | 0 | 13 |
| Autodesk | 5300 | 1,199 | 1 | 1 | 578 | 0 | 642 |
| Others | 245106 | | | | | | |
| Total | 135591 | 31,058 | 4,058 | 4,058 | 23,392 | 4,208 | 22,905 |
| % of ARL Application: | 35.6% | 22.9% | 3.0% | 3.0% | 17.3% | 3.1% | 16.9% |

SERVICE LIFE DATA: TOP 10 VENDORS

Charts: Top 10 Software Publishers in the ARL: With and w/o EOSL



SUMMARY OF FINDINGS FOR FNMS 'SERVICE LIFE DATA' (EOSL) (STATUS Q2 2022)

Without EOSL, FNMS provides very few data (few properties, *major publishers only*):

| | |
|---------------------|-------|
| ■ Supported until: | 3.3 % |
| ■ Extended support: | 0.7 % |

With EOSL, FNMS provides *reasonable* data (*major publishers mainly*)

| | |
|---------------------|--------|
| ■ Start of life: | 22.9 % |
| ■ Release Date: | 3.0 % |
| ■ End of sales: | 3.0 % |
| ■ Supported until: | 17.3 % |
| ■ Extended Support: | 3.1 % |
| ■ End of life: | 16.9 % |

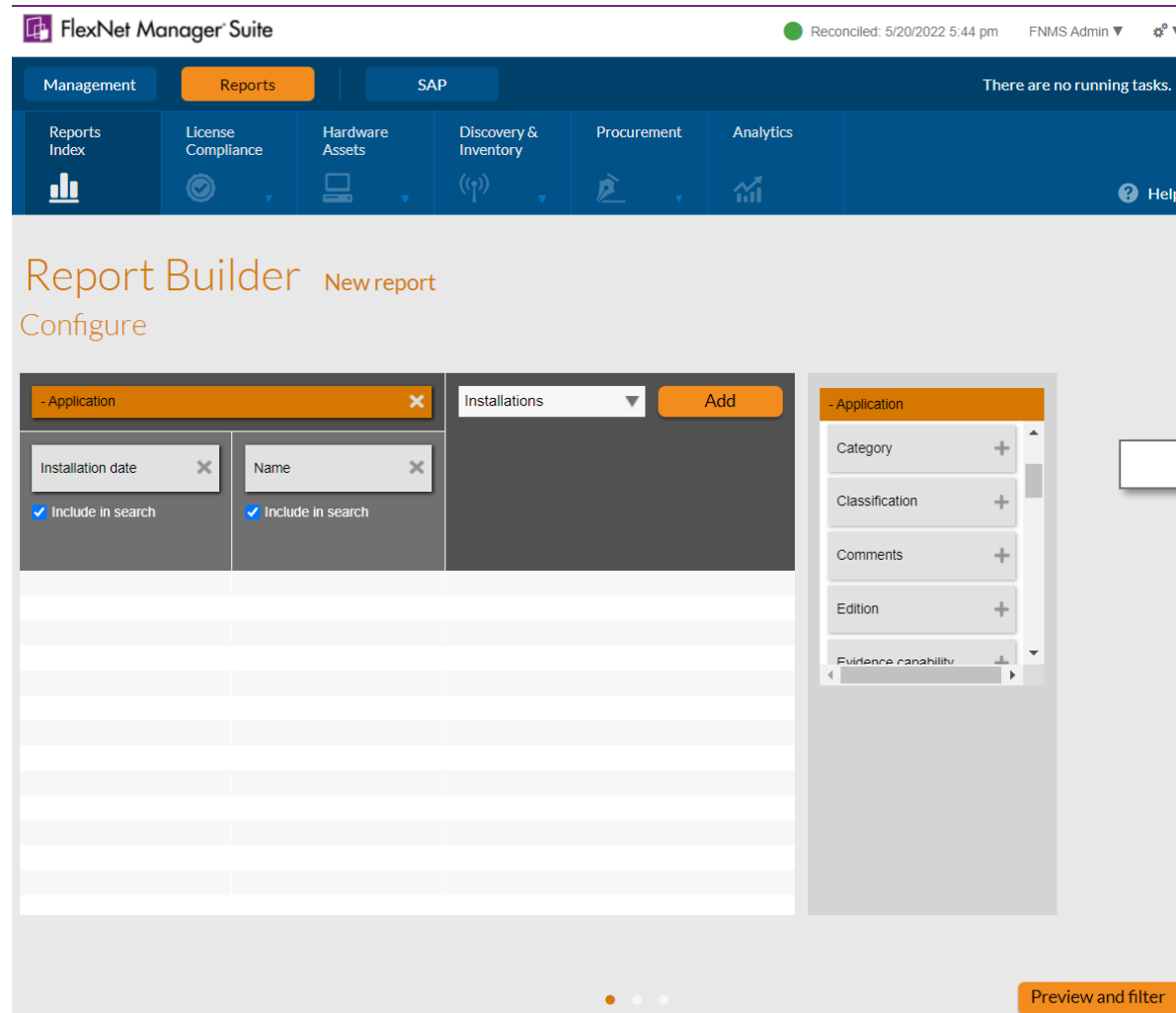


SOFTLINE ENHANCEMENTS

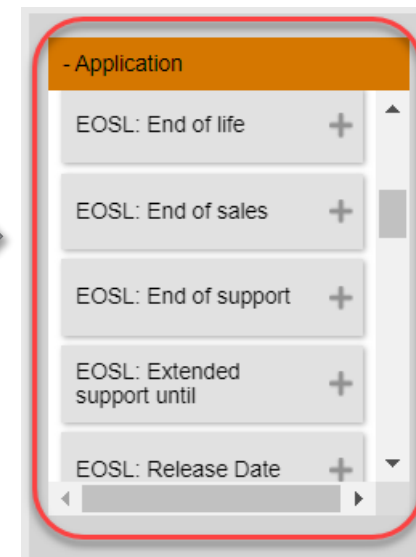
Service Life Data Transparency

SERVICE LIFE DATA PACK: REPORT BUILDER ENHANCEMENT

Make 'Service Life Data' fields available in the 'Report Builder' in FNMS



The screenshot shows the FlexNet Manager Suite interface. At the top, there's a navigation bar with 'Management', 'Reports', and 'SAP' tabs. Below it, a secondary navigation bar includes 'Reports Index', 'License Compliance', 'Hardware Assets', 'Discovery & Inventory', 'Procurement', and 'Analytics'. The main area is titled 'Report Builder' with a 'New report' link and a 'Configure' button. On the left, there's a configuration panel for a report named '- Application'. It shows a table with columns for 'Installation date' and 'Name', both with 'Include in search' checked. An 'Add' button is next to a dropdown menu set to 'Installations'. On the right, a list of fields is visible, including 'Category', 'Classification', 'Comments', 'Edition', and 'Evidence capability'. A 'Preview and filter' button is at the bottom right.



A close-up view of the field selection list from the Report Builder. The list is titled '- Application' and contains several fields, each with a plus sign to its right. The fields are: 'EOSL: End of life', 'EOSL: End of sales', 'EOSL: End of support', 'EOSL: Extended support until', and 'EOSL: Release Date'. The entire list is enclosed in a red rounded rectangle.

