

# HP Asset Manager

For the Windows® and Linux® operating systems

Software Version: 9.40

## Release Notes

Document Release Date: June 2013

Software Release Date: June 2013



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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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To find more information about access levels, go to:

**[http://h20230.www2.hp.com/new\\_access\\_levels.jsp](http://h20230.www2.hp.com/new_access_levels.jsp)**

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# Asset Manager Release Notes

for the Windows® and Linux® operating systems.

**Software version:** 9.40

**Publication date:** June 2013

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

["New Features in this Release" on the facing page](#)

["Installation " on page 10](#)

["Enhancement Requests Included in this Release" on page 14](#)

["Known problems, limitations, and workarounds" on page 39](#)

## 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:

<http://support.openview.hp.com/selfsolve/manuals>

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
- Third Party Product Integrations
- HP Software Coexistence
- Other Software Coexistence
- Performance and Sizing
- **Obsolescence Plans**

## New Features in this Release

- **Look and Feel Refresh**

The Asset Manager Web client now has a new look and feel.

- **Online Help on AM Web**

Asset Manager 9.40 provides a web-based online help for the Web client.

- **Record Search**

Asset Manager 9.40 introduces the Record Search function in the Web client. This function helps you quickly find a record in Asset Manager. For more information, refer to the User Interface guide.

- **Reports and Dashboard Enhancement**

Asset Manager 9.40 enhances the functions and appearances of reports and dashboards in the Web client.

- **The "WebService" authentication type for database connection**

The new "WebService" authentication type retrieves the database credentials from the Asset Manager web server. The Asset Manager web server first authenticates the Client that requests the database credentials by the Asset Manager credentials and a secret passphrase. Asset Manager encrypts and stores the secret passphrase locally. Once the client passes the authentication, the web server sends back the database credentials encrypted by SSL. This authentication type is more secure than the Database type.

The prerequisites of using this authentication type are:

- Asset Manager Web Service is SSL-enabled.
- The secret passphrase is set in the Asset Manager Windows client.

- **Multi-Tab support**

This version of Asset Manager Web Client supports multiple tabs. A user can click the **Open in tab** icon  to open the Web client in a new tab, which is in the same session.

- **Support matrix updates**

Asset Manager 9.40 supports the following:

- Oracle Weblogic Server 12c
- Websphere 8
- LW-SSO 2.5
- Crystal Report 2008 SP5
- Microsoft Windows Server 2012
- Microsoft Windows 8
- Microsoft Internet Explorer 10
- Common Access Card

- **Enhancement in management and tracking of mobile device**

This enhancement includes:

- A new **amSIMCard** table. This is an overflow table to save the SIM card information.
- A new **SIM cards** screen. This screen allows you to manage SIM cards.
- A new **Batch create SIM card** wizard.
- Two new workflows to synchronize the user for mobile devices and SIM cards.
- Dashboards and reports for mobile devices and SIM cards.

- **OpenSSL and OpenLDAP upgrade**

- OpenSSL: From version 0.9.8j to version 1.0.1e on Windows and Linux platform (32-bit and 64-bit)

- OpenLDAP: From version 2.3.27 to version 2.4.33 on Windows and Linux platform (32-bit and 64-bit)

In addition, Asset Manager 9.40 replaces the following .dll and .so files with updated versions, which ensure the compatibility between Asset Manager 9.40 and the latest Connect-It release.

Operating system	Old version	Updated version
32-bit Windows	libeay32.dll	libeay32-10.dll
	ssleay32.dll	ssleay32-10.dll
64-bit Windows	libeay64.dll	libeay64-10.dll
	ssleay64.dll	ssleay64-10.dll
32-bit and 64-bit Linux	libcrypto.so	libcrypto-10.so
	libssl.so	libssl-10.so

- **Single login in the Web client**

Now a user can only log in to one active session of the Web client.

- **Patch Management tool**

Asset Manager 9.40 includes the Patch Management tool (V9) as white paper, which is a community contributed content. You can download the updated version from the Asset Manager Community content on HP Live Network (HPLN).

If you need support for this tool, contact the tool author from the Asset Manager Community content page on HPLN.

# Installation

You can find steps to install Asset Manager, in the Asset Manager Installation Guide on the product installation media at this location:

*ac\program files\HP\Asset Manager 9.40 <installation language code>\doc\pdf*

After installation, the Asset Manager Installation Guide is available at this location:

*<Asset Manager 9.40 installation folder>\doc\pdf.*

## Installation Notes

### **Saving time when installing client machines**

Performing a full installation of Asset Manager (called **Typical** by the setup program) may take a significant amount of time; this is true for installation as well as subsequent uninstallation and update.

In many cases, you will not need all program features to be installed; this is particularly true when you install a regular Asset Manager client.

If that is the case, on the first page of the setup screen, select **Custom** and click **Next**.

On the following screen, features that can typically be omitted are:

- Asset Manager Automated Process Manager
- Database administration (includes Asset Manager Application Designer and database migration)
- Demonstration database
- Bar-code reader
- Web Services and Web Client

### **Updating Asset Manager version 5.10 or later**

#### **Why update?**

Some slight modifications have been made to Asset Manager between the previous version (5.10 or later) and 9.40:

- Database structure:  
Certain structural parameters (default values, screens or pages for example) have been modified or added.
- The programs have been slightly changed.

#### **Required competencies**

The update process is relatively simple and requires:

- An understanding of Asset Manager (installation, administration).
- Preparation
- Technical competency: database administration.
- Methodology

### Update procedure

1. Make a backup of the old-format production database.
2. Block the old-format production database.  
Blocking the old-format production database consists of stopping the old-format production database from being used so that no modifications are made during the upgrade process (they would not be taken into account in this case).  
Perform the following tasks:
  - a. Disconnect all users from the old-format production database.
  - b. Shut down the following:
    - Asset Manager Automated Process Manager
    - Asset Manager APIs
    - External programs that access the old-format production database.
  - c. Block access to the old-format production database.
3. Update the Asset Manager programs.

For more information, refer to **Installation and upgrade** guide, chapter **Upgrading a previous version**, section **Detail of certain upgrade operations/ Updating Asset Manager programs**

4. Import the **version 9.40 system data**:
  - a. Launch Asset Manager.
  - b. Connect to the old-format production database, which is blocked, via the **File/ Connect to database** menu.
  - c. Select the **File/Import** menu, option **Execute a script**.
  - d. Select the script `upgrade.1st` (usually located in the folder: `C:\Program Files\HP\Asset Manager 9.32 xx\migration\fromxxx`, where **xxx** stands for the version of the **old-format production database**).
  - e. Click **Import**.

- f. Click **Close**.
- g. The database you obtain by doing this is called the **9.40-format production database**.
5. Start Asset Manager Automated Process Manager on the **9.40-format production database**.
6. Update database screens with `amdbal`, the command line version of Asset Manager Application Designer:
  - a. Open a command window in the `<Asset Manager 9.32 installation folder>\bin` folder

- b. Run the command

```
amdbal -upgradescreens:<Name of the 9.32-format production database>;<password of the Asset Manager Admin login>;<location of the Asset Manager installation folder>
```

Where **<Name of the 9.40-format production database>** is the name as it appears in the **Manage connections** dialog displayed by the **File/Connect to database** menu of the Asset Manager Windows client.

And where **<password of Admin>** is the password of the Admin user used to connect to the 9.40-format production database. For example:

```
amdbal -upgradescreens:AM93;anypassword;"C:\Program Files\HP\Asset Manager 9.32 en"
```

7. Relaunch the external programs that access the **9.40-format production database**.
8. Inform users that they can use the database.

### 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.

For further information on the supported DBMSs, please refer to the Asset Manager 9.40 Support Matrix. This matrix is available on the HP support site at the following address:

<http://support.openview.hp.com/selfsolve/manuals>

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

### **Environments, platforms and software: End of support**

Refer to the Asset Manager 9.40 Support Matrix for the third party environments, platforms and software which are no longer supported. This matrix is available on the HP support site at the following address:

<http://support.openview.hp.com/selfsolve/manuals>

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

### **Product compatibility**

Before attempting to install or upgrade Asset Manager or any related components, you should verify them against the Asset Manager Support Matrix.

It details required hardware, software components and product combinations that are certified for use with Asset Manager 9.40. They are available on the HP support site at:

<http://support.openview.hp.com/selfsolve/manuals>

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

### **Creating the database / License key**

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

This file conforms to your Asset Manager license. For more information about license keys, consult the online help provided with the software or refer to the **Administration** guide, chapter **Installing License Keys**, section **Obtaining HP AutoPass License Keys**.

**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.

# Enhancement Requests Included 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.

**Title:** Request for a visible option in the sysSamCreateSoftwareCounter wizard to decide the start time of the calculation (QCCR1E52774)

**Description:** User requests a visible option in the **sysSamCreateSoftwareCounter** (accessed by selecting **Portfolio management/ IT/ Software Asset Management/ Create a software license management counter**) wizard to decide when to start the calculation. The current implementation is that the calculation starts immediately upon finishing the wizard execution. This prevents users from doing anything else in a while because the calculation takes great volume of memory.

