



Silk Meter 21.0

Release Notes

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Silk Meter Release Notes

Version 21.0

November, 2020

These notes contain important information that might not appear in the Help. Read the notes in their entirety.

For information about installation, deployment, and licensing issues, refer to the installation guide of the product that you are licensing with Silk Meter, for example Silk Central.

Visit [Customer Care](#) for further assistance.

System Requirements and Prerequisites

Details the system requirements for installing and running Silk Meter 21.0.

Supported platforms

You can install Silk Meter 21.0 on the following platforms:

- Microsoft Windows Server 2012 R2
- Microsoft Windows Server 2016
- Microsoft Windows Server 2019
- Microsoft Windows 8.1
- Microsoft Windows 10

 **Important:** [Update for Universal C Runtime in Windows](#) is required for all Microsoft Windows operating systems. For Microsoft Windows Server 2016 and Microsoft Windows Server 2019, the installation option **Windows Server (Server with Desktop Experience)** is required.

For more information on the optimal configuration of Silk Meter, contact technical support or your technical account team.

What's New in Silk Meter 21.0

Details the enhancements and changes introduced with Silk Meter 21.0.

Third-Party Updates

The following third-party updates were made for Silk Meter 21.0 to resolve vulnerability issues:

- Updated Java Runtime Environment (JRE) to Azul Systems: Zulu 11.43.21 - JRE 11.0.9 (Win 32-bit).
- Updated OpenSSL to version 1.1.1g.
- Updated Xerces-C XML Parser to version 3.2.3 (use XERCES_DISABLE_DTD on startup to fix CVE-2018-1311 vulnerability).

Known Issues

Lists the known issues with Silk Meter 21.0.

Silk Meter clients cannot find the license server when performing license checks

This is possibly a DNS issue. The Silk Meter client and the Silk Meter server must know the name of each other. If the Silk Meter server name is not provided by a DNS service, add the name and the IP address of the Silk Meter server to the files on the Silk Meter client.

The Silk Meter server does not work correctly when switching between standalone and server mode

Only use the standalone mode when no other machine uses the computer as a license server. If configured for standalone mode, the local Silk Meter Manager should be stopped by using the **Service Manager**. If the Silk Meter Manager is not stopped while running in standalone mode, remote computers can perform setting changes that override the local settings.

The standalone mode does not support host ID bound licenses for Java clients

This is a limitation for Silk Meter and there is no workaround.

If User Account Control (UAC) is turned on, the Policy Administrator cannot successfully check in/out mobile licenses from a Silk Meter server

Start the **Policy Administrator** in elevated mode.

The Silk Meter server does not notice new licenses installed through the standalone license installer

When this issue occurs, these new licenses, including mobile licenses, are lost if additional licenses are imported through the **Policy Administrator**. To avoid this issue, restart the Silk Meter Proxy Service after importing standalone licenses by using the standalone license installer.

Contacting Micro Focus

Micro Focus is committed to providing world-class technical support and consulting services. Micro Focus provides worldwide support, delivering timely, reliable service to ensure every customer's business success.

All customers who are under a maintenance and support contract, as well as prospective customers who are evaluating products, are eligible for customer support. Our highly trained staff respond to your requests as quickly and professionally as possible.

Visit <http://supportline.microfocus.com/assistedservices.asp> to communicate directly with Micro Focus SupportLine to resolve your issues, or email supportline@microfocus.com.

Visit Micro Focus SupportLine at <http://supportline.microfocus.com> for up-to-date support news and access to other support information. First time users may be required to register to the site.

Information Needed by Micro Focus SupportLine

When contacting Micro Focus SupportLine, please include the following information if possible. The more information you can give, the better Micro Focus SupportLine can help you.

- The name and version number of all products that you think might be causing an issue.
- Your computer make and model.
- System information such as operating system name and version, processors, and memory details.
- Any detailed description of the issue, including steps to reproduce the issue.
- Exact wording of any error messages involved.
- Your serial number.

To find out these numbers, look in the subject line and body of your Electronic Product Delivery Notice email that you received from Micro Focus.