

HP Asset Manager

For the Windows® and Linux® operating systems

Software Version: 9.40 Patch 1

Release Notes

Document Release Date: August 2013

Software Release Date: August 2013



Legal Notices

Warranty

The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

The information contained herein is subject to change without notice.

Restricted Rights Legend

Confidential computer software. Valid license from HP required for possession, use or copying. Consistent with FAR 12.211 and 12.212, Commercial Computer Software, Computer Software Documentation, and Technical Data for Commercial Items are licensed to the U.S. Government under vendor's standard commercial license.

Copyright Notice

© Copyright 2002 - 2013 Hewlett-Packard Development Company, L.P.

Trademark Notices

Adobe® is a trademark of Adobe Systems Incorporated.

Microsoft® and Windows® are U.S. registered trademarks of Microsoft Corporation.

UNIX® is a registered trademark of The Open Group.

Documentation Updates

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

- Software Version number, which indicates the software version.
- Document Release Date, which changes each time the document is updated.
- Software Release Date, which indicates the release date of this version of the software.

To check for recent updates or to verify that you are using the most recent edition of a document, go to:

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

This site requires that you register for an HP Passport and sign in. To register for an HP Passport ID, go to:

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

Or click the **New users - please register** link on the HP Passport login page.

You will also receive updated or new editions if you subscribe to the appropriate product support service. Contact your HP sales representative for details.

Support

Visit the HP Software Support Online web site at:

<http://www.hp.com/go/hpsoftwaresupport>

This web site provides contact information and details about the products, services, and support that HP Software offers.

HP Software online support provides customer self-solve capabilities. It provides a fast and efficient way to access interactive technical support tools needed to manage your business. As a valued support customer, you can benefit by using the support web site to:

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

Most of the support areas require that you register as an HP Passport user and sign in. Many also require a support contract. To register for an HP Passport ID, go to:

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

To find more information about access levels, go to:

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

Contents

Contents	5
Asset Manager Release Notes	6
Installation	8
Fixed Defects in this Release	9

Asset Manager Release Notes

for the Windows ® and Linux ® operating systems operating system.

Software version: 9.40 Patch 1

Publication date: August 2013

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

["Installation " on page 8](#)

["Fixed Defects in this Release" on page 9](#)

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
- HP Software Coexistence
- Other Software Coexistence
- Server / Client Compatibility
- Performance and Sizing
- **Obsolescence Plans**

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.

Fixed Defects in this Release

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

Title: Error when using the **Copy preferences and user options** wizard with an Oracle database. (QCCR1E93061)

Description: When running the **Copy preferences and user options** wizard with an Oracle database, the following error is displayed when you click **Finish**, regardless of which users you choose on the first page:

```
<Date Time> 0 1 [Thrd#:2468](0) Oracle error: ORA-24816: Expanded non LONG bind
data supplied after actual LONG or LOB column ('Line 25 of script 'FINISH.Do, li
ne 41''')
<Date Time> 0 1 [Thrd#:2468](0) SQL statement 'INSERT INTO amSysConfig (lConfigI
d, CfgSection, lEmplDeptId, dtLastModif, blbData, CfgEntry, lCrc, lLen, V510) VA
LUES (130803, 'UserPreferences', 120046, SysDate,:1,:2,:3,:4,:5)' could not be e
xecuted ('Line 25 of script 'FINISH.Do, line 41''')
<Date Time> 0 1 [Thrd#:2468](0) Parameter 0='<Blob>' ('Line 25 of script 'FINISH
.Do, line 41''')
<Date Time> 0 1 [Thrd#:2468](0) Parameter 1='????imCost' ('Line 25 of script 'FI
NISH.Do, line 41''')
<Date Time> 0 1 [Thrd#:2468](0) Parameter 2='-463677805' ('Line 25 of script 'FI
NISH.Do, line 41''')
<Date Time> 0 1 [Thrd#:2468](0) Parameter 3='5996' ('Line 25 of script 'FINISH.D
o, line 41''')
<Date Time> 0 1 [Thrd#:2468](0) Parameter 4='????Price' ('Line 25 of script 'FIN
ISH.Do, line 41''')
<Date Time> 0 1 [Thrd#:2468](0) Unknown error; rc=-2006 ('Line 25 of script 'FIN
ISH.Do, line 41''')
<Date Time> 0 1 [Thrd#:2468](0) Wizard failed to execute
```