---

**Title:** Request for an out-of-box field to record maintenance cost per contract (QCCR1E53505)

**Description:** There is no out-of-box field for recording maintenance cost per contract. If this field is manually created, users need to take care of such customization each time when upgrading Asset Manager, or migrating other applications that are integrated with Asset Manager.

---

**Title:** Request for Asset Manager clients to automatically reconnect to Oracle Real Application Cluster (RAC) system (QCCR1E55024)

**Description:** Asset Manager clients do not support the automatic reconnection to the Oracle RAC system.

---

**Title:** Request to extend the Guest license ability to access the amFixedAsset table (QCCR1E57595)

**Description:** If you log in with the Guest license and full access user role, you cannot view the **amFixedAsset** table when you select the **Finance/ Fixed Assets** menu.

**Workaround:** Log in with the named user login type.

---

**Title:** Request Asset Manager scripts to write external files in Unicode (QCCR1E58599)

**Description:** When using a script type action to write an external file, the file is written in ANSI. However, user wants it to be written in Unicode.

Resolution:

A **Force Unicode text file** option has been added in the **Edit/Option/Advanced Mode** menu of the Application Designer to enable Asset Manager scripts to read/write text files in Unicode.

---

**Title:** Request to provide an option to exclude the system error message from the result of Err.Raise() function (QCCR1E58989)

**Description:** The Err.Raise (<Error number>, <Error message>) function returns not only the user-defined but also the system error messages. Users are looking for a way to hide the system error message.

Resolution:

A new option ([**Hide system error**]) is provided to exclude the system error message such as the 'error in line number' information from the result of the **Err.Raise()** function. The new syntax is:

**Err.Raise (<Error number>, <Error message>, [**Hide system error**])**

If [**Hide system error**] is set to '1', then the function hides the 'error in line number' message.

If it is set to '0', the function returns the full information.

Based on this new implementation, the Web client goes a step further by providing another option **Error.Message.Display.FullText** in the *C:\Program Files\HP\Asset Manager 5.22 xx\webtier\package.properties* file.

```
<env-entry>
```

```
<description>Display full text in error message box</description>
```

```
<env-entry-name>Error.Message.Display.FullText</env-entry-name>
```

```
<env-entry-type>java.lang.Boolean</env-entry-type>
```

```
<env-entry-value>>false</env-entry-value>
```

```
</env-entry>
```

If **Error.Message.Display.FullText** is set to **FALSE**, then a +/- icon appears so that you can collapse/fold the error message.

If it is set to **TRUE**, then all of the information defined by the Err.Raise() function is displayed.

---

**Title:** Users with Guest license cannot see the contract link from the workflow task panel (QCCR1E60074)

**Description:** When a Guest user is delegated to approve a contract via the workflow process, the user cannot see the link to the contract from the "**My workflow tasks**" panel although the user has been assigned full access to the contract table.

The user can neither modify the to-be-processed record.

Resolution:

This defect is fixed by updating system tables rights for guest users. When a guest user has read right on one field of a table, he has read right on this table.

---

**Title:** Request to export "extended" database structure (QCCR1E62799)

**Description:** Because exporting the whole database dump might offend against confidentiality regulations and is resource-consuming, a single tool is requested to export "extended" database structure.

Besides the database structure, the tool should enable users to export the necessary data such as functional domains; user profiles, with access restrictions, access rights; calculated fields; workflows; wizards and scripts and features, from which user can re-build the database and reproduce the problem happened in the original database.

Resolution:

Add a new advanced dump option to export database structure during base2base copy.

---

**Title:** LW-SSO 2.4 support with Asset Manager (QCCR1E70492)

**Description:** It is requested to have LW-SSO 2.4 integrated with Asset Manager to include the validation point protocol on LW-SSO (new to LW-SSO 2.4).

---

## 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](http://support.openview.hp.com/selfsolve/manuals), or contact your HP Support representative directly.

For information about fixed defects in previous Asset Manager releases, download the release notes of previous Asset Manager releases from the HP Support web site:

<http://support.openview.hp.com/selfsolve/manuals>

**Title:** In Internet Explorer, a blank page is displayed when connecting with a user name that contains certain characters (QCCR1E50113)

**Description:** In Internet Explorer, a blank page is displayed when the customer connects to the database with a user name that contains "\usd" (for example: Code1\usd12345).

Some other problems are also found:

1. After connecting with "Code1\Usd12345", the page displays the navigator; however, the user name displayed at the right corner is "Code1Usd12345".
2. After connecting with "Code1\Nlv12345", the page displays the navigator; however, the user name is displayed incorrectly.
3. After connecting with "Code1\nlv12345", the page displays the navigator; however, the user name is displayed incorrectly.

---

**Title:** Error of duplication from existing Workflow scheme (QCCR1E51427)

**Description:** Customers cannot duplicate a workflow scheme from an existing record in the **amWfScheme** table (**Administration/ Workflows/ Workflow schemes**),

Duplication fails with the following error message:

```
[Thrd#:5060](-2004) ODBC error: [Microsoft][ODBC SQL Server Driver][SQL Server]Cannot insert duplicate key row in object 'dbo.amWfEvent' with unique index 'WfEvent_ISrcActiv1'. SQLState: 23000
```

```
[Thrd#:5060](-2004) ODBC error: [Microsoft][ODBC SQL Server Driver][SQL Server]The statement has been terminated. SQLState: 01000
```

```
[Thrd#:5060](-2004) Index error: A record in table 'Workflow events (amWfEvent)' with the values 'Delete rent' for link 'Source activity (SrcActivity)', 'Executed' for field 'Name (Name)', 'xyz' for link 'Workflow (WfScheme)' already exists in the database.
```

```
[Thrd#:5060](-2004) Unable to create <xyz> in table 'Workflow schemes (amWfScheme)'.
```

The placeholder <xyz> stands for the name assigned for the duplicated workflow.

**Resolution:** In this scenario, it is recommended that you export and import to add a duplicated workflow rather than using the Duplicate button. Therefore, the Duplicate buttons of the screens of the **amWfScheme** table have been removed.

**Workaround:** The duplicate button does not function right in amWfscheme. Customers may use export and import to duplicate a workflow by following the instructions below.

1. Select the workflow scheme record to be duplicated.

2. Change its name and reference to the values of the workflow scheme to be created.
3. Click the Export button to export the workflow scheme.
4. Change the name and reference of the original workflow to their original values.
5. Edit the import.bat file created by the Export tool.
6. Run the import.bat file to import the workflow scheme.

---

**Title:** Clicking on the background of a page can change the value of a check box (QCCR1E51938)

**Description:** When there is a check box displayed on the Asset Manager Windows client, clicking anywhere to the right of the check box, including the background where there is no text, changes the value of the check box. This may cause the value of the check box to be changed accidentally.

---

**Title:** Asset Manager executes duplicate queries on the amQuery table upon switching screens (QCCR1E53448)

**Description:** Asset Manager executes seemingly unnecessary queries on the **amQuery** table when switching from one screen to another. This leads to performance problems.

---

**Title:** The QUERYEDITOR (Query editor) mode option should be removed from the shortcut menu of the page node on the Wizard tab of the wizard detail page (QCCR1E58323)

**Description:** The QUERYEDITOR (Query editor) mode option is not ready for use. Therefore, this option should be removed from the shortcut menu.

This option is accessed via **Edit/ QUERYEDITOR (Query editor)** from the shortcut menu of the page node on the Wizard tab of the wizard detail page.

Resolution:

This option is removed.

---

**Title:** Wizard cannot enforce the ReadOnly property for the TextBox and ComboEdit control in the Web client (QCCR1E60009)

**Description:** If a **TextBox** control whose ReadOnly=1 is used in a wizard, it is not grayed out even though it is not editable when the wizard is launched in the Web client.

If a **ComboEdit** control whose ReadOnly=1 is used in a wizard, the Read-only property is not enforced. It neither appears to be nor functions as read-only.

---

**Title:** Switching between the table screens is slow in the Windows client (QCCR1E60022)

**Description:** In the Asset Manager Windows client, if several table screens are open, switching between them takes long time.

The log indicates that Asset Manager selects queries in different **SELECT** statements when switching between the tables.

---

**Title:** Cannot create a software counter from a user defined template using the "Manage software" wizard (QCCR1E60812)

**Description:** Error occurs when you use the "Manage software" wizard to create a new software counter from a predefined template. The wizard fails to execute with the following three error

messages:

*i) Cannot duplicate a record that has already been modified or by using multiple selection. (Line 83 of script 'FINISH.Do, line 1291') (Line 243 of script 'Global, line 1')*

*ii) Unable to complete operation in current state. (Line 83 of script 'FINISH.Do, line 1291') (Line 243 of script 'Global, line 1')*

*iii) Wizard failed to execute (Line 243 of script 'Global, line 1')*

---

**Title:** Error occurs when modifying the Type field of a helpdesk ticket in the Web client (QCCR1E60972)

**Description:** The following error message appears when modifying the **Type** field of a helpdesk ticket in the Web client:

*"The Window could not be refreshed due to an internal error."*

---

**Title:** Deletion using AmDbExecAql() does not delete all data (QCCR1E61070)

**Description:** When executing a "DELETE FROM" query with AmDbExecAql(), not all of the data that matches the WHERE clause is deleted.

