HP Asset Manager

Software Version: 9.50 Patch 5

Windows ® and Linux ® Operating Systems

Release Notes

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Documentation Updates

The title page of this document contains the following identifying information:

- Software Version number, which indicates the software version.
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Asset Manager Release Notes

for the Windows ® and Linux ® Operating Systems.

Software version: 9.50 Patch 5

Publication date: April 2016

This document is an overview of the changes made to Asset Manager (AM). It contains important information that is not included in books or Help. You can find information about the following in this document:

"Installation requirements " on page 6

"Enhancement requests in this Release" on page 10

"Fixed defects in this release" on page 11

"Known problems, limitations, and workarounds" on page 19

Support Matrix

For information about the installation requirements and compatibility with other products, see the Asset Manager Support Matrix. The support matrix may be updated between releases, and so is only available at the HP Support web site:

https://softwaresupport.hp.com/

The support matrix includes the following information:

- **Requirements**

  - Hardware

  - Operating System

  - Databases

  - Application Servers

  - Web Servers

  - Web Browsers and Plug-ins

- **Compatibility**

  - Languages

  - Internationalization Variances

  - Virtualization Products

  - High-Availability Products

  - HP Software Integrations

  - HP Software Coexistence

  - Other Software Coexistence

  - Server / Client Compatibility

  - Performance and Sizing

- **Obsolescence Plans**

Documentation Localization

In each release of Asset Manager, a number of guides/manuals are translated into different languages, the rest remain untranslated (English) in the html online help system or the pdf folder.

Installation requirements

This patch is delivered as in incremental package, it must be installed on top of 9.50 or later versions.

After Asset Manager 9.50 Patch 1 (not including Asset Manager 9.50 Patch 1), the following types of releases are delivered in the form of incremental packages.

- Hotfix

- Patch

- Minor.minor release

Note: Major and minor releases are still delivered as full installation packages.

An incremental package contains only the updated binary and configuration files. The following table shows the upgrading path when you upgrade from a earlier version of Asset Manager.

Upgrade from	Upgrade to	Upgrading path
Asset Manager 5.2x ~ 9.4x	Asset Manager 9.50 Patch 1	1. Run the full installation package of Asset Manager 9.50 Patch 1. 2. Migrate the Asset Manager database to version 9.50 Patch 1. 3. Uninstall the old version of Asset Manager programs.
Asset Manager 5.2x ~ 9.4x	Asset Manager 9.5x Patch x	1. Run the full installation package of Asset Manager 9.50 Patch 1. 2. Run the incremental package of Asset Manager 9.5x Patch x. 3. Migrate the Asset Manager database to version 9.5x Patch x. 4. Uninstall the old version of Asset Manager.
Asset Manager 9.50 ~ 9.5x Patch x	A greater version of Asset Manager 9.5x Patch x	1. Run the incremental package of the greater version of Asset Manager 9.5x Patch x. 2. Migrate the Asset Manager database as needed. **Note:** If the version increment of the upgrade is on the minor.minor level, such as 9.50 to 9.50 Patch 1, there are

Upgrade from	Upgrade to	Upgrading path
		no database structure changes and you do not need to migrate the Asset Manager database.

For more information about the installation procedure (precautions, methodology and different ways to install/uninstall Asset Manager), refer to the Installation Guide shipped with Asset Manager 9.50 Patch 5.

For more information about the migration procedure, refer to the Migration Guide shipped with Asset Manager 9.50 Patch 5.

How to install an incremental package

To install an incremental package, follow these steps.

1. Make sure that you have Java 7 or above installed.

2. Acquire and unzip the incremental package.

   > **Note:** Usually, the name of the incremental package is similar to `DeltaPatch.zip`.

3. Disconnect all user and services from the Asset Manager database.

4. Shut down:

   - Asset Manager Automated Process Manager

   - Asset Manager APIs

   - External programs that access the old-format production database.

