

HP Asset Manager

Software Version: 9.41

Windows® and Linux® operating systems

Release Notes

Document Release Date: June 2014
Software Release Date: June 2014



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Documentation Updates

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

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Asset Manager release notes

for the Windows® and Linux® operating systems.

Software version: 9.41

Publication date: June 2014

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

["New features in this release" on the next page](#)

["Installation " on page 13](#)

["Enhancement requests included in this release" on page 18](#)

["Known problems, limitations, and workarounds" on page 31](#)

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

- **Homepage widgets of the Web client**

The homepage of the Web client now consists of Asset Manager statistical widgets. Asset Manager allows every user to personalize the homepage of the Web client, the data, type, and layout of the widgets are all customizable.

A user with the **Homepage widgets management** profile can create or modify a homepage widget through navigation bar > **Administration**> **Home page widgets**.

When the first time a user logs on to the Web client, the layout of the homepage is defined by the homepage template created for the user role.

A user with the **Homepage templates management** profile can create homepage templates for separate user roles through navigation bar > **Administration**> **Home page templates**.

- **FullDemo installation**

A **FullDemo** option is added to the Asset Manager installer.

If you choose the **FullDemo** option when you install Asset Manager, all Asset Manager components including the Web tier will be installed and deployed. In addition, to streamline the deployment work of a runnable demonstration environment, an embedded MSSQL 2012 LocalDB, Tomcat 7, JRE 7, and Windows Services will also be installed and created. This **FullDemo** suite can only be installed on a computer that is running a 64-bit operating system.

Note: All these third-party software are freeware. The **FullDemo** installation is for demonstration only, use of the software or database is not supported by HP.

- **The resource files for Asset Manager programs**

The main Asset Manager programs now have independent resource files (.res files). For example , the resource file of the am.exe program is am.res.

The .res files contain resource information of the Asset Manager programs such as strings and icons. The .res files are customizable with resource file editor. However, incorrectly modifying the .res files can cause unexpected problems. if you want to edit a .res file, make sure to back up the file.

- **Support matrix updates**

Asset Manager 9.41 now supports the following:

- Oracle Database 12c
- Microsoft Windows Server 2012 R2
- Microsoft Windows 8.1
- Microsoft Internet Explorer 11
- Mozilla Firefox ESR 24.0
- Google Chrome 31.0 and later versions

- **Edit multiple records simultaneously on the Web client**

On the Web client, you can now select multiple records and edit them simultaneously by clicking the **Edit** button.

- **Enable or disable FIPS**

You can now enable or disable FIPS in Asset Manager, to do this, use one of the following methods.

Windows client

- a. On the **Edit** menu, click **Option**.
- b. In the **Options** window, expand **Advanced mode**, click **FIPSmode**, and change the Value to **Yes** or **No** to enable or disable FIPS.

Web client

Edit the `aamapi94.ini` (`libaamapi94.ini` for linux) file in the `conf` folder, add the following line in **Option** section:

```
/Advanced/FIPSMODE=<value>
```

Note: The placeholder `<value>` has two values, change it to 1 to enable FIPS, change it to 0 to disable FIPS.

- **SAM re-branding**

The Software Asset Management (SAM) best practice package is now re-branded to Software License Optimization (SLO) best practice package.

- **New database options**

Two database options named **Applied to get query generating** and **Applied to select query generating** are added in the **Query generation options** section.