Therefore, the command needs to be executed multiple times in order to delete all of the records matching the WHERE clause.

---

**Title:** The WEBAdblog returns garbled ExplainPlan options with the /AdbLog/ExplainPlan=1 option added in the aamapi5x.ini file (QCCR1E62041)

**Description:** If the customer restarts and exits the Web client after adding the "/AdbLog/ExplainPlan=1" option in the aamapi5x.ini file, the WEBAdblog (viewed via <http://localhost:8080/AssetManagerWebService/adblog?start=-1>) shows garbled ExplainPlan options.

---

**Title:** Links are missing when archiving a single record (QCCR1E62126)

**Description:** When you save a new database schema with archiving enabled, Asset Manager archives all tables in the database including the relational tables (prefixed with amRel).

However, when you archive a single record that has links from an amRel\* table (for example, amEmplDept table with links from amRelEmplGroup), those links are lost.

---

**Title:** The "Field cannot be empty" error occurs when setting a mandatory Boolean feature to "No" (QCCR1E62780)

**Description:** The "Field cannot be empty" error occurs whenever setting a mandatory Boolean feature to "No" for a record.

---

**Title:** Web client always chooses the first value from the drop-down list displayed from typeahead (QCCR1E63393)

**Description:** When using typeahead to fill the value for a link, the Web client always chooses the first from the multiple identical entries in the drop-down list even if the user has selected another.

Resolution:

Now duplicated values for **Self** are supported in Web, but the better solution is that users define unique **Self** so that duplicate values will not show in the drop-down list.

---

**Title:** Filters are removed from screens opened using the AmOpenScreen() function under certain circumstance (QCCR1E63498)

**Description:** This problem happens when you:  
1. Open a screen with a filter using AmOpenScreen().  
2. Click a record to view the details.  
3. Click the "List of <table>" link.  
You will find that the filter is no longer applied to the list screen.

**Resolution:**  
This issue is resolved by breadcrumbs. The user can use breadcrumbs to go back to the screen with filter.

---

**Title:** Cannot create a software counter whose licence type is "per named user" with the "Manage software" Wizard (QCCR1E63633)

**Description:** With demo date imported, creating a software counter whose licence type is "per named user" with the "Manage software" Wizard returns the following errors:

```
[Thrd#:43696](0) Unable to update software counter 'XXX'. ('Line 121 of script "Refresh the software counter' of table 'Software counters (amSoftLicCounter)'" ('Line 268 of script 'FINISH.Do, line 1291'" ('Line 243 of script 'Global, line 1"')  
[Thrd#:43696](0) Parameter error: ('Line 121 of script "Refresh the software counter' of table 'Software counters (amSoftLicCounter)'" ('Line 268 of script 'FINISH.Do, line 1291'" ('Line 243 of script 'Global, line 1"')  
[Thrd#:43696](0) Action 'Refresh the software counter' failed to execute ('Line 268 of script 'FINISH.Do, line 1291'" ('Line 243 of script 'Global, line 1"')  
[Thrd#:43696](0) Unable to complete operation in current state. ('Line 268 of script 'FINISH.Do, line 1291'" ('Line 243 of script 'Global, line 1"')  
[Thrd#:43696](0) Wizard failed to execute ('Line 243 of script 'Global, line 1"')
```

---

**Title:** Enabling the Debug tracing in the log4j.properties prevents the Web client from working (QCCR1E63826)

**Description:** After the log4j.properties file (path: <Tomcat installation folder>\webapps\AssetManager\WEB-INF\classes) deployed with Asset Manager Web Tier has the following property set to DEBUG:  
log4j.rootLogger= DEBUG, stdout

You can no longer open screens in the Asset Manager Web client. An error sign appears; however, no error message is displayed.

---

**Title:** Web client fails to show the history lines of the Asset table in the Portfolio items table using the remote page functionality (QCCR1E63859)

**Description:** On the Web client, if you attach the remote page **Asset.PgHist** to the amPortfolio full screen, it refers to the portfolio history rather than the asset history.

**Workaround:** Add a script similar as below to a button to get a screen amOpenScreen aggregating history values.

```
(amOpenScreen("amHistory", "", "(IHistObjId = " & [IPortfolioItemId] & " AND  
HistObjTable = 'amPortfolio') OR (IHistObjId = " & [Computer.IComputerId] & " AND  
HistObjTable = 'amComputer') OR (IHistObjId = " & [IAstId] & " AND HistObjTable =  
'amAsset')", 0, "").
```

---

**Title:** Creating an Oracle database connection returns the 'Unable to load dynamic library (libey32.dll)' error (QCCR1E64199)

**Description:** The following error occurs when trying to create a connection to an Oracle database:

```
Module 'SSL': Unable to load dynamic library (libey32.dll)  
Unable to initialize SSL library  
Cannot Load Oracle Dynamic library (oci.dll)  
unable to connect to this database engine
```

When checking the loaded modules via the **Help > About Asset Manager** menu, you will find that the libey32.dll module is not loaded.

However, the manual should have documented that certain .dll should be loaded with the Windows system package to enable the work of SSL module.

---

**Title:** Web client does not display the requested fields on the My workflow tasks detail screen (QCCR1E64389)

**Description:** The Web client does not display the requested fields on the My workflow tasks detail screen as Windows client does.

---

**Title:** The pop-up message no longer shows the count of loaded records (QCCR1E64561)

**Description:** The "Please wait" pop-up message displayed while loading records on a screen no longer shows the count of loaded records as it used to in the earlier releases (for example, AssetCenter 4.3.1).

---

**Title:** Documentation is missing the information on using Asset Manager 9.30 on Windows Server 2008 R2 (QCCR1E64801)

**Description:** Some Asset Manager programs must be "Run as administrator" on Windows Server 2008 R2. Documentation should have listed which programs need administration rights to run and provided relevant installation notes.

---

**Title:** CnxPoolMemory option is implemented only for Asset Manager 32-bit Web on Windows platform (QCCR1E64837)

**Description:** On page 89 of the AM5.20 Installation guide, it describes the CnxPoolMemory option for Asset Manager Web deployed on a 64-bit OS. However, this option is not working for 64-bit Asset Manager Web.

Resolution:

A note is added to the Installation guide to address this limitation:

"The **CnxPoolMemory** parameter is applicable only to 32-bit Windows platform. It is ignored on windows 64-bit WebService instance and on all Unix platforms."

---

**Title:** Wizard within an activity of a workflow scheme does not move to the next task once completed in the Web client (QCCR1E65060)

**Description:** In the Web client , when a workflow scheme with an activity containing a wizard is launched, the wizard does not move to the next task once completed.  
The same workflow works fine in the Windows client.

---

**Title:** Getting error when trying to view the Aquis. page (QCCR1E65273)

**Description:** When viewing the Aquis. page of the amAsset table (either directly or through the Portfolio items screen), there is a pink error bar with no text displayed, and the rest of the page is blank.

This happened in a customized database while not in the demo database.

**Workaround:** This issue happens only when the data is bad. The value stored in amAsset.TaxCur was lowercase, while the value for the amCurrency.Name was uppercase.  
The workaround accordingly is to run a script and repair the data in the amAsset.TaxCur field so it matches the data in the amCurrency.amCurrency.Name field.

---

**Title:** Auto-completion returns the wrong value (QCCR1E65561)

**Description:** If an index field is contained in the **String** value of a table and not set as the first field, the auto-completion feature does not always complete your typing with the correct record.

For example, **BarCode** is the index of the **amLocation** table and the **String** value of this table is defined as **[Address1] / [City] / [BarCode]** in the Application Designer. When you populate the **Location** field for a portfolio item by following the format of the **String** with an incomplete **Barcode** value, the auto-completion feature returns a record without considering the **[Address1] / [City]** value that you have entered. The adblog indicates that only **BarCode** is compared when the field is being auto-completing.

---

**Title:** The LISTHEIGHT property of certain wizard controls doesn't behave as documented (QCCR1E65800)

**Description:** Two wizard controls with different **LISTHEIGHT** property set (the height value of one control is twice of the other) for each of them seem exactly the same in their size.

When using larger values for the **LISTHEIGHT** property, the difference shows. However, it appears that the size of the controls are not simply calculated in relation to the other controls on the same page.

**Workaround:** Use larger numbers for the **LISTHEIGHT** property.

---

**Title:** Screens are lost after deselecting "visible in menus" (QCCR1E66468)

**Description:** When you:

1. Create a personal table and two screens (**Full** and **Simple**) in the Application Designer.
2. Display one of the screen (take the **Full** screen as an example) created in step 1 in the Windows

client.