   - Asset Manager Web tier and Web service

5. Run the `applyPatch.bat` file with administrator rights.

6. A command-line window appears.

7. Enter the installation directory of the old version of Asset Manager. For example, `C:\Program Files (x86)\HP\Asset Manager 9.50 en`.

8. Enter `Yes` to confirm the installation. If you enter `No`, you can enter the installation directory again.

9. Wait until the upgrade finishes.

10. A log file named `patch.log` is created in the `patch_logs` folder.

11. A backup file named `oldPatchFiles.zip` file is created in the `BackupOldFiles` folder.

> **Note:** The `oldPatchFiles.zip` file contains the old version of the Asset Manager binary and configuration files which are modified by the installer. If you want to install the incremental package again (or re-apply the incremental package when upgrade fails), you must manually back up the `oldPatchFiles.zip` file. Otherwise, the `oldPatchFiles.zip` file will be overwritten and you will lose the backup of these old binary/configuration files.

12. If the upgrade is successful, a file named `<version>.success` (for example, `9.50.11xxx.success`) is created in the `BackupOldFiles` folder.

13. If the upgrade fails, view the `patch.log` file, correct the issue, and then run the incremental package again.

> **Note:** In Linux, run the `applyPatch.sh` file instead of `applyPatch.bat`.

Upgrading Asset Manager Web

The Asset Manager Web archive files (.war files) are also upgraded when you upgrade the Asset Manager programs. Then, you must re-deploy the Asset Manager Web service and Web tier. To do this, follow these steps:

1. After you upgrade the Asset Manager programs, the customizations in the following configuration files are overwritten by standard properties. Therefore, you need to manually apply the changes again after the upgrade.

   ○ `<AM installation directory>\websvc\package.properties`

   ○ `<AM installation directory>\websvc\quicksearch.properties`

   ○ `<AM installation directory>\webtier\package.properties`

> **Caution:** In this Asset Manager 9.50 Patch 5, a parameter named **FetchingArraySize** is added to the `quicksearch.properties` file and the `package.properties` file of the web service. Therefore, you must make sure that they exist in your customized property files.

2. Uninstall Asset Manager Web. For more information, see the Installation Guide.

3. Install Asset Manager Web. For more information, see the Installation Guide.

How to roll back to the old version of Asset Manager

To roll back to the old version of Asset Manager, unzip the `oldPatchFiles.zip` file, and then manually replace the corresponding files in the installation folder with the files in the `oldPatchFiles.zip` file.

> **Note:** The rollback is only about binary and configuration files, it does not change the database structure.

Verify that Asset Manager can be launched without problems

If you are having problems launching Asset Manager 9.50 Patch 5, contact user support.

Enhancement requests in this Release

The reference number for each defect is the Change Request (QCCR) number. For more information about pending enhancement requests, visit HP Software Support Online, or contact your HP Support representative directly.

CR	Problem	Solution
QCCR1E124276	Currently, in the Asset Manager web client, when the screen has a long list of columns, there is a horizontal scroll bar allowing user to scroll to the right and see the remaining columns. However, even though there are horizontal scroll bars, it is not possible to extend the column width, it can only be shortened.	User can extend column width on the web client.
QCCR1E131428	You cannot perform searches in Record Search when its index action is triggered.	An enhanced solution has been implemented and the search service will not be down when the index action is triggered.

Fixed defects in this release

The reference number for each fixed defect is the Change Request (QCCR) number. For more information about fixed defects, visit HP Software Support Online, or contact your HP Support representative directly.