Database options - Description of the available options

Section	Name of the option	Description	Example of values
Query generation options	Applied to get query generating	<p>A "get query" is used to retrieve the fields of one record in the database.</p> <ul style="list-style-type: none">▪ Yes: Constant format uses the text format for get query.▪ No: Constant format does not use the text format for get query. <p>Note: This option can also be set by modifying the ConstAsTextForGet parameter in the <code>amdb.ini</code> file. If it is already set in the <code>amdb.ini</code> file, the database option does not take effect.</p>	Yes

Database options - Description of the available options, continued

Section	Name of the option	Description	Example of values
Query generation options	Applied to select query generating	<p>A "select query" is used to retrieve multiple records in the result set.</p> <ul style="list-style-type: none"> ■ Yes: Constant format uses the text format for select query. ■ No: Constant format does not use the text format for select query. <p>Note: This option can also be set by modifying the ConstAsTextForSelect parameter in the <code>amdb.ini</code> file. If it is already set in the <code>amdb.ini</code> file, the database option does not take effect.</p>	Yes


- **APIs used for user right searching**

The following two APIs are added to enable users to search for user rights/profiles/roles.

`QueryListAllUserRights`: This API allows you to query all user rights in the current database.

`GetUserRightsList`: This API allows you to query user rights in the current database based on the selected table or field.

- **Exporting to a .xlsx file**

When exporting a list to Excel, you can now use the drop-down list next to the  icon to save the worksheet as a .xls file, which supports up to 65536 rows. Or, you can choose to save the worksheet as a .xlsx file, which can support more than 65536 rows. By default, a list is exported as a .xlsx file.

- **Keyboard shortcuts on the Web client**

On the Web client, you can use keyboard shortcut for a button. The shortcut of the button is shown when you point to the button.

- **The Full file name field can now be set to mandatory**

We recommend that every document is associated with an attachment. Now, you can make the **Full file name** field mandatory.

Note: You can configure the field with the Windows client or the Application Designer. It takes effect on both Windows and Web clients.

For example, on the Windows client, follow these steps:

- a. On the **Documents** tab, right-click the **Full file name** field.
- b. Click **Configure object...**
- c. Select **Yes** from the **Mandatory** drop-down list.
- d. Click **OK**.

After you configure the **Full file name** field, when you try to save a document without an attachment, the following error message is returned:

```
Field 'Full file name (FileName)' in table 'Documents (amDocument)' cannot be empty.
```

- **Enable case-insensitive for Oracle Database**

For an Oracle database, you can set the case sensitivity of the database (**Database/ Enable case-insensitive** in the Application Designer). If you select this option, all string fields in the Oracle database will become case-insensitive.

- **LDAP authentication**

The following database option is added for LDAP authentication:

Database options - Description of the available options

Section	Name of the option	Description	Example of values
LDAP authentication	Use LDAP authentication first, if it fails, use AM authentication	<ul style="list-style-type: none"> ■ Yes: The password entered when connecting to the database is looked up in an external LDAP directory first. If the authentication fails, the Asset Manager authentication is used. ■ No: The Asset Manager authentication is not used even if the LDAP authentication fails. <p>This option is only taken into account if the Use an LDAP server for authentication option is set to Yes.</p>	Yes

- **The Track request lines wizard**

On the Web client, you can track the status of all the stages of the procurement workflow using the **Track request lines** wizard.

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 9.41 <installation language code>\doc\pdf

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

<Asset Manager 9.41 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 9.41:

- 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.

In addition, you must update the Asset Manager database with the Application Designer. To do this, click **Update Database** on the **Migration** menu.

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 9.41 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.lst` (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 **9.41-format production database**.
5. Start Asset Manager Automated Process Manager on the **9.41-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 9.41-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 9.41-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 **9.41-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 that you configure 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 9.41 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 9.41 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 9.41. 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.

Stored procedure change for database

If you use Asset Manager with Oracle Database, you need to follow these steps to adopt a stored procedure change.

1. Close any applications that are related to Asset Manager, such as the Windows Client, Web Client, Auto Process Manager and applications that call Asset Manager .dll files.
2. Back up the database.
3. Follow the regular installation procedure as described in the Installation and Migration guides.