3. Select **Tools/ Views/ Create view from current window** to create a view.
4. Launch the **Create screen using view as a template...** action.
5. Create a screen from the view created in step 3 (with **Visible in menus** selected).
6. Display the screen created in step 5 in Application Designer.
7. Deselect **Visible in menus** for the screen.
8. Reopen the Application Designer.

Both of the full screens created in step 1 and step 5 are lost.

---

**Title:** Asset Manager Export Tool crashes when adding a title to a column in the Column and sort tab of a query's detail (QCCR1E66472)

**Description:** The Asset Manager Export Tool crashes when you:

1. Click the magnifier icon to display a query's detail.
  2. Select the **Column and sort** tab.
  3. Add a title for a column in the right hand of the screen.
- 

**Title:** Excessive blank space in the wizard page resulted from blank label (QCCR1E66474)

**Description:** On the Web client, invisible or empty labels on the wizard page take up excessive space, and it forces user to scroll to display other parts of the page.

---

**Title:** Wizard is not working as designed when going back and forth to a page in the Web client (QCCR1E67045)

**Description:** When you click **Next** to proceed with certain conditions not met on one wizard page, the wizard is coded to bring you back to the page where the conditions can be fulfilled. Then, clicking **Next** will take you to the page before you go back. This works fine in the Windows client. While in the Web client, after going back to the problematic page and clicking **Next**, you skip the page which you were working on before going back.

---

**Title:** Documentation on eliminating locks and deadlocks in the Tuning guide is incorrect (QCCR1E67046)

**Description:** The Tuning guide, Chapter **Tuning the database**, Section **Eliminating locks and deadlocks/ Oracle**, the stored procedure is missing a "COMMIT" line in the script:

The former version:

---

```
SELECT MAX(ICounterId) INTO CounterIdent FROM amCounter WHERE Identifier =  
LocalCounterName;
```

```
IF CounterIdent IS NULL THEN
```

```
SELECT MAX(ICounterId)+1 INTO CounterIdent FROM amCounter;
```

```
INSERT INTO amCounter (ICounterId, Identifier, Description, IValue, dtLastModif) VALUES  
(CounterIdent, LocalCounterName, LocalCounterName, CounterIncrement, SYSDATE);
```

*ELSE*

*UPDATE amCounter SET IValue = IValue + CounterIncrement, dtLastModif = SYSDATE WHERE  
ICounterId = CounterIdent;*

*END IF;*

*SELECT IValue INTO CounterValue FROM amCounter WHERE Identifier = LocalCounterName;*

*COMMIT;*

*END;*

*/*

The new version:

*ELSE*

*SELECT MAX(ICounterId) INTO CounterIdent FROM amCounter WHERE Identifier =  
CounterName;*

*IF CounterIdent IS NULL THEN*

*SELECT MAX(ICounterId)+1 INTO CounterIdent FROM amCounter;*

*INSERT INTO amCounter (ICounterId, Identifier, Description, IValue, dtLastModif) VALUES  
(CounterIdent, CounterName, CounterName, CounterIncrement, SYSDATE);*

*ELSE*

*UPDATE amCounter SET IValue = IValue + CounterIncrement, dtLastModif = SYSDATE WHERE  
ICounterId = CounterIdent;*

*END IF;*

*SELECT IValue INTO CounterValue FROM amCounter WHERE Identifier = CounterName;*

*/\* No commit in new version \*/*

*END IF;*

*END;*

*/*

---

**Title:** Certain controls disappear from the Web client screen after decreasing the screen resolution (QCCR1E67442)

**Description:** After decreasing the screen resolution, some controls disappear.

---

**Title:** Error arises when viewing the workflow diagram in the Web client (QCCR1E67655)

**Description:** On the Web client, the workflow diagram is displayed correctly when the first time being visited by clicking **Work order tracking** on the **Workflow** tab of a **My workflow task** record detail screen. However, after carrying out a workflow activity, viewing the same workflow diagram returns error.

**Workaround:**

**Note:** 1. This workaround temporarily enable users to finish daily work with limitation.  
2. Make sure you have tested this in the non-production environment first.

1. Remove the workflow transition arrow from "**Continue**" to "**Update a work order**".
2. Set the **seProcessMode** property of event "**Continue**" in activity "**Work order completed?**" from "**Log event and process immediately**" to "**Process event immediately without logging**".

**Note:** By changing this property, when the event "**Continue**" is triggered, there will be no record logged into **amWfOccurEvent** for this event. Therefore, make sure there is no logic running based on the **amWfOccurEvent** table.

3. Create another activity (named as "Test" for example) after the activity "**Work order completed?**".
4. Draw an arrow (workflow transition) from "**Continue**" to "**Test**".
5. In the "**Test**" activity, set the **Type** to "**Test/Script**", add the following script in the **Script** section of the **Parameter** tab:

```
"If 1 = 1 Then  
RetVal = "ByPass"  
End If  
"
```

Add "**ByPass**" as one possible answer below the **Script** section.

6. Draw an arrow from "**ByPass**" to "**Update a work order**".

The whole idea is to break up the close-loop diagram in the Web client, due to that a close-loop diagram is not well supported in the Web client.

With this workaround implemented, the "**Continue**" event of this workflow is not logged into **amWfOccurEvent**. Thereby, this whole workflow is not counted as a close loop in JAVA code. Hence the diagram can be displayed without error.

For the newly added "**Test**" activity, you can design what ever you like, just make sure to keep the "**Continue**" event as "**Process event immediately without logging**".

---

**Title:** Error occurs when logging in: "not a valid hexadecimal string" (QCCR1E67812)

**Description:** The following error is displayed when logging into Asset Manager:

"<xxx> is not a valid hexadecimal string. The user name or password is incorrect"

---

**Title:** Customizing the String value of the Location table (in the Application Designer) breaks the AutoComplete functionality (QCCR1E67887)

**Description:** After you have changed the **String** value of the **Location** table to **[City]-[Name]-[Site\_Code]** (where **site\_code** is a custom field), the following error occurs when you try to enter a value for the **Location** link of a portfolio item:

*"AutoComplete is not activated for this link"*

---

**Title:** The Lists.StatisticComboBox.Displayed parameter in the package.properties file of the Web Tier does not work (QCCR1E68150)

**Description:** With the Lists.StatisticComboBox.Displayed parameter set to False, the Web client still displays the **Statistics** combo box after redeployment.

---

**Title:** The "cannotApplyFilter" error occurs on a view with filters applied in the Web client (QCCR1E68195)

**Description:** After a view is created on the **Assets** table with two filters, selecting the **General** tab of a portfolio item linked to a certain asset causes the following error:

*"cannotApplyFilter"*

---

**Title:** Read-only fields are not grayed out on the Web client (QCCR1E68205)

**Description:** The fields set to read-only are not greyed out, although they are not modifiable on the Web client.

---

**Title:** Request to document that customized tables cannot be accessed by a Guest User (QCCR1E68468)

**Description:** It is expected to clearly state in the documentation that customized tables can not be accessed by a Guest User.

Resolution:  
It is added to the Admin guide.

---

**Title:** The component Tab is empty on the Parent record even if there is any children (QCCR1E69308)

**Description:** The **Component** Tab is empty on the Parent record even if there is child record linked to the parent record.

---

**Title:** Korean characters entered in Asset Manager fields are truncated (QCCR1E69327)

**Description:** When entering Korean characters in Asset Manager fields, the last character always disappears before the entry can be saved into Asset Manager database.

---

**Title:** Supervisor entered in the sysSamCreateSoftwareCounter wizard is not taken into account (QCCR1E69388)

**Description:** When you create a software counter using the **sysSamCreateSoftwareCounter** wizard, the value entered in the **Supervisor** field on the wizard page is missing from the counter created.

---

**Title:** Pasting long text in itemized list crashes Asset Manager (QCCR1E69691)

**Description:** Asset Manager Windows client crashes when pasting long text into an itemized list.

Resolution:

The Windows client does not crash when setting long text into itemized list fields. But, the text will be truncated to 12,000 characters in an Unicode edition of Asset Manager Windows client.

---

**Title:** The "Check definitions of the Web services" wizard could not detect some web service errors (QCCR1E69702)

**Description:** The "Check definitions of the Web services" wizard failed to detect some web service errors.

---

**Title:** Portfolio item creation and update is slower in Asset Manager 5.22 than in 4.3.1 (QCCR1E69870)

**Description:** It takes longer to create or update a portfolio item in Asset Manager 5.22 than in Asset Center 4.3.1.

---

**Title:** Crystal reports (BOE) ISO fails to insert license key (QCCR1E70456)

**Description:** Installing SAP BusinessObjects Enterprise for Asset Manager fails with the following errors.

Asset Manager Reporting Installer

=====

Install SAP BusinessObjects Enterprise for Asset Manager (Please have patience, this can take a while) Unattended mode ...