CR	Problem	Solution
QCCR1E110418	The Asset Manager manual does not have any information regarding the amOpenScreenEx() API.	The API AmOpenScreenEx() is documented in the Programmer's Reference Guide.
QCCR1E124925	The FILEEDIT control is now supported on the web client while the documentation says the opposite.	The following note is added to the Advanced Use > Wizards > Types of controls and associated properties > The FILEEDIT control. Caution: In the Windows client, you can open a file browser with this control and select the file. On the web client, this control is displayed in the form of a text box and no icon can be used to start a file browser. Therefore, if you use this control on the web client, the user must manually enter the path of the file.
QCCR1E125768	This is a request for documenting the different mechanism of column setting in the Asset Manager 9.50 web client as it is different from AM 9.41.	See Tailoring Guide > Customizing databases > Creating new objects > Creating a screen. Columns in the list: This field enables you to define the columns that will be displayed by default in the list window. The following syntax is used for this field: <SQL name of the field or link for column>,<Proportional size of the column>… In the Windows client, the total width of the list dynamically changes with the size of the window. On the web client, the total width of the list is a fixed value (1,024 pixels).
QCCR1E126351	Big value cannot be saved in the CPU	An error message will be displayed if the value is invalid.

CR	Problem	Solution
	speed field.	
QCCR1E128098	An error "Cannot get PBKDF2 password files" is displayed in SystemOut.log when WebSphere service is started.	AM web client now works correctly on WebSphere.
QCCR1E128415	The way Record Search displays screens does not comply with the way they are displayed on the web client.	The search result screen of Record Search is altered. It now complies with normal web client screens.
QCCR1E128416	The result screen of Record Search does not have the default filter applied.	The Record Search result screen now has the default filter applied.
QCCR1E129012	Record Search cannot handle complex word splitting. For example, if a record contains colon or bracket, Record Search may not find it successfully.	Record Search now handles complex word splitting correctly.
QCCR1E129566	Windows client crashes when DBListbox of wizard has sort operation with it.	Windows client works correctly now.
QCCR1E129584	Newly created record cannot be displayed in the List-detail view it is opened by amOpenScreen() of a customized wizard.	Newly created record can be displayed correctly in List-detail view.
QCCR1E129591	In the List-detail view, switching tabs in the detail frame causes the entire page, including the list frame, to refresh. It downgrades the performance.	Switching tabs in the detail frame will not cause the entire page to refresh.
QCCR1E129636	The "getUnreadMail" method is	The "getUnreadMail" method is not triggered during tab switching.

CR	Problem	Solution
	unnecessarily triggered when you switch tabs in the detail frame of the web client.	
QCCR1E129727	After multi-tenant is enabled, full table scan is always triggered while Upperempldept_Userlogin is being retrieved from the amEmplDept table during login.	The login process does not trigger full table scan when Multi-tenant is enabled.
QCCR1E129827	Error shows up on the WebLogic console when Record Search is deployed.	Record search works correctly on Weblogic.
QCCR1E130027	When you run a script that updates a field/link based on a printer record in amPortfolio, the Asset Manager Windows client crashes because the "keep history" function is enabled on the Asset link.	Asset Manager Windows client no longer crashes in this situation.
QCCR1E130227	The items with long values cannot be fully displayed in the dropdown list of statistics on the web client.	A horizontal scroll bar will be displayed for items with long values in the dropdown list on the web client.
QCCR1E130347	Memory is not released when a used script library has array defined in it.	The defined array now has a memory release script.
QCCR1E130348	In the Russian version of Asset Manager Record Search, the search button is displayed incorrectly when it is deployed on WebSphere. In addition, the keywords cannot be submitted and used for search.	The search button icon is not displayed correctly, keywords can now be submitted for search.

