HP Asset Manager

Software version: 5.10

Release Notes

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Legal Notices

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Foreword

This document gives you a preview of the changes that have been made to Asset Manager in version 5.10. It contains important information that is not included in the guides or the online help.

1 In this version

This chapter describes the main changes that have been made to Asset Manager in version 5.10.

For more information concerning new functions, refer to guides provided with Asset Manager.

Brand name used for the product and its components: Modifications

Former name	New name
HP OpenView	HP Software
AssetCenter	Asset Manager
AssetCenter Database Administrator	Asset Manager Application Designer
AssetCenter Server	Asset Manager Automated Process Manager
AssetCenter Export	Asset Manager Export Tool
AssetCenter Database	Retired
AssetCenter Portfolio	Asset Portfolio

Name and location of files and parameters: Modifications

Below are some examples of file names and locations, and parameters that have changed:

File or parameter	Former name or location	New name or location
Installation folder of the Asset Manager components	C:\Program Files\HP OpenView\AssetCenter...	C:\Program Files\HP\Asset Manager 5.10 xx, where *xx* corresponds to the Asset Manager installation language.
Asset Manager entries on the Windows **Start** menu	Start/ Programs/ HP Openview/ AssetCenter...	Start/ Programs/ HP/ Asset Manager...
Name of the MSDE instance used for the demonstration database	ASSETCENTER	ASSETMANAGER
Password used for the MSDE *sa* user	saacpassword	saampassword
Name of the connection to the demonstration database	ACDemo...	AMDemo...
File name	ac-jni-51.jar	am-jni-51.jar
File name	ac-constants-51.jar	am-constants-51.jar
File name	AssetCenter.xml	AssetManager.xml
File name	AssetCenterWebService.xml	ssetManagerWebService.xml
Asset Manager Web Tier URL	http://.../AssetCenter	http://.../AssetManager
File name	ac-pwd-crypt-51.jar	am-pwd-crypt-51.jar
File name	AssetCenterWebService.war	AssetManagerWebService.war
File name	AssetCenter-webservice.ear	AssetManager-webservice.ear
File name	AssetCenter.war	AssetManager.war
File name	AssetCenter-webtier.ear	AssetManager-webtier.ear
Location of .ini and .cfg files on Windows NT systems	\Documents and Settings\<Windows User>\Application Data\Hewlett-Packard\HP OpenView\conf folder	\Documents and Settings\<Windows User>\Application Data\HP\AssetManager\conf folder
Location of .ini and .cfg files on Windows Vista systems	\Users\<Windows User>\AppData\Roaming\Hewlett-Packard\HP OpenView\conf folder	\Users\<Windows User>\AppData\Roaming\HP\AssetManager\conf folder
Location of .ini and .cfg files on Unix systems	~/.ov/conf/ folder	~/HP/AssetManager/conf folder
Location of the amdb.ini file on Windows NT systems (*system* connections)	\<Documents and Settings>\All Users\Application Data\Hewlett-Packard\HP OpenView\conf folder	\<Documents and Settings>\All Users\Application Data\HP\AssetManager\conf folder
Location of the amdb.ini file on Windows NT systems (*user* connections)	\Documents and Settings\<Windows User>\Application Data\Hewlett-Packard\HP OpenView\conf folder	\Documents and Settings\<Windows User>\Application Data\HP\AssetManager\conf folder
Location of the amdb.ini file on Windows Vista systems (*system* connections)	\ProgramData\Hewlett-Packard\HP OpenView\conf\ folder	\ProgramData\HP\AssetManager\conf folder

File or parameter	Former name or location	New name or location
Location of the `amdb.ini` file on Windows Vista systems (*user* connections)	`\Users\<Windows User>\AppData\Roaming\Hewlett-Packard\HP OpenView\conf\` folder	`\Users\<Windows User>\AppData\Roaming\HP\AssetManager\conf` folder
Location of the `amdb.ini` file on Unix systems (*system* connections)	`/var/opt/OV/conf/` folder	`/var/opt/HP/AssetManager/conf` folder
Location of the `amdb.ini` file on Unix systems (*user* connections)	`~/.ov/conf/` folder	`~/HP/AssetManager/conf` folder

User profiles: Improvements

In version 5.10, Asset Manager has improved the way in which it controls access to its databases:

- *User roles*: Users are no longer associated with a unique user profile, but with one or more user roles.

  When connecting, the user selects the user role that corresponds to what that user would like to do with Asset Manager.

  Example of a user role: *Asset Manager for site X*.

  A user role comprises one or more user profiles.

  Example of a user profile: *Request validation*.

- *User profiles*: Profiles continue to be used.

  They remain composed of user rights, functional rights and access restrictions.

  On the contrary, a user profile can no longer be directly associated with a user (it is, indirectly, via a user role).

- *User rights*: No change.
- *Functional rights*: No change.
- Asset Manager is installed with line-of-business data that you can import into your production database.

  The line of business data is named *Administration - Roles profiles user rights and restrictions*. They contain standard user profiles.

- The *Select your Asset Manager user role* (sysCoreChangeMasterProfil) can be associated with a user as an action to execute when the user connects.

  This wizard lets the user modify his or her default user role when the user connects to the Asset Manager database.

▶ *Administration* guide, chapter *Controlling access to the database*.

Web client: Improvements

- Time required to display pages has been greatly reduced.
- The deployment procedure has been modified.

  ▶ *Installation and upgrade* guide, chapter *Installing, configuring, uninstalling and updating Asset Manager Web*.
- Workflow schemes (graphical representation) can now be viewed via the Web client.

  ▶ *Advanced use* guide, chapter *Workflow*, section *Workflow tracking*.
- BEA WebLogic is now supported.

  ▶ *Installation and upgrade* guide, chapter *Installing, configuring, removing and updating Asset Manager Web*, section *Installing Asset Manager Web*.
- Using screens, which can be configured just like views, it is now possible to have a view equivalent in the Web client.

  Shared views are automatically converted to screens when migrating the old-format database.

  Views created after the migration can be converted to screens via a wizard.

  ▶ *Tailoring* guide, section *Customizing shared views*.
- Filters: Filters remain displayed above lists after they have been applied.

  Records from wizard or tab lists can be filtered and sorted.

  ▶ *User Interface* guide, chapter *First steps with Asset Manager*, section *Record lists / List display parameters*.
- Lists from hierarchic tables can be displayed in tree view for all list types (main lists, tab lists, wizard lists).

  ▶ *User Interface* guide, chapter *First steps with Asset Manager*, section *Record lists / List display parameters*.
- Statistics can be displayed.

  ▶ *User Interface* guide, chapter *First steps with Asset Manager*, section *Record lists / Viewing statistics*.
- The appearance of the Web clients can now be customized.

  ▶ *Tailoring* guide, section *Customizing Web clients*
- Users can now reference a page in the Microsoft Internet Explorer favorites.

  ▶ *User Interface* guide, chapter *First steps with Asset Manager*, section *Asset Manager workspace / Favorites*.

Financial management: Improvements

- Budgets are now easier to create.

  ▶ *Financials* guide, chapter *Expenses* section *Budgets*.
- Chargeback features have been improved.

  IT expenses are now more easily charged back to the appropriate department making the IT cost center equal zero.

  To assist you, Asset Manager provides you with predefined chargeback rules and systems.

  They are included in the *Financials - Line-of-business data (TCO-budgets-chargeback)* line-of-business data that you can import into your production database.

  ▶ *Financials* guide, chapter *Chargeback*.
- The calculation method used to calculate an asset's or a business service's total cost of ownership (TCO) has been modified: Calculation formulae have been improved and the result of the calculation, which was previously stored in a calculated field, is now stored in a monetary field (doing so accelerates the display of the TCO in lists).