Resolution: This defect is fixed. The blob field whose size is greater than 4K should be located at the end of the SQL statement.

Title: An error occurs when adding a subpage. (QCCR1E93244)

Description: When adding a new subpage to a page, the Asset Manager Application Designer throws an error indicating that the pages are not part of the **amAsset** table.

Resolution: This defect is fixed. The error message may still appear, but you are allowed to add new subpage to a page.

Title: The **amCatref.ClassCode** link does not return the result. (QCCR1E93486)

Description: In Asset Manager, no result is returned by the **amCatRef.ClassCode** link on the **General** page of **amCatRef**.

The filter for this link is :

```
ClassCode|WhereCond="ProdClass=AmDbVal(amCatRef:Catalog.ProdClass)"  
Caption="\\"Classification code of the catalog reference \"self\"\" Id="37"
```

Resolution: This defect is fixed. The result is now returned correctly.

Title: The currency symbols are incorrect in Japanese and Russian versions. (QCCR1E94334)

Description: In the Japanese version of Asset Manager, the Japanese currency symbol is incorrectly displayed as "\". In the Russian version of Asset Manager, the Russian currency symbol is incorrectly displayed as "?".

Resolution: This defect is fixed. the currency symbols are now displayed correctly in Japanese and Russian versions.

Title: Clicking **Statistics** in **My Assets** produces an error in non-English versions of Asset Manager. (QCCR1E95235)

Description: When you go to **Infrastructure management > My Assets**, click **Statistics** and choose an item, the page displays an error.

Resolution: This defect is fixed. No error is returned on the **Statistics** page.

Title: Redundant Drop-down arrows are displayed in the **Mr/Mrs** field when adding a user. (QCCR1E95302)

Description: In the Asset Manager Web client, you go to **Organization management > User actions > Add a user**. In the **Mr/Mrs** field, it displays a lot of Drop-down arrows.

Resolution: This defect is fixed. Only one drop-down arrow is displayed in the **Mr/Mrs** field.

Title: **Financial analysis of leasing contracts** dashboard shows an error in the Web client. (QCCR1E95555)

Description: In the Asset Manager Web client, the following error message appears when clicking the **Financial analysis of leasing contracts** dashboard:

The table name is wrong.

Resolution: This defect is fixed. The error message no longer appears.

Title: Unexpected duplication of a portfolio Item with Asset Manager Windows client. (QCCR1E96056)

Description: When modifying an asset in the Windows client, the associated portfolio Item is duplicated.

Resolution: There is a bug when refreshing the screen detail page. This defect is fixed.

Title: Asset Manager cannot load all records when sorting lists. (QCCR1E80206)

Description: When sorting lists in Asset Manager, the number of visible lines may be affected by the column that is chosen for sorting.

Resolution: This defect is fixed. Now the lines are sorted by the column that is chosen for sorting.

Title: List of colors does not work as expected in controlling colors in charts of statistics (QCCR1E84077)

Description: You use **Field1** of **amWorkOrder** to indicate if the work is completed **On time** or **Exceeded**. You want to show a pie chart of work orders (satisfying a certain set of conditions) that are **On Time** or **Exceeded**.

Therefore, you create statistic with the following information under the **Query** tab:

- Table: Work orders (amWorkOrder)
- Group by: Field1

This statistic works fine except the colors for **Exceeded** and **On Time** are flipped depending on the percentage of each value. A larger pie section gets one color and a smaller section gets another color. The **List of colors** does not work in this case.