CR	Problem	Solution
QCCR1E130445	When an invalid character is entered in a numeric field of the web client, an error message is returned, however, it is not user friendly.	If a space is entered in a numeric field, it is screened automatically. In the case of other invalid characters, the error message is refined.
QCCR1E130558	When LWSSO is enabled on the web client, in a wizard screen, you are not redirected to the logon page when timeout occurs.	Web client redirects the user to the logon page when timeout occurs.
QCCR1E130570	In the screen with remote pages, when you select multiple records, update them and hit the "Modify" button. The changes are accepted. However, the "Modify" button remains active in the screen. If you click it for a second time, an error message pops up.	The "Modify" button is no longer available after the changes are saved in the screen.
QCCR1E130610	"java.lang.NullPointerException" error shows up when you change the 'Type' value on the 'Tracking' tab of Work order screen on the web client.	It now works correctly when you change the 'Type' value on the 'Tracking' tab of Work order screen on the web client.
QCCR1E130670	A wizard with QBE filter returns incorrect data when you click the "Last Page" button on the web client.	Wizards with QBE filter return the correct data when you click the "Last Page" button.
QCCR1E130723	Wizard page expands adaptively as fit with screen but some of its content may become invisible after that.	Wizard page is displayed correctly during execution.
QCCR1E130845	The refresh icon of "Health check report" on the home page of the web client does not take effect.	The refresh icon of "Health check report" works correctly now.

CR	Problem	Solution
QCCR1E130870	When you push data from UD to AM, duplicated record will be created in the amAsset table.	AM does not create duplicated data in the amAsset table.
QCCR1E131040	On the Installation analysis tab of Node analysis on software counters, the list shows null value even there are records.	The list shows records correctly.
QCCR1E131049	Case-insensitive index for a text field cannot be generated even after database is enabled with case-insensitivity and index creation.	The case-insensitive index can be created along with the text field.
QCCR1E131085	Notification for successful record changes cannot be dismissed even if you switch to another record.	Notification for successful record changes can now be dismissed when you switch to another record.
QCCR1E131086	The old page number is still kept after you change the wizard search criteria.	The page number is refreshed correctly on the web client.
QCCR1E131168	If there are duplicated logon names in different tenants in an Asset Manager database with multi-tenant enabled, log on with this account causes the "Server is down" error message on the logon page.	The logon page shows general logon/password-incorrect error message.
QCCR1E131425	The parameter 'AssetManager.IndexingThreads' in RecordSearch is not working.	'AssetManager.IndexingThreads' and 'AssetManager.IndexMemoryBuffer' are used by MultiThreadIndexBuilder which is not used in Record Search anymore. Hence, these 2 parameters are removed while MultiThreadIndexBuilder is kept. Installation Guide > Installing, Configuring, and Removing Asset Manager Web > Installing Asset Manager Web > Updating the archive files. Two parameters

CR	Problem	Solution
		removed.
QCCR1E131465	There are a number of parameters supported by the amOpenScreen API. But now, it is not clear how the API behaves on the web client with different combination of the parameters.	Some examples and clarifications are added to the amOpenScreen API in the Programmer's Reference Guide.
QCCR1E131473	"No such operation... " error message appears when you click the associated wizards of OnAddLink or OnRemoveLink controls on the web client.	The Web client has the same behavior as Windows client now. For the OnAddLink control, if the associated wizard/script needs a context table, the context table must to be set as the table of the link that is used by LinkList (ListConfig). For the OnRemoveLink control, if the associated wizard/script needs a context table, the context table must be to be set as the target table of the link that is used by LinkList (ListConfig). The target table can be found through the reverse link. The known limitation: If the above rule is not met, when you click the Add/Remove button on the web client, there will be no error message. The error message only appears when you click the "Finish" button of the wizard.
QCCR1E131545	"Null source error" appears when you execute a quick search wizard on the web client with WebLogic 12c 12.1.1.	The record search wizard works correctly, no error message appears.
QCCR1E131619	You have the "keep history" feature enabled for a monetary field and the computer regional settings are set to Russian (Russia). When the value of the monetary field is changed, "not a	No error message pops up.