4. Execute and commit the following procedure script using an Oracle utility such as SQL Plus.

```
create or replace procedure UP_GETINDEPID(lSeedId OUT NUMBER) AS PRAGMA AUTONOMOUS_TRANSACTION;
v_id NUMBER DEFAULT 0;
v_count INT DEFAULT 0;
BEGIN
select count(*) into v_count from IndependentLastId where lRemain = 0;
IF(v_count > 20) THEN
    delete from IndependentLastId where lRemain = 0;
END IF;
select Min(IdSeed) into v_id from IndependentLastId where lRemain > 0 and lInUse = 0;
if (v_id is null or v_id = 0) then
    select IndependentLastId_autoid.nextval into lSeedId from dual;
    insert into IndependentLastId(IdSeed, value, lRemain, lInUse) values(lSeedId, 1, 32, 1);
else
    update IndependentLastId set lInUse = 1 where IdSeed = v_id;
    lSeedId := v_id;
end if;
commit;
END;
```

```
create or replace procedure UP_GETID(lSeedId OUT NUMBER) AS PRAGMA AUTONOMOUS_TRANSACTION;
v_id NUMBER DEFAULT 0;
v_count INT DEFAULT 0;
BEGIN
select count(*) into v_count from LastId where lRemain = 0;
IF(v_count > 20) THEN
    delete from LastId where lRemain = 0;
END IF;
select Min(IdSeed) into v_id from LastId where lRemain > 0 and lInUse = 0;
if (v_id is null or v_id = 0) then
    select LastId_autoid.nextval into lSeedId from dual;
    insert into LastId(IdSeed, value, lRemain, lInUse) values(lSeedId, 1, 32, 1);
else
    update LastId set lInUse = 1 where IdSeed = v_id;
    lSeedId := v_id;
end if;
commit;
END;
```

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.

QCCR number	Description	Resolution
QCCR1E101343	In the Requests screen (amRequests), the Tracking tab appears correctly on the Windows client. However, it does appear on the Web Client.	A new wizard named Track request line is created to show related tracking information on the Web client.
QCCR1E102128	Request to support Windows Server 2012 R2.	Windows Server 2012 R2 is now supported.
QCCR1E102651	Request to support Internet Explorer 11.	Internet Explorer 11 is now supported.
QCCR1E103928	Request to support Oracle 12c.	Oracle 12c is now supported.
QCCR1E58268	If the Automated Process Manager is launched from the command line using -cnx, -login, and -password, the GUI should start and display the database connection name and the login user name at the bottom of the window.	The database connection name and login user name are now displayed when Automated Process Manager is launched from the command line.
QCCR1E59088	Request to enable users to search user rights/profiles/roles by user right object details.	A new wizard Search user rights (sqlName: sysUserRightsSearcher) is created to fulfill the requirement.
QCCR1E60196	Request to make "_ConstAsTextForSelect=0_" a global configuration.	Two new database options are added :ConstAsTextForSelect and ConstAsTextForGet. The options can also be set by modifying the ConstAsTextForSelect and ConstAsTextForGet parameters in the amdb.ini file. If it is already set in the amdb.ini file, the database option does not take effect.

QCCR number	Description	Resolution
QCCR1E61839	Previously, in a QBE wizard, you can only select one value from the drop-down list of a field as your searching criteria. However, users want to be able to select multiple records from the drop-down list, which cannot be solved by using the wild card.	Now you can select multiple values from the drop-down list in a QBE wizard.
QCCR1E62587	On the Web client, you should be able to select multiple records and update an attribute of them simultaneously as you are able to do so on the Windows client.	It is now supported.
QCCR1E72229	Request to be able to use AM authentication and LDAP authentication simultaneously in Asset Manager.	A new LDAP option is added to enable/disable LDAP and AM authentication simultaneously.
QCCR1E88811	Request to support Google Chrome.	Google Chrome is now supported.
QCCR1E90748	The customer needs to select .xlsx as the format to export records on the Asset Manager Web client; currently the default format to export the records is .xls instead of .xlsx. This means that the files over 65,000 lines are cut off due to excel limitations. The customer needs to export more than 65,000 lines and xlsx files will handle this.	The Asset Manager Web client now can export .xls file over 65,000 lines.
QCCR1E93271	Request to support shortcuts for Asset Manager Web client buttons. For example, Edit, Save, and Create buttons.	The shortcuts are now available for buttons on the Web client.
QCCR1E94599	Request to increase the visibility of the Import , Export and Detach links on the Documents tab. Currently, it is easy for users to miss them, especially with large resolutions.	The visibility of the Import , Export and Detach links on the Documents tab has been increased.
QCCR1E94964	The Web Usability Package is released as content pack. The customer wants to have it as part of the out-of-the-box content.	The Web Usability Package is available in Asset Manager.
QCCR1E96165	Request to have the option to make Upload and Import fields mandatory in the Document tab of Asset Manager Web Client.	If the Full file name field is set to Mandatory , when you try to save a document without an attachment, an error message is returned.