  ▶ *Financials* guide, chapter *Total cost of ownership (TCO)*, section *Total cost of ownership (TCO)* / *View TCO in Asset Manager* / *TCO of an asset* / *How is TCO for an asset calculated?*.

  ▶ *Financials* guide, chapter *Total cost of ownership (TCO)*, section *Total cost of ownership (TCO)* / *View TCO in Asset Manager* / *TCO of a business service* / *How is a business service's TCO calculated?*.
- *Cost categories* have been renamed to *cost types* to comply with ITIL terminology.
- Budget modification possibilities are now dependent on the value of the **Status** (seStatus) field.

  Once the budget has been validated, budget modifications can be frozen and, if the budget is modified, a new validation request can be triggered.

Native support for Microsoft SQL Server 2005: New

Microsoft SQL Server 2005 is now fully supported. You no longer need to activate Microsoft SQL Server 2000 compatibility on the server.

No additional specific configuration is needed to use it.

▶ *Administration* guide, chapter *Creating, modifying and deleting an Asset Manager database*, section *Creating an empty shell with the DBMS / Creating a database at the DBMS level / Microsoft SQL Server*.

Support for Windows Vista: Improvements

Support for Windows Vista has been improved.

No additional specific configuration is needed to use it.

▶ *Installation and upgrade* guide, chapter *Installing and uninstalling in Windows (except Asset Manager Web)*.

Integration with HP Client Automation: Modifications

In Asset Manager version 5.0x, the HP Client Automation integration was only available for the English version of Asset Manager and required that a specific configuration be implemented. This was especially true for the database structure.

Integration with HP Client Automation is now standard for all Asset Manager language versions.

▶ *Integration with software distribution and configuration management tools* guide, section *Integration with HP Client Automation*.

Integration with HP Device and Dependency Mapping: Improvements

It is now possible to import the software library read by HP Device and Dependency Mapping.

This is possible using the *edac-swnorm.scn* scenario.

This scenario is installed with HP Connect-It.

▶ *Software assets* guide, section *Using the Software assets module*, chapter *Software installations and utilizations management*, section *Creating installations / utilizations automatically*.

Procurement Management: Modifications

- When processing a request, users can check if a portfolio item exists before making a purchase, and reserve the portfolio item.

  ▶ *Procurement* guide, section *Special cases*, chapter *Reserving items to be acquired*.

- Only guest access (detail of the user) is required to create or approve requests

- The *Purchase request validation* (REQAPPR) workflow scheme has been modified:

  Functional approval is required if, in the detail of the cost center associated with the request, the **Functional approval is required** (bFuncApproval) option is selected.

  Financial approval is required if the request's pre-tax total amount exceeds the threshold amount defined in the associated cost center.

  A budget approval step was added for cases when the financial approver requests that the budget be approved during the financial approval phase.

  ▶ *Procurement* guide, section *Special cases*, chapter *Requests*, section *Procedures/Automating request validation*.

Request self-service: New

A request self-service system is now available.

This system is more user-friendly and provides you with the HP Service Manager interface that you can use to carry out your requests:

1 You describe your catalog of services (standard requests) and products which can be transferred in HP Service Manager, and specify when an off-catalog product can be requested for a given asset category (models).

2 Models, standard requests and products are exported from Asset Manager to the HP Service Manager catalog.

3 Users create requests via the HP Service Manager self-service catalog and make their selection based on the standard requests, products and off-catalog product categories in Asset Manager.

4 The request is then sent from HP Service Manager to Asset Manager.

5 After this step, the procurement cycle is carried out in Asset Manager.

6 Then, the status of the request is updated in HP Service Manager via a HP Connect-It scenario.

  Users can view the status of their requests.

▶ *Procurement* guide, section *General overview*, chapter *Request self-service*.

Managing software assets: Improvements

The software asset management module has been improved globally to make it easier to use.

Terminology and processes have been aligned with ITIL and ISO terminology and processes.

- Filters have been added to wizards
- Software upgrades and license rights transfers are now managed by counters.

  ▶ *Software assets* guide, chapter *Monitoring license compliance of installations*, section *Optimize compliance with software updates and license tranfers*.

- Software installations can be created without creating a portfolio item (optional).

  Advantage: Less space is used in the database.

  ▶ *Software assets* guide, chapter *Software installations and utilizations management*, section *Linking/unlinking an installation to/from a portfolio item*.

- New license types can be managed including demonstration licenses
- Named entitlements can now assign rights to groups and departments.

  Installations are now authorized instead of licenses.

  The *Assign user/installation rights...* (sysSamEntitlement) wizard has been modified to take this change into account.

Forms: Support no longer provided

Forms are no longer supported.

The **Tools/ Reporting/ Forms...** menu was removed from the Windows client.

However, if you converted an Asset Manager old-format database to the 5.10 format, then the forms will still be present in your database.

You can continue creating the forms in the Windows client via the **Administration/ List of screens...** menu. Once you've clicked this menu item, select the **Internal forms** (amForm) table.

Replace the forms with reports from Crystal Reports:

- *Creating and editing reports:* Use the designer sold by Business Objects or the OEM version named Crystal Reports for Asset Manager, delivered with Asset Manager.

- *Saving reports:* Use the Asset Manager database or the server database sold by Business Objects or the OEM version named Crystal Reports Server for Asset Manager, delivered with Asset Manager.
- *Displaying in the Windows client:* Install the Crystal Reports viewer distributed by Business Objects or delivered with Asset Manager.
- *Displaying in the web client:* Use the server sold by Business Objects or the OEM version called Crystal Reports Server for Asset Manager, delivered with Asset Manager.

▶ *Advanced usage* guide, chapter *Crystal Reports*.

API: Additions

The following APIs have been added:
- AmCalculateStatistic
- AmCalculateStatisticFromSQLName
- AmCalculateAndStoreStatistic
- AmDbGetLimitedList

▶ *Programmer's reference*.

Business home pages: New

When you click a node in the Asset Manager Web client, the business home page of the selected domain is displayed (for example, *Finance*).

The page has several sections relevant to the functional domain of the selected node and the connection role of the connected user:
- Statistics
- Useful links (open a screen, start a wizard, open a Web site, etc.)
- Actions
- Reports

▶ *Tailoring* guide, section *Customizing Web clients* , chapter *Business home pages* .

Navigation bar: Modifications

The structure of the navigation bar has been modified: Some entries have been moved, others have been renamed.

Statistics: Improvements

You can now define statistics in one of two ways:

- By using a standard query
- By writing a complex script to display statistics

You can use scripts to define more complex statistics.

For example, if you want to group records by period, compare records in different tables or group using data from a full name type field, you will need to write a script.

▶ *Advanced use* guide, chapter *Statistics*, section *Using a script instead of a query*.

Managing mobile devices: New

Mobile devices include communication devices and accessories such as mobile phones, PDAs, etc.

Like computers, mobile devices are stored as portfolio items. They are listed in the computers table but have specific fields.

▶ *Portfolio* guide, chapter *IT portfolio*, section *Mobile devices*.

Managing virtual machines: New

Like computers, virtual machines are stored as portfolio items. They are listed in the computers table but have specific fields.

▶ *Portfolio* guide, chapter *IT portfolio*, section *Virtual machines*.

Service level management: New

Asset Manager lets you:

- Describe service level agreements.
- Describe a service level objectives contract for each time division (for example, for 2008), for each service level agreement.
- Describe performance objectives for each period covered by the time division (for example, each quarter of 2008), for each service level objectives contract.

These objectives are used to evaluate the availability of the service.

- Define downtime penalty calculation rules for each service level objectives contract.
- Calculate availability levels and any penalties.
- Chargeback penalties.

▶ *Contracts* guide, section *Utilization*, chapter *Manage service levels*.