CR	Problem	Solution
	valid double precision number" error message pops up.	
QCCR1E131680	Request to make the long label fields/links aligned on the screens of the web client.	A new option "Fields.Labels.AutoEllipsis" is added in the package.properties file of the Web Tier. By default, it is set to false. When it is set to true, the long value of the label is displayed as a short value with ellipsis on the Web client. When the cursor is hovering on the label, you can see the full value.
QCCR1E131707	There is no documentation that mentions updating JVM heap size for WebLogic in Asset Manager.	The following content is added to Installation Guide > Installing, Configuring, and Removing Asset Manager Web > Installing Asset Manager Web > Deploying the archive file to the application server. Minimal required JVM parameters for web tier: -Xms1024m -Xmx1024m -XX:PermSize=128M -XX:MaxPermSize=256m Minimal required JVM parameters for web service: -Xms1024m -Xmx1024m -XX:PermSize=128M -XX:MaxPermSize=256m For more information about JVM configuration in production, refer to the Asset Manager Deployment Sizing Guide.
QCCR1E131710	There is no documentation on aamapi.ini file path for web service deployment when tomcat is registered as service and log on as 'Local System'.	The following note is added to Installation Guide > .ini, .cfg, and .res Files > Available .ini, .cfg, and .res Files. Note: aamapi.ini needs to be created manually. If the application server is started with "Local System", the file needs to be created in the Windows Folder\System32\config\systemprofile\AppData\Roaming\HP\AssetManager\conf folder. If the application server is started with other user accounts, the file needs to be created in the \Users\Windows User\AppData\Roaming\HP\AssetManager\conf folder.
QCCR1E131814	Excessive blank space appears in the right-hand side of the list screen with Internet Explorer and Firefox on Web	No extra blank space appears in the right-hand side of the list screen with Internet Explorer and Firefox on Web client.

CR	Problem	Solution
	client.	
QCCR1E132043	Currently, FetchingArraySize cannot be set in quicksearch.properties.	FetchingArraySize parameter is exposed in quicksearch.properties. In addition, this parameter is also available in the package.properties file of the web service.
QCCR1E132084	The "Loading..." mask window cannot be dismissed when opening crystal reports on the web client.	You can now dismiss the "Loading" Window.
QCCR1E88810	In the User Interface documentation, Chapter 2, section Asset Manager workspace/Navigation bar/Set the navigation menus unfolded by default/Web client, it states that to unfold all levels, you can use the syntax of <Module>/**. In practice, this only unfolds the top level, exactly as if you had used <Module>/* instead.	The option ExpandModules works correctly with the syntax <Module>/**.
QCCR1E132286	You access Asset Manager using single-sign-on on IIS. You go to the portfolio list and select an item from the list. In this scenario, another instance of the web client is opened within the detail frame of the original web client.	With the new design of Asset Manager authentication, this issue no longer occurs.

Known problems, limitations, and workarounds

This software release has the following known issues and limitations.

Issues in Asset Manager 9.50 Patch 5

Global ID	Problem	Workaround

QCCR1E133620	In the ESS-Catalog integration, SM sends a request to AM Web Service via AM web proxy. The web proxy out an exception: acPasswordKeyFilesBean is not defined.	Append the following content to the end of the <beans> section in the application-context.xml file of AM Web Proxy (e.g. \tomcat\webapps \ServiceCatalog \WEB-INF\classes\application-context.xml)
		
		 `<bean id="acPasswordKeyFilesBean"`
		`class="com.peregrine.ac.data.security.ACPasswordKeyFilesBean">`
		`    <property name="firstPasswordFile">`
		`        <bean class="org.springframework.jndi.JndiObjectFactoryBean">`
		`            <property name="jndiName">`
		`                <value>java:comp/env/PBKDF2.Password.First.File</value>`
		`            </property>`
		`        </bean>`
		`    </property>`
		`    <property name="secondPasswordFile">`
		`        <bean class="org.springframework.jndi.JndiObjectFactoryBean">`
		`            <property name="jndiName">`
		`                <value>java:comp/env/PBKDF2.Password.Second.File</value>`
		`            </property>`
		`        </bean>`
		`    </property>`
		`</bean>`