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](https://support.hp.com), 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>

QCCR number	Description	Resolution
QCCR1E100015	<p>When starting AM Web client on WebSphere, the following error message appears in the log:</p> <pre>00000009 annotation W com.ibm.ws.webcontainer.annotation. WASAnnotationHelper collectClasses unable to instantiate class . java.lang.ClassNotFoundException: com.hp.ov.ac.web.filtering.FilterPa nel</pre> <p>However, the Web client works without any problems.</p>	The defect is fixed. The error message no longer appears.
QCCR1E100279	<p>According to the Advanced Use Guide > Statistics > Optimizing performance > How do I implement this solution, it mentions that you should use the Update statistics for tables module to have the AM statistics automatically calculated. However, this is incorrect. The Update statistics for tables module in the APM only calculates statistics for the RDBMS, and has no effect on the statistics inside AM.</p>	The documentation is updated. The Update statistics results workflow (sysStatsUpdate) should be used instead.
QCCR1E102070	<p>When running a wizard on the Web Client, you receive the following error message:</p> <pre>BuildServiceDescription failed: error calling AmApiService</pre>	This defect is fixed. The queries for domain names are changed from case-sensitive mode to case-insensitive mode in Oracle database.
QCCR1E102096	<p>The column width values in the screen definition do not take effect in Asset Manager 9.40 and later versions.</p>	This is a known issue and is added to the Web client limitations section of the release notes.

QCCR number	Description	Resolution
QCCR1E103056	In the previous version of Asset Manager release notes: Step 3, Update the Asset Manager programs, refers to the installation guide, section Detail of certain upgrade operations/Updating Asset Manager programs. The step does not mention that you must update the database as well.	The following note is added to the step. Note: In addition, you must update the database with the Application Designer. To do this, click Update Database on the Migration menu.
QCCR1E103407	When adding a long SQLName field (SQLName is 29 or 30 characters) to the Columns in the list for a screen, setting a filter on this screen, AM Web returns the error ORA-00972.	It is a limitation and is documented in the Release Notes > Known problems, limitations, and workarounds > Web client limitations .
QCCR1E103752	If you set the combination.ear property to true in the package.properties file and run the deploy command with the ws7 option, the generated ear file cannot be deployed to the WebSphere 7 server.	You cannot install Web Service and Web Tier at the same time when using WebSphere version 7. This is now documented in the Installation Guide > Installing, Configuring, Removing, and Updating Asset Manager Web > Installing Asset Manager Web > Deploying the archive file to the application server .
QCCR1E103772	In the Installation Guide, the instructions does not have the specific settings for WebSphere version 7.0, without these settings, AM Web client will not work correctly.	The Installation Guide > Installing, Configuring, Removing, and Updating Asset Manager Web > Installing Asset Manager Web > Deploying the archive file to the application server is now updated.
QCCR1E103864	If you try to use AmDbGetLimitedList() with the AM API, the following error messages appear (for Linux, depending on the architecture - 32/64 bits) Cannot find entry point 'AmDbGetLimitedList' in DLL ~/AssetManager/x64/libaamapi94.so' Cannot find entry point 'AmDbGetLimitedList' in DLL ~/AssetManager/bin/libaamapi94.so'	This defect is fixed by a code change.