Reports: Modifications

An OEM version that includes two Crystal Reports applications is now bundled with Asset Manager:
- Crystal Reports for Asset Manager
- Crystal Reports Server for Asset Manager

However, you may continue using a commercial version of these two Crystal Reports products as long as its version number is listed in the Asset Manager compatibility matrix.

The Crystal Reports implementation procedure depends on whether you are using a commercial or OEM version.

▶ *Advanced Use* guide, chapter *Crystal reports*.

Sybase SQL Server: Support no longer provided

Sybase SQL Server is no longer supported.

Contract terms and conditions: New

Asset Manager now lets you describe detailed terms and conditions of a contract.

▶ *Contracts* guide, section *Utilization*, chapter *Step 1 - Creating the contract* , section *Contract terms and conditions*.

Delegations: New

Workflow tasks can now be delegated to designated users.

Delegations let users transmit task assignments from one user (Employee delegating) to another user (Employee delegated to) and do so for a determined or undetermined period of time.

▶ *Contracts* guide, chapter *Workflow*, section *Tasks / Delegating a task*.

Documentation: Modifications

All of the guides have been modified.

▶ The list of all guides that are provided and where to find them are listed in this manual, in section Related documentation and compatibility matrix [page 43].

Storage of Unicode data : New

In all Asset Manager installations, regardless of language, Unicode strings can be stored in the Asset Manager database by activating this option with Asset Manager Application Designer

If this option is activated you can use all of the following together within a field:

- Characters from most languages, including Asian languages.

  For a complete list of supported code pages, see the compatibility matrix: ▶ Compatibility Matrix [page 57].

- Left-to-right character order
- Right-to-left character order (for example, Arab or Hebrew)
- Combination of left-to-right and right-to-left character orders (bidirectional)

This can only be used if the following components are installed under Windows: Asset Manager API, Asset Manager Web Service Asset Manager Automated Process Manager, Asset Manager Export Tool, Asset Manager Import Tool.

In any event, the database may be hosted on a Unix server.

▶ *Administration* guide, chapter *Creation, modification and deletion of a Asset Manager database*, section *Languages that can be used in text fields*.

Environments, platforms and software: End of support

The following third party environments, platforms and software which were part of a Asset Manager integration are no longer supported:

- Windows 2000

- RedHat Enterprise Linux 3
- Solaris 8
- AIX 5.2
- Oracle 9.2
- Microsoft SQL 7
- DB2 8.x
- WebSphere 6.0
- Apache 1.3
- Get-Resources
- Crystal Reports 10, 11.0
- Sybase Adaptive Server

2 Updates to this guide

The cover page of these Release Notes contains the following information:

- Software version
- Document Release Date, which changes each time the guide is updated

For the latest updates or to find out if you are using the most recent version, please visit the following Web site:

http://h20230.www2.hp.com/selfsolve/manuals

Note:

Acrobat Reader must be installed on your system to read the PDF files (`*.pdf`). You can download Adobe Acrobat Reader from the following site:

http://www.adobe.com/

3 Installation notes

Specifications and Asset Manager installation instructions are detailed in the *Installation and upgrade* guide provided in Adobe Acrobat format (`.pdf`). This document is located on the Asset Manager CD-ROM in this folder:

`ac\C:\Program Files\HP\Asset Manager 5.10 xx\doc\pdf`

After the installation, this document can also be found in the following folder:

`doc\pdf` subfolder of the Asset Manager installation folder (Generally this is `C:\Program Files\HP\Asset Manager 5.10 xx\doc\pdf`)

📝 Note:

Replace *xx* with the two letter language code of your Asset Manager installation.

Upgrading a beta version of Asset Manager 5.10

If you have already installed a BETA version of Asset Manager 5.1 you must uninstall it manually before installing this version.

Upgrading a previous version of Asset Manager

The operations to perform to upgrade Asset Manager depend on the previous version number:

Table 3.1. Upgrading a previous version of Asset Manager - Operations to perform

Number of the version to be updated	Operations to perform	Documentation to consult
Versions 4.2.x, 4.3.x, 4.4.x or 5.0x	In most cases, a *simple upgrade* will suffice	*Installation and upgrade* guide, chapter *Upgrading a previous version*, section *Upgrading Asset Manager version 4.2.x, 4.3.x, 4.4.x or 5.0x - Overview*
	If the *simple upgrade* fails, you will need to perform a *simplified migration*	*Migration* guide
Versions 4.1.x or earlier	*Full migration*	*Migration* guide

Supported DBMSs

- Oracle,
- Microsoft SQL Server,
- DB2.

✎ **Note:**

In Oracle, we highly recommend configuring your database so that it is case-sensitive. To do this, use the Oracle administration tools.

✎ **Note:**

Among these supported DBMSs, only those versions currently available at the time of release are supported.

For further information on the supported DBMSs, please refer to the Asset Manager 5.10 Compatibility Matrix.

This matrix is available on the HP support site at the following address:

www.hp.com/go/hpsoftwaresupport

> 📝 Note:
>
> You will need a valid login and password to access this site.

Microsoft MSDE is supported for demonstration purposes only.

Installing Asset Manager Web if WebSphere Application Server 5.1 is your application server

If WebSphere Application Server 5.1 is your application server, before executing Asset Manager Web Tier, you will need to add manually certain `.class` and `.jar` files to the application's CLASSPATH.

The complete procedure is detailed in a tech note that you can request from HP technical support.

▶ Support [page 59].

Creating the database / License file

When you create your database using Asset Manager Application Designer, you need to provide a license file to activate the access rights to the database.

This file conforms to your Asset Manager license. For more information about license files, consult the online help provided with the software or refer to the *Administration* guide, chapter *Creating an Asset Manager database*, section *Selecting a license file*.

> 📝 Note:
>
> The availability of certain modules and functions for integration with other software depends on your license. Contact HP technical support.

Demonstration database

The *Admin* login provides access to the demonstration database. It does not have a password. When connecting to the demonstration database for the first time, you must provide a license file. To obtain a demonstration license file, contact HP support.

4 Improvements and corrections

This chapter describes the main improvements and corrections that have been made to Asset Manager 5.10.

Defect number	Component that's involved	Description
AM36181218	Asset Manager Application Designer	A general protection fault (GPF) occurred when denormalizing one of the **Portfolio.Computer** link's fields from the **amAsset** table.
AM54152032	Asset Manager clients	Improvement of the *Domain user...* (sysCoreDomainUser) wizard that was triggered by the **NT user** button on the employee detail pages. This improvement has resolved performance issues.
AM29162248	Asset Manager Web client	The last page of the assets list could not be correctly accessed via Oracle 10.
AM5216510	Asset Manager Application Designer	General protection fault when tagging Web services after migrating custom monetary fields.
AM91793412	Asset Manager Web client	The selection list of portfolio items to reserve from a purchase request was empty.
AM92084250	Asset Manager Web client	When creating elements of a purchase request awaiting receipt, the work order request lines were not correctly associated with the work orders that were created.