SERVICE LIFE DATA PACK: VISIBILITY IN CUSTOM FIELDS

Optional: Make 'Service Life Data' (EOSL) visible as custom fields on an additional section

Application Properties Microsoft Edge 97.0

Source: Flexera

Save

Close

General

Usage

Licenses

Evidence

Devices

EOSL Information

Precedence

History

Identification

Product: Edge

Publisher: Microsoft

Version: 97.0

Edition: None

Name: Edge 97.0

Source: Flexera

Flexera ID: arl://MGS-APP-00000442267

Classification: Freeware

Application category: Software/Network applications/Internet browser

Details

Status: Unmanaged

| | |
|--------------------------|------------|
| Start of life: | 12/1/2021 |
| Release date: | 12/1/2021 |
| End of sales: | None |
| End of support: | 12/31/2999 |
| End of extended support: | None |
| End of life: | 12/31/2999 |

Import detailed evidence

Information: <https://apps.apple.com/in/app/microsoft-edge-web-browser/id1288723196>
<https://docs.microsoft.com/en-us/deployedge/microsoft-edge-releases-security#january-6-2022>

- Synchronized automatically
- Available on *any* Application related view in FNMS
- Available in the FNMS Report Builder

Application Properties Microsoft Edge 97.0

Source: Flexera

Save

Close

General

Usage

Licenses

Evidence

Devices

EOSL Information

End of Software Life (EOSL) and End of Support Dates

| | | | |
|------------------------|------------|---------------------|------------|
| EOSL Release date: | 12/1/2021 | EOSL Start of life: | 12/1/2021 |
| EOSL Supported until: | 12/31/2999 | EOSL End of sales: | None |
| EOSL Extended support: | None | EOSL End Of life: | 12/31/2999 |

SERVICE LIFE DATA PACK: VISIBILITY IN CUSTOM FIELDS

FNMS REPORTS ON 'SERVICE LIFE DATA' (EOSL)

Additional reports give you an overview on:

- Summary on the availability of 'Service Life Data' per publisher
- Details on 'Service Life Data' for any ARL application



THANK YOU FOR YOUR ATTENTION

Dr. Klaus Rafeiner // Principal Consultant SAM

PHONE // +49 89 451875-27

E-MAIL // klaus.rafeiner@softline-group.com

SOFTLINE AG | GUTENBERG-GALERIE | GUTENBERGPLATZ 1 | 04103 LEIPZIG

PHONE: +49 341 24051-0 // FAX: +49 341 24051-119 // E-MAIL: LEIPZIG@SOFTLINE-GROUP.COM