QCCR number	Description	Resolution
QCCR1E104890	WebService Authentication Type does not work on the Windows Client.	This defect is fixed. The Windows client now can use Webservice to authenticate AM users.
QCCR1E105639	A custom software counter created with By CPY license type does not work as expected.	This defect is fixed. The software counter now works correctly.
QCCR1E107515	You cannot log on to AM Web with the Admin account with a certain license. Error message states that the amount of named accounts is overrun and only the Admin account is able to log on. On the Windows client, the same message appears and the Admin account IS able to log on.	This defect is fixed. The Admin account can always log on.
QCCR1E108875	Sometimes when users log on, they receive an error message that indicates that a duplicate value is being inserted into amLoginSlot for ILoginSlotId . This happens on both Windows and Web clients.	This defect is fixed. A new stored procedure is added to generate ID for connection slot. Users can add exclusive lock in the stored procedure if deadlocks occur. The instructions on how to add the lock to the stored procedure is available in the Tuning guide.
QCCR1E50850	According to the Asset Manager Programmer's Reference guide, the amEvalscript function is not supported in wizard scripts. However, it is used in some system wizards, such as sysLeaseWAssetAccept , sysCorePassMgt and sysLeaseWAssetPurchase .	The statement in the Programmer's Reference Guide is corrected.
QCCR1E50870	The DateDiffEx function is not documented.	The DateDiffEx function is now documented in the Programmer's Reference Guide.
QCCR1E50913	The AQLDecode function is not documented.	This is documented in the Advanced Use Guide > Workflow > Workflow events > User event .

QCCR number	Description	Resolution
QCCR1E55480	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. In this situation, the values of Start (dStart) and End (dEnd) fields on the Maint. tab of the Portfolio items screen cannot display the value when selecting the Maint. contract .	This defect is fixed. The CaptionedLabel control is now supported on the Web client.
QCCR1E63403	When trying to migrate Asset Center 4.3.2 to later versions of Asset Manager, step 3 of the migration process instructs user to use a 'migration\fromAC****' folder to propagate the database structure. However, there is no migration\fromAC432 folder.	The fromAC432 folder is no longer used in the Migration Guide.
QCCR1E63749	When using the DateDiff() function, if the interval between the start date and the end date is more than 67 years, the function does not return the correct value.	This is a known issue and is documented in the Programmer's Reference Guide > Alphabetical Reference > DateDiff() .
QCCR1E65984	Documentation lacks the instructions on how to customize the "HP Asset Manager" text in the banner of Web client.	The "Changing the text and the image of the banner" section of the Tailoring Guide is updated.
QCCR1E67760	The contextual help for all the fields of the amModelSoftInfo table says that "The table to which this link belongs is no longer used." The user would like to know the purpose of this table and how it should be used.	This table is no longer used and is removed from documentation.
QCCR1E68234	The amUpdateUser API is restricted to users with Admin rights, this limitation is not documented.	The Programmer's Reference Guide is updated.