Defect number	Component that's involved	Description
AM712183357	Asset Manager clients	The label and description of the **dRetire** field in the **amAsset** table were incorrect in English and Italian.
AM626212013	Asset Manager clients	Improved user-friendliness of the *Manage software* (sysSamLauncher) wizard.
AM22019103	Asset Manager clients	Added a filter to the stock selection page in the *Add an item from stock...* (sysCoreAddFromStToPi) and *Use item from stock" - SQL name* (sysCoreAddFromStToWo) wizards.
AM2293951	Asset Manager clients	When a rent's distribution method was *Prorate and distribute payments to a selection of assets*, the currency associated with the **mPayment** and **mValue** fields was not correctly initialized.
AM21420354	Asset Manager Windows client	In the detail of the records, the fields over two columns were not aligned correctly.
AM1018201131	Asset Manager clients	The *Code* field was missing from the **amPhysicalDrive** table.
AM103144121	Asset Manager clients	The label for the *amPhoneFeatTemplate* table exceeded the maximum authorized length.
AM1516313	Asset Manager clients	When a *LastModifier* link was added to the *amComment* table, the data was corrupted when updating comments that were part of a multiple selection.
AM24134721	Asset Manager clients	The label of a workflow activity's *Assignee* link was incorrect. The link referenced the **amWfOrgRole** table instead of the **amEmplDept** table. It has been renamed to **Person or group**.
AM73121810	Asset Manager clients	The **Nature** link is now displayed in the list of models.
AM811155326	Asset Manager Web client	Could not connect to the Web service's version tagged as *Head* if a page was deleted from a screen.
AM814174726	Asset Manager Web client	When an employee was selected in the *Divide a batch...* (sysSplitAssignment) wizard, the **Location** link needed to be populated with the location of the previously selected employee.
AM95161811	Asset Manager clients	The list of workflow instances that are displayed on the **Workflow** tab is now sorted by default using their creation date. The list of elementary tasks that are associated with a workflow instance are now sorted by default using their creation date.

Defect number	Component that's involved	Description
AM912115012	Asset Manager Web client	An empty *Workflow* node was displayed in the navigation bar when a guest type user connected.
AM112220955	Asset Manager Web client	The list of portfolio items to upgrade in the *Upgrade IT equipment...* (eUpgrade) wizard continued to remain empty.
AM4419151	Asset Manager clients	If the definitive model associated with an inventoried model was modified, the change was not propagated to the portfolio items that had already been associated with the previous definitive model.
AM118144433	Asset Manager clients	The **MrMrs** and **Title** fields appeared with the same label in the *Create a software contract...* (sysSamCreateSoftContract) wizard.
AM726163359	Asset Manager Windows client	The *Create a software contract...* (sysSamCreateSoftContract) wizard's **Contract documentation and notes** page has been made more explicit. It is now clearly indicated which list lets users add documents and which list lets them delete them.
AM44175327	Asset Manager clients	The list of inventoried models in the *Normalize inventoried models...* (sysSamNormalizeModels) wizard now provides a filter that lets users select only newly inventoried software installation models.
AM651348	Asset Manager Windows client	An error message was displayed when the **Go to** shortcut menu was used for the list of assets sorted by model.
AM726193249	Asset Manager clients	When a purchase request was created and the user selected the option to add it to an existing request having the same model, a superfluous empty purchase order was generated.
AM62222912	Asset Manager clients	Improved user-friendliness of the *Create a request from a standard request...* (sysProcRequestAddTemplatenc) wizard.
AM91791831	Asset Manager clients	The same portfolio item could be reserved several times in a purchase request.
AM126155446	Asset Manager clients	An error occurred when adding a portfolio item in stock from an employee's detail if the **dAssignment** field was not populated.
AM72817249	Asset Manager clients	In some instances, attaching a demonstration database running on MSSQL 2005 failed during the Asset Manager installation procedure.

Defect number	Component that's involved	Description
AM11149269	Asset Manager Application Designer	Error related to records in the amFuncDomain table when migrating an Asset Manager 4.4.2 database.
AM811145213	Asset Manager clients	The **Finish** button of the *Read messages* (sysCoreReadMsg) wizard displayed the next message instead of exiting the wizard.
AM831141450	Asset Manager clients	The total cost of ownership (TCO) of a business service did not correctly take into account the value of the **seFinImpactCalc** field in the **amCRType** table.
AM921151458	Asset Manager clients	Performance issue linked to the total cost of ownership calculation (TCO) when displaying a model associated with numerous portfolio items.
AM42417114	Asset Manager Windows client	The **Add this column to the list** shortcut menu did not work.
AM126174110	Asset Manager Web client	In the assets detail, the **Acquis.** tab had two **Procurement** sections.
AM1125195128	Asset Manager clients	In the detail of an expense line, the **WorkOrder** link was not enabled when the value of the **sePurpose** field was *Internal labor (Work order)*.
AM31215344	Asset Manager Windows client	Error displaying the detail of a data source from a connection detail (**File/ Manage connections** menu).
AM919195012	Asset Manager Application Designer	All system screens and filters were not always checked when the database was saved.
AM1220142019	Asset Manager Application Designer	When modifying the *Irrelevance* script associated with a link, the **Mandatory** column in the list of link properties was updated instead of the *Irrelevance* field.
AM28114230	Asset Manager Application Designer	Changes made to the description of tables were not saved when the database was saved.
AM1212192050	Asset Manager Application Designer	An error message appeared when executing the *Check the full names and the hierarchic levels* diagnostic tool (**Action/ Diagnostics/ Repair database...**).
AM73154936	Asset Manager clients	Access restriction's *OR* clauses were interpreted as *AND* clauses when access restrictions were applied.
AM228152540	Asset Manager clients	When the *AdbLog/ Explain Plan* (**Edit/ Options**) option was enabled for an Oracle database, error messages were generated.

Defect number	Component that's involved	Description
AM912201128	Asset Manager Web client	In some instances, using *DBQueryBox* control types could cause performance issues.
AM31814567	Asset Manager Web client	The default value of the **AssetTag** and **SerialNo** fields was re-applied when an asset was displayed.
AM614175932	Asset Manager clients	Error executing the *Create a software license management counter...* (sysSamCreateSoftwareCounter) wizard when *Per named workstation* license types were used.
AM423154744	Asset Manager clients	Two portfolio items were created when a portfolio item associated with the *Software installations or utilizations (amSoftInstall)* type nature was created.
AM126155449	Asset Manager Windows client	After migrating a database, the portfolio item's **Model** link contained no value.
AM54113320	Asset Manager Web client	When a filter was applied to a given screen's list, the filter was automatically applied to all of the screens that displayed the list.
AM51718558	Asset Manager Web client	No progress bar was displayed when time was need to display a screen or wizard.
AM62221491	Asset Manager Web client	List items that were displayed in a wizard were not counted correctly when a column was sorted.
AM71215574	Asset Manager Web client	After selecting a favorite in the navigation bar and then navigating to other screens, clicking the **Refresh** button caused the user to return to the favorite instead of refreshing the current page.
AM721163149	Asset Manager Web client	Icons used to display the contents of a link and to delete a link were displayed even for users who did not have sufficient read/write rights for the link.
AM8815416	Asset Manager Web client	The filter applied to a list was not saved with the favorite associated with a statistic that was created for this list.
AM823212954	Asset Manager Web client	Check boxes in the software counter details were not correctly aligned.
AM828154849	Asset Manager Web client	The size and name of files associated with a document were not correctly refreshed when the file was modified.
AM95154958	Asset Manager Web client	The identifier for images appeared on the **Photo** tab.
AM9516736	Asset Manager Web client	Items that were previously selected in a selection screen remained selected when the selection screen was displayed subsequent times.

Defect number	Component that's involved	Description
AM57141622	Asset Manager Web client	After exporting a list to Excel, the hourglass remained displayed until the page was refreshed (**F5** button).
AM1012163139	Asset Manager Web client	The disconnection icon could not be accessed via the keyboard's tab key.
AM31311916	Asset Manager Application Designer	Error message when migrating a database when field sizes had been modified.
AM1122144633	Asset Manager Windows client	Query-based statistics were displayed using the query's name instead of the statistic's name.

5 Known issues, limitations and workarounds

- When a long query is cancelled (**Cancel** button in the window displayed during lengthy operations), error messages may be displayed even though the operation was running correctly.
- If the database is not configured to store data in Unicode, Asset Manager can only be used in multilingual mode if the languages use the same code page (ex: iso-latin1). In particular, it is not possible to use Asset Manager in multilingual mode with Japanese.