ERROR: The SAP Crystal Reports Designer PidKey cannot be found

The installer expects the PidKey to be indicated in the %CRS\_PidKey% environment variable, but this variable does not exist

ERROR: SAP BusinessObjects Enterprise installation failed

**Workaround:** 1. Open a command prompt window.

2. Run the command 'Set CRS\_PidKey=CAZ0J-2636638-Y401000-ZGFG' to set the variable 'CRS\_PidKey'.

3. Launch AssetManagerReportingInstall.bat script to install Crystal Reports.

---

**Title:** QBE query using the 'Use sub-element in tree-structure' crashes Web Service (QCCR1E70472)

**Description:** QBE query on IT Equipment table using the 'Use sub-element in tree-structure' against Portfolio Location crashes Web Service.

'(0) null' error to the screen and is unable to navigate through the application, the following is subsequently displayed: 'cannotapplyfilter - failed to update list state'

---

**Title:** After activating archiving in a demo db, error is encountered when adding new fields to a table (QCCR1E70920)

**Description:** After enabling archiving on Asset Manager demo db, error is returned when adding fields to a table:

*Cannot drop the trigger 'arCabCnxType\_ExtNoDupNdx', because it does not exist or you do not have permission. SQLState: S0002*

---

**Title:** JAWS (screen reader) does not read the Labels for the controls (QCCR1E71205)

**Description:** The Asset Manager Web client screens contain fields to filter results which are not labeled (for example Filters, Statistics). It's very difficult for screen reader users to discern the purpose of these fields.

---

**Title:** Tab order in the list screen is not logical (QCCR1E71213)

**Description:** In the list screen on the web client, the tab order is not logical. The focus does not start from the active control on the top left of the screen and progress in the same manner as when we read books (left-to-right, top-to-bottom).

---

**Title:** DRAGON (speech recognition software) cannot identify the drop-down list by voice input (QCCR1E71223)

**Description:** In the web client, when you say "filter", DRAGON does not recognize, nor does it recognize "Drop Down Box". This applies to all of the **Actions**, **Filters** and **Statistics** Combo Boxes.

---

**Title:** Incorrect mapping for TCPIPDomain in DDMI - AM scenario (QCCR1E71239)

**Description:** In the mapping between DDMI and Asset Manager (hardware part), the mapping script for the **amComputer.TCPIPDomain** field should not be

*EDDIGetDomainNameEx([Device\_PreferredDNSName],  
[hwNetworkData.hwNetworkNames.hwDomainName])*

Both the fields that are mapped do not contain the required value (the tcp/ip domain).

The **amComputer.TCPIPDomain** field should be mapped to the DDMI field *hwNetworkData.hwNetworkTcpip.hwIPDomain*, which is always available and correctly filled in DDMI.

---

**Title:** Autorefresh for closed Itemized lists is not working on the Web client (QCCR1E71327)

**Description:** The detail screen should be refreshed when modifying a field or link that is referenced by a **Read only** script of another field or link in the same table. However auto refresh does not work on the Web client for closed itemized lists.

---

**Title:** The number of records loaded in tree view of the selection window for a linked field is not that set in the preferences (QCCR1E71351)

**Description:** When accessing a target table from a link in the detail of a record, and then switching to the tree view, the number of nodes displayed is less than the number displayed when you access the target table directly.

---

**Title:** Error when duplicating a computer that has network cards attached (QCCR1E71550)

**Description:** When you try to duplicate a computer that has network cards attached to it, the following error message appears:

```
2012/01/04 20:13:27.347 3 1 [Thrd#:3712](-2004) Oracle error: ORA-00001: unique constraint (NZ_
AM_930_9313_EN.NETCARD_LNETWORKCA) violated
2012/01/04 20:13:27.347 3 1 [Thrd#:3712](-2004) Oracle error: ORA-06512: at line 2
2012/01/04 20:13:27.347 3 128 [Thrd#:3712]Write operation - Execution: 0.031s
2012/01/04 20:13:27.347 3 1 [Thrd#:3712](-2004) Index error: A record in table 'Network cards
(amNetworkCard)' with the value '169838' for field 'INetworkCardId (INetworkCardId)' already
exists in the database.
2012/01/04 20:13:27.347 1 32 [Thrd#:3712]Rollback Transaction
2012/01/04 20:13:27.347 1 1 [Thrd#:3712](-2004) Unable to create 'NZ-TEST-01-1' in table 'IT
equipment (amComputer)'.
```

---

**Title:** Asset Manager 9.3 Web client will not open on Solaris and WAS 6.1 (QCCR1E71590)

**Description:** When trying to run Asset Manager 9.3 Web client on Solaris and WAS 6.1, the user receives the following error message:

```
An error occurs while processing a request for: /AssetManager/index.jsp
Please contact your Administrator or see server logs for more details
Error: JSPG0036E: Failed to find resource /index.jsp
```

```
java.io.FileNotFoundException: JSPG0036E: Failed to find resource /index.jsp at
com.ibm.ws.jsp.webcontainerext.AbstractJSPExtensionProcessor.findWrapper
(AbstractJSPExtensionProcessor.java:322) at
com.ibm.ws.jsp.webcontainerext.AbstractJSPExtensionProcessor.handleRequest
(AbstractJSPExtensionProcessor.java:284) at
com.ibm.ws.webcontainer.webapp.WebApp.handleRequest(WebApp.java:3548) at
com.ibm.ws.webcontainer.webapp.WebGroup.handleRequest(WebGroup.java:269) at
com.ibm.ws.webcontainer.WebContainer.handleRequest(WebContainer.java:831) at
com.ibm.ws.wswbcontainer.WebContainer.handleRequest(WebContainer.java:1478) at
com.ibm.ws.webcontainer.channel.WCChannelLink.ready(WCChannelLink.java:133) at
com.ibm.ws.http.channel.inbound.impl.HttpInboundLink.handleDiscrimination
(HttpInboundLink.java:458) at
com.ibm.ws.http.channel.inbound.impl.HttpInboundLink.handleNewInformation
(HttpInboundLink.java:387) at
com.ibm.ws.http.channel.inbound.impl.HttpCLReadCallback.complete
(HttpCLReadCallback.java:102) at
com.ibm.ws.tcp.channel.impl.WorkQueueManager.requestComplete
(WorkQueueManager.java:556) at com.ibm.ws.tcp.channel.impl.WorkQueueManager.attemptIO
(WorkQueueManager.java:606) at com.ibm.ws.tcp.channel.impl.WorkQueueManager.workerRun
(WorkQueueManager.java:979) at com.ibm.ws.tcp.channel.impl.WorkQueueManager$Worker.run
```

*(WorkQueueManager.java:1064) at com.ibm.ws.util.ThreadPool\$Worker.run  
(ThreadPool.java:1497)*

---

**Title:** Executing the "BST\_CONTRACT" workflow group in Automated Process Manager causes an error (QCCR1E71654)

**Description:** Executing the "BST\_CONTRACT" workflow group in Automated Process Manager causes the following error:

```
<Date><Time> 1 1 (0) Oracle error: ORA-00932: inconsistent datatypes: expected DATE got
NUMBER ('Line 34 of script "Update vendor performance of delivery on time' of table 'Contracts
(amContract)')
<Date><Time> 1 1 (0) SQL statement 'SELECT DISTINCT C4.Ref FROM amReceiptLine R1,
amCatRef C2, amCatalog C3, amContract C4, amReceipt R5 WHERE C4.Ref is NOT NULL
AND (R5.dtReceipt-:1) >= :2 AND R1.ICatRefId=C2.ICatRefId AND C2.ICatalogId=C3.ICatalogId
AND C3.IContractId=C4.ICntrlId AND R1.IRecptId=R5.IRecptId' could not be executed ('Line 34 of
script "Update vendor performance of delivery on time' of table 'Contracts (amContract)')
<Date><Time> 1 1 (0) Parameter 0='2012/01/01 01:00:02' ('Line 34 of script "Update vendor
performance of delivery on time' of table 'Contracts (amContract)')
<Date><Time> 1 1 (0) Parameter 1='0' ('Line 34 of script "Update vendor performance of delivery
on time' of table 'Contracts (amContract)')
<Date><Time> 1 1 (0) Action 'Update vendor performance of delivery on time' failed to execute
<Date><Time> 1 1 (0) Error executing action from activity 'Update vendor performance of delivery
on time' in workflow 'Update vendor management performance'.
<Date><Time> 1 1 (0) Unable to complete operation in current state.
```

---

**Title:** AM may lose focus when a long-time operation is cancelled (QCCR1E72024)

**Description:** Asset Manager may lose the focus and go into the background when a long-time operation is cancelled. That is, when the user clicks the Cancel button, another application other than Asset Manager may come into foreground and get the focus.