QCCR number	Description	Resolution
QCCR1E68633	<p>For the amUpdateUser API, the documentation states that the parameters as</p> <pre>Function AmUpdateUser(lId As Long, strNTUserName As String, strNTDomain As String, strNTUserDesc As String) As Long</pre> <p>But it is in a wrong sequence. It should be:</p> <pre>Function AmUpdateUser(lId As Long, strNTDomain As String, strNTUserNam e As String, strNTUserDesc As String) As Long</pre>	The Programmer's Reference Guide is updated.
QCCR1E69738	There is no documentation for the function amWorkItemCompleteEvt .	The documentation for this function is added to the Programmer's Reference Guide.
QCCR1E70984	The Force Unicode text file option is not documented.	The Force Unicode text file option is documented in the Advanced Use Guide > Scripts > Tips and warnings > Force Unicode text file .
QCCR1E72000	Adding a long text field with default value from Application Designer returns an error on the Windows Asset Manager client.	This defect is fixed. The Error no longer appears.
QCCR1E72241	A function named amClientType , which differentiates a Windows client from a Web client, is not documented.	The AmClientType function is now added to the Programmer's Reference Guide.
QCCR1E73128	In the Administration Guide, the folder <code>scenario\ntsec\ntac93</code> is referenced many times but it does not exist in the product.	The Administration Guide is updated. The actual name of the the folder is <code>ntac51</code> .
QCCR1E73409	The Programmer's Reference Guide does not provide latest information of Asset Manager APIs. It should include the introduction of 64-bit APIs in Asset Manager.	The 64-bit API is now introduced in the Programmer's Reference Guide.

QCCR number	Description	Resolution
QCCR1E74984	Asset Manager Application Designer is not designed to appropriately handle a case insensitive setup of Oracle (with NLS_SORT='BINARY_CI' and NLS8COMP='LinGUISTIC') and generate the appropriate Oracle index on text fields.	For an Oracle database, you can now set the case sensitivity of the database (Database/ Enable case-insensitive in the Application Designer). If you select this option, all string fields in the Oracle database will become case-insensitive.
QCCR1E75733	The Asset Manager Windows client has some problems with sorting on columns. For example, Model or User columns may be incorrectly sorted.	This defect is fixed. The columns are now sorted correctly.
QCCR1E75988	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.	The Migration guide is completely refreshed.
QCCR1E76191	In the Chinese version of Asset Manager and demo database, when you activate the database with an invalid license file, the error message is confusing.	The error message is clearly translated to Chinese.
QCCR1E76722	When you select multiple portfolio items and update a field on the asset table (for instance, ExternalAssetID on the Asset tab of the portfolio screen), an error occurs and indicates that mandatory fields are empty even though they are correctly populated on all the selected records.	This defect is fixed by a code change.
QCCR1E78646	You cannot create a new record with the existing sSequenceNumber in the amTermFldDevice table.	This defect is fixed. The new record can now be created correctly.
QCCR1E78862	After you open a view that has more than 80,000 records in the list and try to export the list to a text file, Asset Manager crashes.	This defect is fixed. Asset Manager now longer crashes when exporting the list.

QCCR number	Description	Resolution
QCCR1E88547	The property NAVIGATION=FALSE does not work on the Asset Manager Web client for wizards. It correctly works on the Windows client.	This known issue is documented in the Web Implementation Guide.
QCCR1E89838	Auto-completion is not working on the Web client when the field contains underlines (_). In any screen that uses the link edit location, if you attempt to type a location name that contains an underline (_), it does not appear, and you will get a 'No Matches' prompt in the field.	This is a known issue and is documented in the Web Implementation Guide > Differences between the Windows client and the Web client > Differences between the clients > Actions on records.
QCCR1E90483	The documentation for the function and the usage of the ConnectionCleanupCheck module on the AM APM is missing.	It is documented in the Administration Guide > Asset Manager Automated Process Manager > Configuring the modules monitored by Asset Manager Automated Process Manager > Delete an idle connection slot (ConnectionCleanupCheck).
QCCR1E92254	When a record is created in the amPortfolio table using a Model that has a Nature with Management constraint "Free", a record is unexpectedly created in the amAsset table as well.	The following note is added to Portfolio guide > Overview > Nature: Creation and behavior > A nature's creation criteria > Management constraint. When you customize the irrelevance script of the Asset link field, you must handle the *Free *type of the management constraint specifically. For example, add a line similar to RetVal = (0=[IAstId] AND [Model.Nature.seMgtConstraint] < 1) to the irrelevance script.
QCCR1E95962	Some steps are not described correctly in the Request Self Service section of the Procurement guide.	The steps are corrected.
QCCR1E96024	Automated Process Manager does not issue budget alerts for the last day of each month.	The defect is fixed.