  To learn how to enable data storage in Unicode: ▶ Storage of Unicode data : New [page 20].
- After upgrading from version 4.x, the functional domains might not be correct. You have to verify them.
- If the Windows *server* service is stopped, MSDE cannot be installed.
- We recommend to install MSDE with at least one network protocol activated.
- If the *itam* login already exists in the local MSDE/MSSQL instance during the installation, the connection to the demonstration database assumes that the associated password is *password*.
- If a database named *AMDemo51xx* (where *xx* corresponds to the Asset Manager installation language) already exists in the local MSDE/MSSQL instance, the Asset Manager installation will overwrite it with a new demonstration database without any warning.
- The creation of a counter using metering information is limited if the context is not the *amSoftInstall* table. In this case, it is not possible to use the *tsUnused* field.

- After upgrading from a 4.x version and if you have acquired the software asset management module, you will need to import the *software asset management* datakit.
- To copy information from the Asset Manager online documentation (available via the **F1** key), select the text to copy, right-click, and then select **Copy** from the shortcut menu. The **Ctrl+C** keyboard shortcut does not work.
- When several users execute an operation at the same time which impact the same records, the DBMS may reject the operation for certain users (deadlock).

  A rollback is performed for the rejected transaction and the corresponding user receives an error message similar to the following:

```
2005/04/29 11:41:21.687 6 1 [Thrd#:1588](-2006) ODBC error: [IBM][CLI D
river][DB2/6000] SQL0911N The current transaction has been rolled back
because of a deadlock or timeout.
Reason code \"2\". SQLSTATE=40001\r\n SQLSTate: 40001.
2005/04/29 11:41:21.703 6 1 [Thrd#:1588](-2006) SQL statement '<stateme
nt detail>'
```

  The data in the database is not corrupted.

  The user can retry the same operation if that user is the only user to perform the operation and if the operation has not been performed by the other users.

  For example, this type of conflict arises if two users try to receive the same order at the same time.
- Although most Internet browsers allow you to open a link in a new window, you must not use this feature in conjunction with Asset Manager Web. Instead, simply click the link and the page will open in the correct spot on the Web client's workspace.
- We recommend using two different instances of Tomcat to deploy Asset Manager Web Tier and Asset Manager Web Service. Both instances can be hosted on the same server.
- Functional rights (Windows client only): Let's imagine that functional right D refuses access to screen E.

  If a user connects with a user profile linked to functional right D, and if screen E is associated with an icon on the toolbar, the user is still able to access screen E via this icon even though the he or she is not authorized to do so.
- Error tagging Web services after Asset Manager migration.

  Context: After converting an old version of the database to version 5.10, you tag the database using Asset Manager Application Designer (**Action/ Tag Web service** menu) or you check the Web services (**Administration/ Check definitions of the Web services...** link on the navigation bar of the Windows or Web client).

Error: The conversion log displays a message similar to the following: *Event 'X' linked to button 'Y' does not exist.*.

Cause: The service contains a screen that has a button which is associated with an action that does not exist in the database.

Resulting Consequences: The Web service containing the detail cannot be tagged.

Solution: Delete the button from the detail or import the missing action if possible, then, try to tag the Web services again.

- An error message such as *12:14:29,817 ERROR - org.apache.myfaces.renderkit.html.util.MyFacesResourceLoader - Unparsable lastModified: @lastModified@* may appear in the Asset Manager Web Tier log file.

  This does not prevent the proper operation of the application.

- Items that are printed from the Web client do not appear correctly on the page.

- Leasing: In the detail of a contract rent, if you assign the value *Allocate unit level payments to all assets* or *Allocate unit level payments to a selection of assets* to the **Prorate to assets** (seProrateRule) field, the **Value** (mValue) and **Rent** (mPayments) fields cannot be modified by the user.

- Leasing: In the detail of a contract, if you assign the value *Yes* to the **Acceptance date** (bFromAcceptDate) field after generating the rent expense lines and assets have not been accepted, the expense lines are not deleted.

- Leasing: In the detail of a contract rent, if you assign the value *Prorate and distribute payments to all assets* or *Prorate and distribute payments to a selection of assets* to the **Prorate to assets** (seProrateRule) field, you cannot modify the **Rent** (mPayments) field.

- Some features that are available in the Windows client are not available in the Web client.

  To learn about the differences between the Windows and Web clients: ▶ *User Interface* guide, chapter *Differences between the Windows client and the Web client*.

- Maintaining a history of changes made to a field populated by a system itemized list: The **Previous value** (PreviousVal) and **New value** (NewVal) fields in the **History** (amHistory) table store the value displayed in the system itemized value input field and not the value stored in the database starting with Asset Manager version 5.00.

  For example: In the **Work orders** (amWorkOrder) table, the **Status** (seStatus) field is populated via a system itemized list. One of the entries of this itemized list is displayed as *Notified* and is stored as *0*.

  The **Previous value** and **New value** fields store *Notified* and not *0*.

In previous versions, the value stored in the database was used.

If you convert a database prior to version 5.00 to version 5.10, the **Previous value** and **New value** fields will contain both stored and displayed values of system itemized lists.

Queries, wizards, etc., that reference the **Previous value** and **New value** fields must be modified accordingly.

Example of a query that retrieves portfolio items that are or were awaiting receipt. This assumes that the history will be kept for the **Assignment** (seAssignment) field in the **Portfolio items** (amPortfolio) table.

Query before conversion:

```
seAssignment=3 or exists (SELECT 'x' FROM amHistory WHERE ((amPortfolio
:lPortfolioItemId = lHistObjId) AND (PreviousVal = '3.0000')) AND (Fiel
d = 'seAssignment'))
```

Query modified to work after converting the database:

```
(seAssignment = 3) OR ( exists ((SELECT 'x' FROM amHistory WHERE ((amPo
rtfolio:lPortfolioItemId = lHistObjId) AND ((PreviousVal = '3.0000') OR
(PreviousVal = 'Awaiting Receipt'))) AND (Field = 'seAssignment'))))
```

- *Problem:* if you use the **amDbGetListEx** function in wizards and you execute these wizards in a Web or Windows client, then *ALL* records from the table will be retrieved and displayed. This can be very time-consuming. This is a critical issue for Asset Manager Web which impacts its performance and all if its users.

   Workaround: Asset Manager is installed with a new function: **AmDbGetLimitedList**.

   We recommend that you always replace **amDbGetListEx** with **AmDbGetLimitedList** in all the wizards.

   The **AmDbGetLimitedList** function returns the execution results of an AQL query as a list. Unlike the **AmDbGetListEx** function, this function is used to define the maximum number of elements selected by the AQL query and indicates what should be done if data is truncated.

   ▶ To learn more about the **AmDbGetLimitedList** function, please read the *Programmer's reference*.

- Returning a received item in the procurement cycle: You must use the Windows client to do this as it cannot be done in the Web client.

- If your DBMS is Oracle 10 and you are deploying Asset Manager Web, you must use an Oracle 9 client instead of Oracle 10 on servers hosting Asset Manager Web Service.

- If your DBMS is Oracle 10 and you are deploying programs that access Asset Manager API in multi-thread mode (aamapi51.dll), you must use

an Oracle 9 client instead of Oracle 10 on computers hosting Asset Manager API.

- If you are hosting Asset Manager version 5.10 with version 5.0x or 4.xx on the same station which also hosts MSDE, you can use the old MSDE *ASSETCENTER* instance to host the databases of those different versions.

- If you install the Asset Manager 5.10 demo database, and if on your workstation a version of MSDE supplied with a version of Asset Manager prior to 5.10 is also installed, the connection parameters proposed by the Asset Manager installation program must be modified. (The installation program proposes the *ASSETMANAGER* instance).