---

**Title:** After upgrade from 5.22 to 9.30, Check definitions wizard produces errors due to archive screens (QCCR1E72323)

**Description:** After upgrading an Asset Manager 5.22 database that has archival enabled to Asset Manager 9.30, when running the "Check definition of web services..." wizard on the client, you receive the following errors about archive table screens:

```
2011/12/30 13:45:34.000 5 4 [Thrd#:6900]Analyzing autogenerated document
'arClientResourceGroup_Full' filtering 'arITCompGrpVI_Full/Full' for link 'ClientOfs'
2011/12/30 13:45:34.000 6 1 [Thrd#:6900](0) A reference to 'arClientResourceGroup_Full' type
objects renamed 'arITCompGrpVI_FullClientOfs' already exists for 'arITCompGrpVI_Full'. The
original filter is 'Resource.seVIRole = 3'. The new filter 'Resource.seVIRole = 1' will be ignored.
('Line 15 of script 'Finish.Do, line 47")
2011/12/30 13:45:34.000 6 1 [Thrd#:6900](0) A reference to 'arClientResourceGroup_Full' type
objects renamed 'arITCompGrpVI_FullClientOfs' already exists for 'arITCompGrpVI_Full'. The
original filter is 'Resource.seVIRole = 3'. The new filter 'Resource.seVIRole = 1' will be ignored.
('Line 15 of script 'Finish.Do, line 47")
2011/12/30 13:45:34.000 6 1 [Thrd#:6900](0) A reference to 'arClientResourceGroup_Full' type
```

objects renamed 'arITCompGrpVI\_FullClientOfs' already exists for 'arITCompGrpVI\_Full'. The original filter is 'Resource.seVIRole = 3'. The new filter 'Resource.seVIRole = 1' will be ignored.

---

**Title:** Automated Process Manager crashes after installing SAM Best Practice Package 9.3.10 (QCCR1E72813)

**Description:** After installing SAM Best Practice Package 9.3.10, Asset Manager Automated Process Manager service crashes every minute.

Specifically, when logging on to the server where the APM service is running, the user sees many pop-up windows with the error message "HP Asset Manager encountered a problem and needed to close".

---

**Title:** Receiving a POLine for multiple contracts (fQty>1) creates only one contract (QCCR1E72820)

**Description:** When a purchase order for contracts is received using the out of the box "Receive..." (sysProcPOOrderReceipt) wizard, it creates only a single new contract record even though the purchase order line for the contract has the value of fQty set to more than 1.

---

**Title:** Error in the doc regarding bFullListCfg of User Profile (QCCR1E72925)

**Description:** Asset Manager 9.30 tailoring guide (Page 48) states the following:

-----

Other columns: This field lets you specify the list of columns that users can add to a list when they are associated with a user role whose Authorize display of all fields and links in the lists (bFullListCfg) check box is selected.

Note:

Users associated with a user role whose Authorize display of all fields and links in the lists (bFullListCfg) check box is selected are not limited in the selection of columns that they can add to a list.

-----

The first half and the second half contradict each other.

---

**Title:** The warning message of the "Manage software..." wizard needs to be refined (QCCR1E72991)

**Description:** The "Manage software..." (sysSamLauncher) wizard displays a warning if some actions are missing or the Contracts module is not enabled. That warning message has some syntax and spelling errors.

Resolution:

The warning message has been updated to:

This wizard requires the SAM and Contracts "Best Practices" data to be loaded. Some (or all) of this data is missing. Please contact your administrator to resolve this problem.

---

**Title:** OOB crystal report SoftCostSaving.rpt returns error in certain cases (QCCR1E73397)

**Description:** When the user tries to run the out of the box (OOB) SAM Crystal Report "Potential Software Cost Saving" (BstSamPotentialSwCostSaving), the following error message appears and the report cannot be opened:

(12002) Crystal error: Error in File tmp05392032343.tmp:\nDatabase Connector Error ('Line 2 of script "Crystal Reports preview' of table 'Reports (amReport)')"

---

**Title:** Basic scripting engine section in release notes of documentation need to be correct (QCCR1E73413)

**Description:** Basic scripting engine section in release notes of documentation need to be correct

---

**Title:** The same set of data is repeated many times in the crystal report "Potential Software Cost Saving" (QCCR1E73450)

**Description:** When opening the crystal report "Potential Software Cost Saving" (SQL name is BstSamPotentialSwCostSaving) in Asset Manager, the same set of data is repeated many times in the report.

---

**Title:** Users who have no creation right to SysBlob cannot log on to the Asset Manager client (QCCR1E73673)

**Description:** When you try to log on to the Windows client with a user account who does not have creation right to the SysBlob table, the logon fails and the following error message is returned:

You do not have 'creation' right on table 'System tables (SysBlob)'

---

**Title:** Asset Manager client ends unexpectedly during an archive action (QCCR1E73827)

**Description:** The Asset Manager client ends unexpectedly during an archive action.

---

**Title:** LDAP credential cannot be used for AM Web Service customization (QCCR1E73951)

**Description:** The LDAP integration has been set up for Asset Manager and has been verified that it works on both the Windows and Web client. That is, end users can log on using LDAP passwords on both Windows and Web clients.

The user tries to change the Asset Manager account used in websvc/package.properties from the "Admin" account to a regular user account (with administrative rights). The user uses amEmplDept.UserLogin and LDAP password (encrypted) in package.properties and deploys Asset Manager Web Services. However, the following error occurs:

"The user name or password is incorrect"

---

**Title:** Fields.AutoComplete.DelayMS paramter in the package.properties of the Web tier does not work. (QCCR1E74009)

**Description:** The Fields.AutoComplete.DelayMS paramter in the package.properties of the Web tier does not work.

---

**Title:** "Database connection password is empty. Save the connection?" error when trying to enter password of specific pattern (QCCR1E74102)

**Description:** When changing the database connection password on the Manage connections screen, some certain combinations of characters in the password cause the following error message:

"Database connection password is empty. Save the connection?"

---

**Title:** AQL "DaysDiff(A, B)" will output result of "DaysDiff(B, A)" in certain conditions (QCCR1E74339)

**Description:** When the Asset Manager database is running on SQL Server and the connection definition includes the following parameters, the AQL statement "DaysDiff(A, B)" incorrectly returns the result of "DaysDiff(B, A)".

```
ConstAsText=0  
ConstAsTextForSelect=0  
ConstAsTextForGet=0
```

---

**Title:** Clicking the SAVE button once does not work right after autocompletion (QCCR1E74396)

**Description:** After editing the user settings on the Web client and updating the autocompletion, clicking the SAVE button once does not work on any linked field.

---

**Title:** An error occurs when trying to upload a document using the Web client (QCCR1E74410)

**Description:** When trying to upload a document using the Web client, the following error is received:

```
java.util.NoSuchElementException  
Unable to read a record. The possible causes are:  
- the record has been deleted,  
- you don't have the necessary user rights,  
- you are trying to return to an action on a document after logging in,  
- the database is incorrect (broken link).  
You can try updating with the REFRESH command (F5).
```

---

**Title:** The amActionPrintTo function not work in Automated Process Manager if there is a Sub-Report (QCCR1E74585)

**Description:** An amActionPrintTo function call embedded in a workflow run by Asset Manager Automated Process Manager may result in an execution failure with a Sub-Report in a Crystal report document.

```
<Date><Time> 1 1 (0) Crystal error: Error in File tmp00216032444.tmp:\nParameter has invalid structure size. ('Line 2 of script "Test Print' of table 'Workflow schemes (amWfScheme)')
```

```
<Date><Time> 2 1 (0) Action " failed to execute ('Line 2 of script 'Test Print' of table 'Workflow schemes (amWfScheme)')
```

```
<Date><Time> 2 1 (0) Unable to complete operation in current state. ('Line 2 of script 'Test Print' of table 'Workflow schemes (amWfScheme)')
```

```
<Date><Time> 1 1 (0) Action 'Test Print' failed to execute
```

<Date><Time> 1 1 (0) Error executing action from activity 'Test Print Activity' in workflow 'Test Print'.

<Date><Time> 1 1 (0) Unable to complete operation in current state.

---

**Title:** Error when running a wizard with a non-Admin user (user with role/profile) (QCCR1E74968)

**Description:** When running a wizard with a restricted user account (user with role/profile). The user receives the following error message:

You don't have the right to execute action ". (Line 6 of script 'PgReport.cbReport.Click, line 8")

---

**Title:** The scroll bar moves to the input box when the string that is inserted into the filter is too long (QCCR1E75009)

**Description:** On the Web client, the scroll bar moves to the input box when the string that is inserted into the filter is too long.

---

**Title:** Custom tables do not have the tenant link after upgrading from Asset Manager 5.12 to 9.31 (QCCR1E75021)

**Description:** After upgrading Asset Manager from version 5.12 to version 9.31, all tables created by the customer do not have the tenant link. The customer needs to know the supported way to turn the custom tables into MT tables, for example, by adding the tenant link to these tables.

---

**Title:** Asset Manager Script Analyzer amsg.exe is not installed (QCCR1E75268)

**Description:** The Asset Manager Script Analyzer is not installed along with Asset Manager 9.31.

Resolution:

This behavior is by design. The documentation will be updated accordingly.