Global ID	Problem	Workaround
QCCR1E129218	You are editing a record in the detail frame. If you click the same record in the list frame, a window pops up and asks if you want to leave the page.	There is currently no workaround available.
QCCR1E129367	Tree view is changed to default mode after saving a modification in the detail frame.	There is currently no workaround available.
QCCR1E129963	The split bar may move unexpectedly.	There is currently no workaround available.
QCCR1E128400	On a SUSE Linux 11 server, you set up a Tomcat 8 instance with JAVA 8 (either 32-bit or 64-bit) and deploy Asset Manager Web Tier. When starting the AM Web Tier, it fails with the following error. "Error creating bean with name 'inToolReportController '"	Use Tomcat 7 and 64-bit JAVA 8 on SUSE Linux 11 to run Asset Manager Web Tier and Web Services.
QCCR1E128407	In a RedHat Linux 5 server, you set up a Tomcat 8 instance with JAVA 8 (either 64-bit or 32-bit) and deploy Asset Manager Web Tier and Web Services . After logging on to the AM web client, it keeps on loading for a long time till timeout. In the Tomcat Log, you will find the following errors. Invalid POST Response: Internal	Use Tomcat 7 and JAVA 8 to run Asset Manager Web Tier and Web Services on RedHat Linux 5.

Global ID	Problem	Workaround
	Server Error found in the web client Caused by: java.io.IOException: Server returned HTTP response code: 500	
QCCR1E121535	When running the statistic with the SQL name "BstValChargeBack", the following error occurs : ODBC error: [Microsoft][ODBC SQL Server Driver][SQL Server] Column 'amEmplDept .FullName' is invalid in the select list because it is not contained in either an aggregate function or the GROUP BY clause. SQLSTate: 37000	There is currently no workaround available.
QCCR1E121918	The following error is logged when importing the demo database to Oracle: Oracle error: ORA-01795: maximum number of expressions in a list is 1000 ('Line 13 of script 'FINISH.Do, line 361'') SQL statement 'delete from LastId where IdSeed IN (2607,3905,3904,3903,....,2716,2715,2714,' could not be executed	There is currently no workaround available.

Global ID	Problem	Workaround
	('Line 13 of script 'FINISH.Do, line 361'')	
QCCR1E122 993	Wrong error message shows up when adding a link to the "Field" in the Chargeback screen.	There is currently no workaround available.
QCCR1E123 811	List Data is not updated after the action " Re-calculate a software counter" is executed.	There is currently no workaround available.
QCCR1E121 335	The web service throws a syntax error exception when BIO protocol is used for connector on Tomcat 8.	There is currently no workaround available.
QCCR1E132 913	In a LW-SSO environment, you restart the web tier while there are still users connecting to the web client. After the web tier is successfully restarted, if one of these users tries to switch to another tab, another instance of the web client is opened within the detail frame of the original web client. After a while, the user is logged out.	There is currently no workaround available.

Limitations

- Filtering

  - After you click on a record in a list and then apply a filter, the list frame displays the first page of the filtered list, while the detail frame still displays the details of the record you previously selected. If this record is not on the first page of the filtered list, you have to navigate through pages to find it.

  - After you click on a record in a list and then apply a filter, the detail frame still displays the details of that record, even if the record is no longer in the filtered list.

- Sorting

  - After you click on a record on a certain page (for example, page x) of a list and then sort the list by a column, the list frame still displays that page (page x) of the sorted list. Meanwhile, the detail frame still displays the details of the record you previously selected. Therefore, if this record is not on the same page (page x) of the sorted list, you have to navigate through pages to find it.

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If you have comments about this document, you can contact the documentation team by email. If an email client is configured on this system, click the link above and an email window opens with the following information in the subject line:

Feedback on Release Notes (Asset Manager 9.50 Patch 5)

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