  Use the old instance of MSDE *ASSETCENTER* and the password *saacpassword* for the *sa* user.

- If a currency is added or modified in the **Currencies** (amCurrency) table, or if its symbol is modified via the Windows client, you must stop and restart all instances of Asset Manager Web Service and Asset Manager Web Tier in order for this operation to be taken into account by the Web clients when they display a currency. This needs to be done because currencies are stored in a cache for each Asset Manager Web Tier instance that needs to be refreshed.

  If a currency is added or modified in the **Currencies** (amCurrency) table, or if its symbol is modified via the Windows client, and several instances of Asset Manager Web Tier or Asset Manager Web Service have been deployed, you must stop and restart all instances of Asset Manager Web Service and Asset Manager Web Tier except the instances to which the user who is making the modification is connected.

- If:
  - A value is added to, modified in or deleted from the **Itemized list values** (amItemListVal) or **Itemized lists** (amItemizedList) tables via the Windows or Web client,
  - or if a column is added to the *ColName* property of a wizard's *DBLISTBOX* control via the Windows or Web client, and the column is not part of the default columns used for the source table's screens (Asset Manager Application Designer/ Detail of the source table/ Detail of the screens/ **List/Detail** tab/ **Columns of the list** and **Other columns** fields),

  ...you must re-initialize the connection pool using Asset Manager Web Service in order for this operation to be taken into account by the Web clients when itemized lists are displayed:

1 Start Asset Manager Web Service:

```
http://<Name or IP address of the Asset Manager Web Service server>:
<Asset Manager Web Service port>/AssetManagerWebService
```

2 Click this link: Reset the connection pool.

You must have administration rights to perform this operation.

This needs to be done because itemized lists and their values are stored in a cache that needs to be refreshed.

- From the Web client, from the detail of an asset, you cannot display the detail of the **Order** (POrdLine) and **Receipt** (ReceiptLine) links.

- Schedule level rents: When the **Prorate to assets** (seProrateRule) field equals *Prorate and distribute payments to all assets* or *Prorate and distribute payments to a selection of assets*, the **Rent** (mPayments) field is only calculated correctly if the **Prorated by** (ProrateField) field equals *Market value (mMarketVal)*.

- When you use the *Accept assets...* wizard (sysLeaseWAssetAccept), if you set the **Calculation method** field to the *Acceptance date*, and the acceptance date is the same as the contract start date, an intermediate rent is calculated when it should not be.

- User roles: If, in an employee's detail, on the **Profile** tab, you start by adding a role in the **Authorized user roles** (MasterProfiles) list, and you select it using the **Role used at connection** (DefMastProfile) link, and then you remove it from the **Authorized user roles** list, it still remains associated with the **Role used at connection** link. This should not be possible.

- Migration: the database conversion to the 5.10 version; will not succeed if you convert an old-format version in which the database has a table whose SQL name contains an underscore (_).

  If this corresponds to your situation you should contact HP technical support; you will need some consultancy services.

- Euro currency symbol on UNIX: The Euro currency symbol cannot be displayed by the Web clients if Asset Manager Web Tier or Asset Manager Web Service is installed on UNIX.

  Workaround: In the detail of the Euro currency, replace the symbol with a character string such as *Eur*.

- Wizards: If you use a *COMMANDBUTTON* control, you must populate the *Caption* property.

  In previous versions, if the *Caption* property was not populated, the name of the *COMMANDBUTTON* control was used instead.

- C# programs connecting to the Web services are blocked by a *StackOverflowException* Web client error.

- Shared views: The customization of tab lists are not saved when a shared view is created (menu **Tools/ Views/ Create a shared view from the current view**) for the following tabs: **History**, **Documents**, **Workflow**, **Features**, **Adjustments**.

- Display order of pages (tabs): The change to the display order of pages defined using Asset Manager Application Designer is not saved.
- Asset Manager Application Designer: SQL names used for tables must not be more than 18 characters long. If longer names are used, contextual links and views for the table may no longer work correctly and other errors may occur.
- Converting views during migration: Views for tables whose SQL name is longer than 18 characters are not converted.

6 Related documentation and compatibility matrix

Related documentation

This section describes the guides that are provided with Asset Manager.

Guides in PDF format (Adobe Acrobat)

▶ See section List and description of guides [page 46] for the list of guides.

To display a guide in PDF format:

1 Make sure you have installed Adobe Reader.

   Otherwise, download Adobe Reader from the following address:

   http://www.adobe.com/products/acrobat/readstep2.html

2 Start a Windows Explorer.

3 Display the contents of one of the following folders:
   - `doc\pdf` subfolder of the Asset Manager installation folder (Generally this is `C:\Program Files\HP\Asset Manager 5.10 xx\doc\pdf`)
   - `ac\C:\Program Files\HP\Asset Manager 5.10 xx\doc\pdf` folder on the Asset Manager installation CD-ROM

4 Open the corresponding PDF file (`.pdf` extension) with Adobe Reader.

Guides in CHM format (compiled HTML)

▶ See section List and description of guides [page 46] for the list of guides.

To display a guide in CHM format:

1   Start a Windows Explorer.
2   Display the contents of the doc\chm subfolder of the Asset Manager installation folder (Generally this is C:\Program Files\HP\Asset Manager 5.10 xx\doc\chm)
3   Open the corresponding CHM file (.chm extension).

Main online help in CHM format (compiled HTML)

Windows client

Each of the guides in CHM format are grouped in the main online help.

To display the online Help:

1   Start the Asset Manager Windows client.
2   Do one of the following:
    ▪   Press **F1**.
    ▪   Access the **Help/ Index** menu

Web client

This functionality is not available.

Contextual help for Basic scripts

Windows client

To display help on a Basic script function:

1   Start the Asset Manager Windows client.
2   Display the script edit window (field or link configuration script, "Script" type action, wizard script).
3   Select the name of the function.
4   Press **F1** on the keyboard.

Web client

This functionality is not available.

Contextual help on fields and links in the database.

Windows client

To display help for a field or a link in the database:

1 Start the Asset Manager Windows client.
2 Display the detail that contains the field or link.
3 Select the field or link.
4 Do one of the following:
   - Press *Shift* and *F1*
   - **Help on this field** menu
   - **Help/ Help on this field** menu

Web client

This functionality is not available.

White papers

The white papers supplied with Asset Manager provide additional technical or business-related information that is not covered in the guides.

The white papers are available in one of the following folders:

- `doc\white_papers` subfolder of the Asset Manager installation folder (Generally this is `C:\Program Files\HP\Asset Manager 5.10 xx\doc\white_papers`)
- `ac\C:\Program Files\HP\Asset Manager 5.10 xx\doc\white_papers` folder on the Asset Manager installation CD-ROM

Please read the *About packaged white papers* PDF located in these folders for a summary of the white papers that are provided.

Information about the database structure

Description files are available in the `doc\infos` subfolder of the Asset Manager installation folder (`C:\Program Files\HP\Asset Manager 5.10 xx\doc\infos`, generally):

- `database.rtf`: List of tables, fields, links and indexes of the standard Asset Manager database in RTF format.

  Use Microsoft Word to display this document.

- `database.txt`: List of tables, fields, links and indexes of the standard Asset Manager database in TXT format.

  Use a spreadsheet application to display this document.

- `tables.txt`: List of tables of the standard Asset Manager database in TXT format.

  Use a spreadsheet application to display this document.

- `diffxyz.xml`, where *xyz* corresponds to the Asset Manager version number: Lists the differences of the standard Asset Manager database structure between versions xyz and 5.10 in XML format.

  Use an XML editor display this document.