---

**Title:** Updating the value of a linked text field to null does not work on the Asset Manager Web client (QCCR1E75287)

**Description:** Fields from remote table on the amPortfolio page cannot be null.

---

**Title:** Long logon periods after migration from Asset Manager 5.12 to Asset Manager 9.30 (QCCR1E75546)

**Description:** After migrating from Asset Manager 5.12 to Asset Manager 9.30, the logon time is increased up to minutes.

---

**Title:** The Export link not enabled on the Web client (QCCR1E75797)

**Description:** On the Web client, when opening a document uploaded from the Windows client, the Export link is not enabled. Alternatively, if you upload a document from the Web client, the document is immediately available for export. However, once you log off and log on again, it is unavailable.

**Workaround:** 1. In the AM Application Designer, open the amDocBlob table and go to the amDocBlob page.  
2. Duplicate the page and set the Domain to 'Administration'.  
3. Go to the amDocBlob screen.  
4. Remove the amDocBlob page from the screen and add the new page to the screen.  
5. Save the change to the database.  
6. Restart the AM web server.

---

**Title:** Asset Manager does not support dynamic parameters in crystal reports (QCCR1E75891)

**Description:** When running a crystal report with a dynamic parameter (dynamic parameters are used to interactively select the data from the database when the report is running), Asset Manger stops responding.

Resolution:

This is a limitation, which is documented in Advanced Use > SAP Crystal Reports > Limitations.

**Workaround:** Make sure that parameters in the Crystal Reports Report are not using any dynamic parameter

---

**Title:** Populating an existing value for a link by auto-completion still triggers the "on the fly creation" dialogue (QCCR1E75907)

**Description:** When using the auto-completion feature and clicking outside of the area, a message pops up asking if you want to add the item "on the fly".

---

**Title:** Cannot find the scrdump.scx file during an migration (QCCR1E75986)

**Description:** When following Migration Guide> 4.Step-by-step migration - simulation (simulation database)> "Step 9. Export application data to be manually converted"> "Migration/ Export application data", an error occurs and indicates that the application does not find the scrdump.scx file.

---

**Title:** An error occurs when configuring SSO with Siteminder (QCCR1E76023)

**Description:** An error occurs when configuring SSO with Siteminder.

---

**Title:** The customer cannot log on to the 64-bit version of Asset Manager Web client by using a non-admin user account (QCCR1E76183)

**Description:** The customer cannot log on to the 64-bit version of Asset Manager Web client by using a non-admin user account.

---

**Title:** Migration fails if two or more tables' names have the same 6 characters at the beginning. (QCCR1E76236)

**Description:** Migration fails if two or more tables' names have the same 6 characters at the beginning.

---

**Title:** The package property Charts.Categories.Count.Maximum does not work for bars to be displayed on a chart (QCCR1E77752)

**Description:** When opening a business homepage, the Asset Manager Web client shows all bars for a statistic although the Charts.Categories.Count.Maximum option in the package.properties file is set to 10.

---

**Title:** Limitation on wizard/script associated with button on the Web client (QCCR1E78506)

**Description:** The customer tries to associate a wizard with a built-in button such as a New, Modify, or a Delete button. However, when pressing this button on the Web client, an error occurs.

Resolution:

Added the following information into **Web implementation** guide > **Differences between Windows client and Web client** section:

Associate a wizard or a script with a built-in button

Windows client

You can associate a wizard or a script with an Asset Manager built-in button such as the New, Modify, or the Delete button.

Web client

This functionality is currently not available. If you try to do this, an error will occur.

---

**Title:** Archival unsupported on web is not documented (QCCR1E78918)

**Description:** Archival is not supported on the Asset Manager Web client. It needs to be documented in the product user guide.

Resolution:

It is documented in the Archival section of the Administration guide.

---

**Title:** Asset Manager client crashes when trying to create or modify an asset record. (QCCR1E88270)

**Description:** The customer is using Asset Manager 9.31(BUILD 9568) in production environment. When creating or modifying an asset record, the following error message appears intermittently:

The instruction at "0x0043cd88" reference memory at "0x00000008". The memory could not "read".

Click on **OK** to terminate the program.

Click on **CANCEL** to debug the program.

---

**Title:** Recursive functions in Asset Manager may return incorrect results when it uses local variables (QCCR1E88576)

**Description:** Recursive functions in Asset Manager may return incorrect results when it uses local variables

Resolution:

This is a known limitation, which is documented in Advanced Use > Scripts > Tips and warnings.

---

**Title:** Selecting an item in an itemized list, the next item disappears from the list (QCCR1E89394)

**Description:** On the Asset Manager Web client, when an item is selected from the drop-down list of an itemized list, the item below the selected item disappears.

---

**Title:** Deleting a user's login slot does not disconnect the user (QCCR1E89503)

**Description:** A user can continue using Asset Manager even after the administrator deletes his login slot.

---

**Title:** On the Web client, you may fail to use the "Configure list" feature to add columns (QCCR1E89591)

**Description:** When you try to add many columns by using the "Configure list" feature on the Web client, the changes sometimes are not saved properly.

---

**Title:** Error occurs when you check or tag Asset Manager Web services by using the "Check definitions of the Web services" wizard (QCCR1E91070)

**Description:** When you check or tag the Asset Manager Web Service for the Shell Asset Manager database by using the "Check definitions of the Web services" wizard, the following error message appears:

```
2013/01/04 13:39:45.150 0 4 [Thrd#:5032]Error 12001 - The elements below may cause AM web  
service malfunctions. (Datacom.amWfInstance:DocRecord and  
Computer.amWfInstance:DocRecord in table amPortfolio) ('Line 15 of script 'Finish.Do, line 47')
```

The error message indicates that there is an issue with the custom table Datacom.

Resolution:

The issue is fixed by removing PgWfStatus in the amPortfolio/MigratedSys screen set.

---

**Title:** In some versions of Asset Manager 9.3x, a library file of LDAP is missing. (QCCR1E91627)

**Description:** The Web client of a certain version of Asset Manager is not working because the "libldap.so" library is missing.

When this issue occurs, only the administrator can log on into the application.

---

**Title:** The portuguese version of Asset Manager Application Designer returns an error (QCCR1E91831)

**Description:** The customer installs a certain build of the Portuguese version of Asset Manager 9.32. When he opens the Application Designer, the following error message appears:

```
// Aplicativo: Asset Manager Application Designer 9772.9772  
// Executável: C:\Program Files (x86)\HP\Asset Manager 9.32 pt\bin\amdba.exe  
// Usuário: roangeli
```

---

**Title:** An "Error 404 page" error occurs when clicking breadcrumb links on a portfolio detail page (QCCR1E92909)

**Description:** The customer has installed 4 tomcat instances.

- AssetManager WebService French
- AssetManager WebTier French
- AssetManager WebService English
- AssetManager WebTier English

The customer has modified the file package.properties for two Asset Manager Webtier instances.

In the package.properties file for the Asset Manager Webtier French version, the customer has modified the following lines :

```
103th : war=../webtier/AssetManagerFR.war  
123th : context.root=AssetManagerFR  
125th : display.name=AssetManagerFR
```

In the package.properties file for the Asset Manager Webtier English version, the customer has modified the following lines :

```
103th : war=../webtier/AssetManagerEN.war  
123th : context.root=AssetManagerEN  
125th : display.name=AssetManagerEN
```

On the Web client, the customer tries to view a detail screen of a portfolio item.

On the top of the page, there are breadcrumb links to return to the previous page. However, when clicking the "Portfolio Items list" link, an "Error 404 page" error is returned.

This issue occurs because the link contains ../AssetManager/Portfolio/Portfolio/list.jsf instead of ../AssetManagerFR/Portfolio/Portfolio/list.jsf.

---

# Known problems, limitations, and workarounds

The system anomalies listed in this section have been grouped into the following categories:

- ["General and database limitations"](#)
- ["Web client limitations"](#)
- ["Web services limitations"](#)

## General and database limitations

- The **amcomputeAllLicAndInstallCounts()** function does not work with the SAM package. If you use a SAM package, we suggest that you disable the **Calculate all software Installations** wizard, and instead use the SAM wizard: **Software counters batch calculation**.
- In the scenario that a recursive function in Asset Manager uses local variables, the result of the function may be incorrect. This is a known limitation that Asset Manager scripts only support tail recursion (also known as tail call) in this particular scenario.
- The **HoursDiff** method returns differing values depending on which database is used. For example, suppose that you have an actual time differential of 59 minutes between two times. In a DB2 or Oracle database, this value is returned as 0, which indicates no time differential. However, in an MSSQL database, this value is returned as 1, which indicates a 1 hour time differential.

**Note:** This issue occurs because different databases calculate 59 minutes as either 0 or 1 hour depending on the rounding policy implemented in that particular database.

- The format of a list box on the Web client differs from the format of a list box on the Windows client. Specifically, the format on the Web client is as follows:

A|B|C

However, the same format on the Windows client, is as follows:

A\B\C\

**Note:** This issue applies to all array data types and therefore can occur in any control that is populated by an array.