QCCR number	Description	Resolution
QCCR1E96277	<p>The "Using IP Addresses to set asset location in AM" white paper describes how to create a script type action "Assign location using IP address". When running this script on a few hundreds of computers, the following oracle error occurs:</p> <pre>[Thrd#:8064]Executing action 'Assign location using IP address'</pre> <pre>[Thrd#:8064](0) Oracle error: ORA-01000: maximum open cursors exceeded ('Line 80 of script 'Assign location using IP address')</pre>	<p>The script is updated. Several lines are added to the script.</p> <pre>..... lErr = amUpdateRecord(hrComputer) lErr = AmCommit() end if lErr = amReleaseHandle(hqLocations) '<<<<<LINE ADDED<<<<< end if ' Get next Work Order request line lComputersErr = AmQueryNext(hqComputers) Loop lErr = amReleaseHandle(hqComputers) '<<<<<LINE ADDED<<<<< RetVal = 0 Exit Function</pre>
QCCR1E96404	<p>When creating a link of type Typed in the Application Designer, the Application Designer crashes. This occurs immediately after entering data of the link; the link creation window goes to "Not responding" and then the application crashes.</p>	<p>This defect is fixed. The Application Designer no longer crashes.</p>
QCCR1E96796	<p>The DB.expand.typedlinks parameter of the Web Service package property is not documented.</p>	<p>It is documented in the Installation Guide > Installing, Configuring, Removing, and Updating Asset Manager Web > Installing Asset Manager Web > Updating the archive files.</p>
QCCR1E96814	<p>Sample Asset Manager reports do not produce any result on the production database.</p> <p>This is because these reports query data from AM using the portfolio link of amSoftwareInstall. But the customer has "Compact software installation", software installation records do not have linked portfolio records.</p>	<p>The query logic is updated to use the link model of amsoftwareInstall instead of the portfolio link of amsoftwareInstall.</p>

QCCR number	Description	Resolution
QCCR1E97056	When importing subscriptions to CSC, the deployed CIs are not imported.	This defect is fixed. The deployed CIs are now imported.
QCCR1E97267	The following statements in the Advanced Use Guide are no longer applicable. "On all systems except Oracle and DB2, the number of outer joins is limited to 1. Under Microsoft SQL Server 7 and MSSQL 2000, you can modify the amdb.ini file to get round possible query-execution problems. Use the following instruction to modify this file in the detail of your connection: UseSql92Join=1 "	These statements are removed from the documentation.
QCCR1E98104	On the Web client, when selecting multiple records in the list view and trying to execute an action of Wizard type, the following message appears: "This action is only possible when only one record is selected."	This is a limitation of the Web client. This behavior is documented in the Web Implementation Guide > Differences between the Windows client and the Web client.
QCCR1E98119	Asset Manager Web client returns Message (401)Unauthorized when minimum password length is not met. This message is misleading. It should point out that a password requirement is not met. Users do not necessarily know the details of password requirements and should be guided by the message accordingly.	The users will not see the 401 message now.
QCCR1E98146	Two computers with the same name are not allowed even they are in different tenants.	Add ITenantId to the unique indexes for MT tables. For an MT database, it is not allowed to be disabled.
QCCR1E98266	On the Web client, select Organization management/ Organization/ EmplDept quick search . In the wizard click create my advanced filter , choose a field [Department] , click [choose operator and value] . In the operator drop-down box, there is a blank row between [=] and [is null] while it should be <>.	This defect is fixed.