- `diffxyz.html`, where *xyz* corresponds to the Asset Manager version number: Lists the differences of the standard Asset Manager database structure between versions xyz and 5.10 in HTML format.

  Use an HTML editor or Internet browser to display this document.

Online documentation

Additional documentation for Asset Manager 5.10 can be downloaded from the HP support site at the following address:

www.hp.com/go/hpsoftwaresupport

You will need a user name and password to access the site.

List and description of guides

To locate the guides: ▶ Guides in PDF format (Adobe Acrobat) [page 43].

Note:

The names of the PDF files given below have this format: *<Guide identifier>*.

The first asterisk (*) corresponds to the software and software version identifier when guide was produced.

The second asterisk (*) corresponds to the language identifier of the guide.

For example: *AC510-Installation-EN*.

AC510-Installation-EN corresponds to Asset Manager version *510*.

EN corresponds to English.

Installation

Installation and upgrade

Name of the PDF file	Name of the CHM file
Installation.pdf	installation.chm

This guide explains:
- Which programs are part of Asset Manager.
- In which environments Asset Manager functions.
- How to upgrade a previous version of Asset Manager.
- How to install Asset Manager and Asset Manager Web for the first time.
- How to configure Asset Manager.
- How to tune Asset Manager.

This guide is intended for engineers who need to:
- Install Asset Manager and Asset Manager Web for the first time.
- Upgrade a previous version of Asset Manager.

Migration

Name of the PDF file	Name of the CHM file
Migration.pdf	migration.chm

This guide explains how to:
- Convert your old-format database to the 5.10 format.
- Upgrade Asset Manager programs to version 5.10.

Migration is performed by engineers in charge of:
- Administering the Asset Manager database
- Installing Asset Manager
- Deploying Asset Manager

Introduction

Concepts and implementation

Name of the PDF file	Name of the CHM file
ConceptsAndImplementation.pdf	concepts.chm

This guide provides an overview of portfolio management and explains how Asset Manager can help you implement it in your organization.

This guide is for anyone who would like an overview of Asset Manager:

- IT manager
- Organizational manager
- Project directors and managers (setup, training, project planning/tracking, Quality Assurance, etc.).
- Integration project managers
- Administrators
- General users

📝 Note:

Users who will only work with specific modules can refer directly to that module's documentation.

Product Review Guide

Name of the PDF file	Name of the CHM file
ProductReviewGuide.pdf	reviewguide.chm

The purpose of this guide is to give someone with no prior knowledge of Asset Manager an overview of some of the common tasks that can be performed with specific focus on the *Asset Tracking* and *Expense Control* processes.

After reading this guide, the reviewer will have a clear understanding of the key advantages to be gained by using Asset Manager.

This guide will be of interest to anyone evaluating the potential of Asset Manager, such as:
- Journalists
- Industry experts
- Consultants

Asset Tracking solution

Name of the PDF file	Name of the CHM file
AssetTrackingSolution.pdf	actracking.chm

This guide aims to provide answers to the following questions:
- What is the Asset Tracking solution?
- What benefits can be expected from the Asset Tracking solution?
- Who should implement the Asset Tracking solution?

This guide will be of interest to anyone evaluating the potential of Asset Manager, such as:
- Journalists

- Industry experts
- Consultants

Expense Control solution

Name of the PDF file	Name of the CHM file
ExpenseControlSolution.pdf	expensecontrol.chm

This guide aims to provide answers to the following questions:
- What is the Expense Control solution?
- What benefits can be expected from the Expense Control solution?
- Who should implement the Expense Control solution?

This guide will be of interest to anyone evaluating the potential of Asset Manager, such as:
- Journalists
- Industry experts
- Consultants

Differences between versions 3.x and 4.x

Name of the PDF file	Name of the CHM file
DifferencesBetweenVersions3xAnd4x.pdf	differencesbetversions.chm

This guide describes the major changes made to Asset Manager between versions 3.x and 4.0.0

The manual includes:
- A module-by-module comparison between versions 3.x and 4.x
- A description of new concepts
- A description of new features
- The list of new tables

This guide is for:
- Engineers performing Asset Manager version 3.x upgrades
- Module specialists who want to know how Asset Manager has evolved between versions 3.x and 5.10

Changes made to Asset Manager after version 4.0.0 are described in the *Release Notes* guide.

Basic functions

User Interface

Name of the PDF file	Name of the CHM file
UserInterface.pdf	userinterface.chm

This guide explains how to use Asset Manager:
- Search for records
- Edit records
- Print data
- Connect to a database
- Use wizards
- Send and read messages
- Display history of changes
- Schedule alarms
- Learn about the differences between the Windows and Web clients

This guide is intended for all Asset Manager users.

Accessibility Options

Name of the PDF file	Name of the CHM file
AccessibilityOptions.pdf	accessibility.chm

This guide is for users who encounter difficulties viewing the standard Asset Manager Windows user interface.

This guide explains how to:
- Change the visual aspect of the Windows client
- Use screen reader software
- Navigate without a mouse

Common tables

Name of the PDF file	Name of the CHM file
CommonTables.pdf	commontables.chm

This guide describes the tables used in all Asset Manager modules:
- Departments and employees
- Locations
- Companies
- Floor plans

- Features
- Documents
- News

This guide is intended for all Asset Manager users.

Portfolio

Name of the PDF file	Name of the CHM file
Portfolio.pdf	portfolio.chm

This guide describes how to use the *Portfolio* module:
- Overview
- Organizing a portfolio
- Using the *Portfolio* module
- IT portfolio
- Telephones
- Software
- Work orders and projects
- Adjusting items
- Glossary

This guide is intended for anyone using or implementing the *Portfolio* module.

Contracts

Name of the PDF file	Name of the CHM file
Contracts.pdf	contracts.chm

This guide explains how to manage different types of contracts:
- Insurance
- Lease schedules
- Maintenance
- License
- Application services
- Blanket purchase orders

This guide is intended for anyone using or implementing the *Contracts* module.

Software assets

Name of the PDF file	Name of the CHM file
SoftwareAssets.pdf	sam.chm

This guide explains how to manage, control and protect software assets at each phase of their life cycle.

This guide is intended for users who need to:

- Populate the software contracts database
- Populate the software licenses database (acquisition of rights to use software applications)
- Populate the installations database (consumption of rights to use software applications)
- Monitor that installations comply with licenses
- Manage the software portfolio (installations, updates)

Financials

Name of the PDF file	Name of the CHM file
Financials.pdf	financials.chm

This guide describes how to use the *Financials* module:

- Currencies
- Expenses
- Fixed assets
- Taxes
- TCO (Total Cost of Ownership)
- Chargebacks

This guide is intended for anyone using or implementing the *Financials* module.

Cable and Circuit

Name of the PDF file	Name of the CHM file
CableAndCircuit.pdf	cable.chm

This guide describes how to use the *Cable* module:

- Overview
- Practical case
- Implementation
- Creating termination fields, cable devices, cables and connections
- Viewing the traces

- Glossary
- Reference information

This guide is intended for anyone using or implementing the *Cable* module.

Integration with software distribution tools

Name of the PDF file	Name of the CHM file
IntegrationWithSofwareDistribution-Tools.pdf	softdist.chm

This guide explains how to integrate Asset Manager with software distribution tools.

In this type of integration:

1 Asset Manager is used to *create* scheduled tasks.

> ✎ Note:
>
> A scheduled task is used to distribute a software package to or execute a script on a set of target computers.

2 The distribution tool is used to *execute* the scheduled tasks defined in Asset Manager.

This guide should be read by IT team members in charge of software distribution.