- When you try to open a legacy database by using an Asset Manager 9.32 client, the client

generates the following error:

"Field 'lOverriddenById' is unknown in table 'Actions (amAction)'."

If you then open the **amAction** screen and then launch the **Check the definition of Web services** action, the client crashes.

This issue occurs because the new Override action feature that is implemented in 9.32 tries to access a field that does not exist in older versions of Asset Manager.

- The **AmComputeAllLicAndInstallCounts** function does not automatically compute the **Compliance** field. Instead, you can only re-compute the **Compliance** field when you manually click the **Calculate** button. Therefore, there is no mechanism by which the **Compliance** field can be updated.

**Note:** This function is not intended to compute the Compliance field.

- When a leveraged user has access to the shared data but does not have administrator rights tries to resolve an Inventoried model, the resolution operation may fail with the following error:

"You don't have the right to create or modify this record (Write access restriction not respected on table 'Software installations or utilizations (amSoftInstall') ('Line 14 of script 'Propagate the resolution of an inventoried model' of table 'Inventoried models (amInventModel)'))"

To work around this issue, follow these steps:

- a. Add the following new Boolean field to the `amInventTable`: `hp_blsModified`
  - b. Create a workflow that changes `hp_blsModified` to `true` whenever a user resolves an `amInventModel` record.
  - c. Create a second workflow that periodically (for example, every 10 minutes) performs the following operations:
    - Check for every `amInventModel` record with `hp_blsModified` set to `true`.
    - Propagate each `amInventModel` record to `softInstall/portfolio` Items.
    - Set the `hp_blsModified` field to `false`.
- Asset Manager is FIPS-ready only on Windows platform.
  - The Asset Manager Automated Process Manager **Initial delay before triggering** (`FirstTimeOut`) setting is not taken into account by the **Searching for new workflow execution groups** and **Signaling presence of database server** modules.
  - A computer with multiple network cards cannot be replicated to HP Universal CMDB correctly if one or more of its network cards have empty IP address.

- SAM queries (SQL name: SAMQ) is a reserved functional domain in which no customization (such as adding customized queries and wizards) is allowed.
- Wizards cannot be attached to the **Modify** button on table screens; otherwise, an infinite loop will occur when clicking the button until you cancel the modification.
- Entering non-built-in language characters in the Asset Manager Application Designer is currently not supported (for example, if you enter non-English characters in the English version Asset Manager Application Designer and save the database change, the labels/descriptions become messy code upon reconnection). To avoid database corruption, Asset Manager Application Designer will prompt a warning against such operation.
- If your Asset Manager database has multi-tenancy enabled, it is not recommended to use the **DBLISTBOX** control in wizards as the control is not tenant aware on the Web client.
- 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.
- When exporting a list using the **Utilities\ Export** the list (Windows client) or **Utilities\ Export Excel** (Web client) contextual menu, the exported data does not allow more than 255 characters in any column. Fields with more characters will be truncated to 255 characters.
- After upgrading from version 4.x, the functional domains might not be correct. You have to verify them.
- If the itam login already exists in the local MSSQL instance during the installation, the connection to the demonstration database assumes that the associated password is **password**.
- If a database named **AMDemo93xx** (where **xx** corresponds to the Asset Manager installation language) already exists in the local 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.

**Tip:** For best results, paste the copied text in HTML format to an editor that permits this (for

instance using MS-Word's **Edit/Paste Special** option). Make sure that this editor is open before you select and copy the information you need.

- 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.

- 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.
- 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.

- 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.

- 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 9.32 version will not work if you convert an old-format database that contains a table whose SQL name contains an underscore (\_).

If this corresponds to your situation you should contact HP technical support. You may need to contract some consultancy services.

- Wizards:
  - If you use a **COMMANDBUTTON** control, you must populate the **Caption** property.
  - If you use a **LISTBOX** control, the **COLNAME** property must be populated for the content of the **LISTBOX** to be properly displayed by the Web client.

Refer to the **Advanced use** guide, **Wizards** chapter, **Types of controls and associated properties** section.

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

- 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.
- If you are using version 11 or 11.5 of SAP Crystal Reports in conjunction with Asset Manager, you will find that tree navigation is not available in the report tree.
- The Update Event Trigger for a chargeback rule on a **link.field** does not work (**Field** (EvtField) field).

Workaround example: Suppose you wish to create a chargeback rule triggered on an update of **amPortfolio:Computer.BIOSAssetTag**.

Create a workflow that uses a dedicated field, for instance **CUSTOM** in the **Portfolio items** (amPortfolio) table. This workflow is triggered on the update of the **BIOSAssetTag** field in the **Computers** (amComputer) table, and updates the **CUSTOM** field in the **Portfolio items** (amPortfolio) table. The chargeback rule will then be based on the **CUSTOM** field rather than on the **BIOSAssetTag** field.

## Web client limitations

- The **CALENDAR** control cannot work properly if you access the Web client via Internet Explorer 7.0. It can be solved either by:
  - Using Internet Explorer 8.0 to access the Web client;
  - Or adding "about:blank" to your trusted sites.
- The **amActionExec()** API cannot be used to open a URL in the Web client.
- Auto-completion functionality is not available in the **LinkEdit** control on the wizard page of Asset Manager Web client.
- The **amActionPrintPreview()** API is not supported in the Web client, nor can it be used to view the reports stored in the Crystal Reports Server (before Asset Manager 9.30) or SAP BusinessObjects Enterprise (in Asset Manager 9.30) database. Thereby, you cannot view the Crystal Reports via the View reports and charts option of the **Manage software...** wizard in the Web client.
- If you are running Asset Manager Web with Tomcat on Java 1.6 JVM, you need to proceed with the following steps before starting the application server.
  - a. Run Configure Tomcat.
  - b. Click the **Java** tab in the **Apache Tomcat Properties** window.
  - c. Add the following line in Java Options:

```
-Dsun.lang.ClassLoader.allowArraySyntax=true
```

Otherwise, you get a `java.lang.ClassNotFoundException` error.
- On the Windows Server 2008 platform, Internet Explorer 8.0 identifies Asset Manager javascript call as URL about:blank. Therefore, you have to add about:blank to your trusted sites to make sure the javascript involved functionalities (for example, Query Edit) working properly in the Web client.
- The **CaptionedLabel** control (which is a read-only text-data display control with a label) is not supported on the Web client. Fields using this control cannot display their values.

For example: the **Start** (dStart) and **End** (dEnd) fields on the **Maint.** tab of the **Portfolio item** screen.

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

To learn about the main differences between the Windows and Web clients, refer to **Asset Manager Web Implementation** guide, chapter **Differences between the Windows client and the Web client**.

- The **Cable and Circuit** module is not available via the Web client. If you wish to use this module you should do so through the Windows client.
- You cannot use the **amExecuteActionByName** function to launch wizards through the Web client. (Wizards are controlled client-side on the Web client, whereas scripts run server-side.)
- 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.
- Items that are printed from the Web client may not appear as neatly on the printed page as they do on the screen.
- 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 9.32, 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 (Field = 'seAssignment'))
```

Query modified to work after converting the database:

```
(seAssignment = 3) OR ( exists ((SELECT 'x' FROM amHistory WHERE ((amPortfolio: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 of 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 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,

- n 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:

- a. Start Asset Manager Web Service:

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

- b. 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.
- 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 insta

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

- User encounters error when logging in after forced password change.

**Context:** after an administrator forces a reset to a user's password by checking the **Force change** (bResetPwd) field on the user's profile, the user should be forced to change and confirm their password at the next attempt to log in to the Web client. However, in this context the user will currently encounter an error.

**Workaround:** The Administrator needs to uncheck the **Force change** (bResetPwd) field on the user's profile.

- The **SORT** property is not implemented in the **DBLISTBOX** control for the Web client. (However it works in the Windows client.)
- The **Link/unlink an installation to/from a portfolio item...** (sysCompactInstall) wizard (**Asset lifecycle/ Software asset Management/ User actions/ Link/unlink an installation to/from a portfolio item...** link on the navigation bar) should be executed under the Windows client only because the performance would be too low on a large amount of records (more than 100 records) if executed under Web client.

## Web services limitations

- Error tagging Web Services after Asset Manager migration.

**Context:** After converting an old version of the database to version 9.32, you tag the database using Asset Manager Application Designer (**Action/ Tag Web service** menu) or you check the Web services (**Administration/ User actions/ 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.

- C# programs connecting to the Web services are blocked by a **StackOverflowExceptionWeb** client error.
- Web Services freeze when /AdbLog/Logapicalls=1 is set in aamapi93.ini , even when **adblog** is not activated.
- The size of Web Services XSD schemas automatically increases in relation to the functional domain dependencies referenced by contextual actions.
- All screens created for a given functional domain must be parameterized with the domain as exposed in the Web client as well as the Windows client (**Web Service** (SeWebService) field must be set to **Stand-alone** or **From within parent domain**). Otherwise errors will be generated.

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