QCCR number	Description	Resolution
QCCR1E98268	On the Web client, select Organization management/ Organization/ EmplDept quick search and click OK in the wizard. No record is returned.	All records are returned in a quick search without any condition.
QCCR1E98488	In a new table, add a new screen with domain Cloud_Service whose parent domain is Contract . The screen does not appear in List of Screens or menu.	This defect is fixed.
QCCR1E98671	When executing periodic workflow created from the white paper "Using IP addresses to set asset location in AM.pdf" in the Automated Process Manager , the Automated Process Manager window hangs and the workflow does not seem to finish.	Context of start object should be Workflow schemes (amWFScheme) instead of Computers (amComputer). The white paper is updated.
QCCR1E98785	In a demo database, open computer or telephone tables. When you create a new record there is error as below. "Cycles in CheckClusterAfterWriteOp recursion."	This defect is fixed by code change.
QCCR1E99046	If you have screens with a lot of pages / tabs, it takes a very long time to switch between the tabs.	This performance issue is fixed by omitting the unnecessary SQL query.
QCCR1E99115	The retrievePageX API is not documented in the Programmer's Reference user guide.	It is now documented.
QCCR1E99122	<p>There are two errors in the HP Asset Manager Installation Guide.</p> <ul style="list-style-type: none"> • 1) "Select the new library: *am-native-lib*" should be "Select the new library: *am-shared-lib'.*" • 2)"Go to \${APP_INSTALL_ROOT} /<name of cell>/AssetManager.ear/AssetManager.war/*WEB-INFO*/lib" should be "Go to \${APP_INSTALL_ROOT}/<name of cell>/AssetManager.ear/AssetManager.war/*WEB-INF'.*". 	The errors are corrected in the Installation Guide.

QCCR number	Description	Resolution
QCCR1E99180	When you run the Web client in Internet Explorer, you open the wizard Add a user and select a value in the Mr./Mrs drop-down list. The drop-down list appears on the right side of the input box and hard to be selected.	This defect is fixed. The drop-down list now appears in the correct place.
QCCR1E99289	When you hover mouse onto a the drop-down list, the background of drop-down icon appears everywhere.	This defect is fixed. The drop-down list is now displayed correctly.
QCCR1E99564	A disabled Chargeback rule is still triggered.	This defect is fixed. Disabled Chargeback rules are no longer triggered.
QCCR1E99702	You cannot successfully configure 2-way SSL by following the instructions in the Web Implementation Guide.	The Web Implementation is updated accordingly.
QCCR1E99958	The cost calculation result is incorrect in the report Billing Statement for cloud Services .	This defect is fixed. The cost calculation result is now correct.

Known problems, limitations, and workarounds

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

- "General and database"
- "Web client"
- "Web services"

General and database

- When you try to log on, you may receive an error message indicating that a duplicated value is being inserted into the connection slot table. This happens to both Windows and Web client users with Oracle RAC system. To work around this issue, refer to ["Stored procedure change for database" on page 16](#)
- Asset Manager allows a non-modal wizard to run as a separate child-window on the Windows client. However, if you enable multi-tenancy, the non-modal wizard can only run in the modal mode, in that case, you cannot switch to another child-window.
- When you open the online help in Internet Explorer 11 or Google Chrome, the help may not be displayed correctly. To work around this issue, use Mozilla Firefox or reference the pdf version of the help.
- 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.

- 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.

- 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 **AMDemoxxxx** (where **xxxx** corresponds to the Asset Manager installation version and 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 '<statement
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 9.41 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

- The column width values in the screen definition do not take effect in Asset Manager 9.40 and later versions.
- When using Asset Manager with Oracle Database 10g , 11g, or 12c, if you add a field with a long SQL name (SQL name is 29 or 30 characters) to the **Columns in the list** for a screen, and then set a filter on this screen, the Web client returns the ORA-00972 error.
- 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.
- 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.)
- 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:1PortfolioItemId = 1HistObjId) 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 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,
 - 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.
- 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

- Error tagging Web Services after Asset Manager migration.

Context: After converting an old version of the database to version 9.41, 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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