Procurement

Name of the PDF file	Name of the CHM file
Procurement.pdf	procurement.chm

This guide explains how to manage the procurement of goods and services using Asset Manager:

- Portfolio items
- Work orders
- Contracts
- Contract utilizations
- Training
- Cables

This guide is intended for anyone using or implementing the *Procurement* module.

Advanced functions

Advanced use

Name of the PDF file	Name of the CHM file
AdvancedUse.pdf	advanceduse.chm

This guide explains how to use Asset Manager's advanced functions:

- Itemized lists
- Historization
- AQL queries
- Crystal Reports
- Dashboards
- Actions
- Messaging
- Workflow
- Data export
- Scripts
- Calendars
- Time zones
- Calculated fields
- Wizards
- News

This guide is intended for advanced users.

The *Administration* guide complements this guide.

Administration

Name of the PDF file	Name of the CHM file
Administration.pdf	administration.chm

This guide explains how to:

- Use Asset Manager Application Designer
- Create, modify or delete a database
- Access databases
- Archive data
- Denormalize data
- Import data
- Control access to the database
- Use Asset Manager Automated Process Manager

- Use messaging
- Use Asset Manager as a DDE server

This guide is intended for Asset Manager administrators and advanced users.

Tailoring

Name of the PDF file	Name of the CHM file
Tailoring.pdf	tailoring.chm

This guide explains how to customize Asset Manager:
- Customize the interface of the client workstation
- Customize the database

This guide is intended for all Asset Manager users and administrators.

Reconciliation

Name of the PDF file	Name of the CHM file
Reconciliation.pdf	reconciliation.chm

This guide explains how to update records in the Asset Manager database using data obtained from external tools.

This process is based on the following question: "Does the incoming data already exist in the target application?"
- If the answer is "no", the input data is inserted.
- If the answer is "yes", the existing data is updated according to the information contained in the input data.

This guide is for:
- Asset Manager administrators who want to automate database updates.
- Users designated to process reconciliation proposals in Asset Manager.

Programmer's Reference

Name of the PDF file	Name of the CHM file
ProgrammersReference.pdf	progref.chm

This chapter explains how to use Asset Manager's programming libraries.

The reference includes:
- A detailed description of each function
- An index of functions by domain (for example, *Procurement*)
- How to use the functions

This guide is intended for programmers in the Windows environment who plan to:

- Use the Asset Manager APIs
- Create configuration scripts for fields or links
- Create *Script* action types
- Create wizards

Tuning

Name of the PDF file	Name of the CHM file
Tuning.pdf	tuning.chm

This guide describes Asset Manager tuning strategies.

In particular, it deals with certain techniques to reduce bottlenecks caused by:

- The network
- The database server
- The Asset Manager client
- The database engine

This guide is intended for Asset Manager administrators.

Automatic software mechanisms

Name of the PDF file	Name of the CHM file
AutomaticSoftwareMechanisms.pdf	autosoftmechan.chm

This guide describes the automatic software mechanisms used to process data in Asset Manager.

The guide is intended for:

- Database administrators
- Persons in charge of implementing and/or customizing the Asset Manager database

Physical data models

Name of the PDF file	Name of the CHM file
PhysicalDataModels.pdf	Not available

This guide presents diagrams of the physical data models.

Each of these diagrams contains one or more tables used by the Asset Manager modules.

Understanding the database structure can help you:

- Create queries
- Customize the database
- Define user profiles
- Access the database without using the Asset Manager user interface
- Import or export data

This guide is intended for anyone who needs to learn about the structure of the database.

Database structure

Name of the PDF file	Name of the CHM file
Not available	dbstructure.chm

This guide describes the entire structure of the standard Asset Manager database (available in `.chm` format only):
- Tables
- Fields
- Links
- Indexes
- Automatic background processes

Compatibility Matrix

A compatibility matrix detailing required hardware and software components for use with Asset Manager 5.10 is available on the HP support site at:

www.hp.com/go/hpsoftwaresupport

You will need a user name and password to access the site.

7 Support

HP Software support Web site

You can visit the HP Software Support web site at:

www.hp.com/go/hpsoftwaresupport.

This Web site provides a list of contacts and information about products, services and support provided by HP Software.

HP Software online software support provides users with self-healing services to help them resolve their problems. It also provides a quick and efficient means to access interactive technical support tools to manage specific issues. As a technical support customer, you can use the support site to:

- Search for knowledge documents of interest
- Submit and track support cases and enhancement requests
- Download software patches
- Manage support contracts
- Look up HP Software support contacts
- Review information about available services
- Enter into discussions with other software customers
- Research and register for software training

Most of the support areas require that you register as an *HP Passport* user and sign in. Many also require a valid support contract. To find more information about support access levels, go to:

http://h20230.www2.hp.com/new_access_levels.jsp

To register for an *HP Passport ID*, go to:

http://h20229.www2.hp.com/passport-registration.html

Limited responsibility clause

Asset Manager is integrated with several third-party applications.

Examples: Database engines, Web servers, single sign-on software, load-balancing and clustering hardware and software solutions, reporting software such as Crystal Reports, etc.

Support for these applications is limited to their interface with Asset Manager.

Support does not cover installation problems, setup and customization problems nor malfunctioning of the third-party application.

8 Additional copyright information

Asset Manager uses portions of third-party software products, some of which are subject to specific software licenses. This sections reproduces this license and copyright information in full.

Note: If the license for a third-party component (for example, LGPL or CDDL) specifies that the source code must be made available if an executable is distributed, you can request to receive it from HP technical support.

Licenses for the third party, open source components can be found as *.txt* files in the following locations:

- The `bin` subdirectory of the Asset Manager installation folder (`C:\Program Files\HP\Asset Manager 5.10 xx\bin`)
- The `AssetManagerWebService.war` found in the `websvc` subdirectory of the Asset Manager installation folder
- The `AssetManager.war` found in the `webtier` subdirectory of the Asset Manager installation folder
- Crystal Reports for Asset Manager and Crystal Reports Server for Asset Manager installation folder.

Sablotron

Sablotron is distributed under the terms of the MPL 1.1 and the source code is available at www.gingerall.com (MPL 1.1: www.mozilla.org/MPL/MPL-1.1.html)

Expat

Asset Manager Application Designer uses Expat to perform migrations.

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OpenSSL

This product includes software developed by the OpenSSL Project for use in the OpenSSL Toolkit (http://www.openssl.org).

This product includes cryptographic software written by Eric Young (eay@cryptsoft.com).

This product includes software written by Tim Hudson (tjh@cryptsoft.com).

Dynamic libraries

Asset Manager uses the ODBC and Visual C++ dynamic libraries.

Crystal Reports RTE

Crystal RTE software © 2001 Crystal Decisions, Inc., all rights reserved.

Cypress Basic

Basic Scripting provided by Cypress Software Inc., Copyright 1993-2004, all rights reserved.

OpenLDAP

OpenLDAP is a registered trademark of the OpenLDAP Foundation.

All rights reserved, LDAP, OpenLDAP

Facelets

The original code has been modified in order to replace the com.sun.facelets.impl.DefaultFaceletFactory class with a class that follows the original implementation with the exception of the member variable "facelets". In this variable, HashMap has been replaced with Map which implements the LRU cache management strategy in order to control consumed memory. The code modification and the original source code are available from HP support.

Bar-code font

The font used by the Barcode module is the font named C39T30Lfz from Quartet Systems.

MSDE

The demonstration database uses the MSDE database engine, which is redistributed with Asset Manager. For legal information concerning MSDE, refer to the readme.txt and licence.txt files, which are located in the MSDE folder of the Asset Manager installation CD.

OSCache

This product includes software developed by the OpenSymphony Group (http://www.opensymphony.com/).

WSDL4J

The JAVA API specifications for WSDL can be found at the following address:

http://www.jcp.org/en/jsr/detail?id=110