Resolution: The **List of colors** is removed.

Title: Favorite link does not work with SSO. (QCCR1E83793)

Description: You use Asset Manager Web tier with SSO via IIS and ISAPI filter.

If you use a deep link such as `http://<<server_name>>/AssetManager/Portfolio/Portfolio/list.jsf?filterName=NoAction`, you are redirected to `http://<<server_name>>/AssetManager/index.jsp`, where the welcome page is displayed.

If you use the same link without SSO, after manual authentication, the forward link is the same, but the content is different. It's the content of the deep link.

Resolution: This defect is fixed. Favorite link now works correctly with SSO.

Title: Data corruption may occur when calling `amevalscript` with string parameters. (QCCR1E90081)

Description: Calling `amevalscript` with string parameters may corrupt these strings in the memory of the `amsrv` module.

Resolution: This defect is fixed. Parameters in `amevalscript` are now treated as by reference.

Title: You cannot create new Catalog references. (QCCR1E90114)

Description: When creating a new Catalog reference, the classification code cannot be selected.

Resolution: This defect is fixed. The classification code can now be selected.

Title: Performance issue occurs after a record is inserted. (QCCR1E88748)

Description: When more than one view of the same table is opened in the Windows client, all records in those opened views are reloaded if you insert a record. This causes a performance issue.

Resolution: The issue is fixed. An option named **Refresh all data lists when there is any modification (insert/update/delete)** is added.

If the option is set to **Yes**, all objects (screens, views) related to the modification will be refreshed automatically.

If the option is set to **No**, only the current screen or view will be refreshed automatically. Other screens or views related to this modification need be refreshed manually by user.

Title: An Oracle error appears when archiving large comment field. (QCCR1E91944)

Description: When archiving portfolio items, the following Oracle error message appears:

The error occurred on our Oracle 10.2 Asset Manager environment.

Oracle error: ORA-24816: Expanded non LONG bind data supplied after actual LONG or LOB column ('Line 1 of script ''')

This issue occurs because a Portfolio record contains a comment with more than 4000 characters.

Resolution: This defect is fixed. Comment filed with more than 4000 characters should be located at the end of the SQL statement.

Title: Workflow does not throw customized error message when deleting parent portfolio. (QCCR1E75394)

Description: When deleting a portfolio item that has a sub-asset, the user receives the following error message:

Agent 'CWorkEvtAgent' returned error : '-2003'

However, the expected error message should resemble the following:

ERROR: The asset you are deleting has at least one sub-asset attached. Please first detach the sub-asset(s) before proceeding ('Line 2 of script 'Workflow agent' of table 'amPortfolio (Portfolio items)''')

Resolution: This defect has been fixed, the correct error message will pop up as expected.

In addition, the error number in Err.Raise script is changed from -2003 to 12001(generic error) because -2003 was used as internal error number.

Title: An Oracle error occurs when running a script through APM. (QCCR1E92568)

Description: When executing a script through Asset Manager APM, an Oracle error about unique index occurs.

Resolution: This defect is fixed. The error no longer occurs.

Title: Error occurs when multi-tenancy is enabled and some fields are historized. (QCCR1E95483)

Description: You have multi-tenancy enabled on a database and some fields are historized. When you launch the database diagnostics, an error message that resembles the following appears:

<Date Time> amModel => [Color LaserJet 9000 series] (id 119040) is

in tenant [] but its \"History\" [Brand Hewlett Packard] (id 138005) is in tenant [HP]

Resolution: This defect is fixed. The error message no longer appears.

Title: Software counter calculation fails on Linux x64 platform due to large column number issue. (QCCR1E95932)

Description: Software counter calculation fails on Linux x64 platform with the following error message:

Oracle error: ORA-01438: value larger than specified precision allowed for this column

Resolution: This defect is fixed. The calculation now works correctly.

Title: You cannot log on to the Web client with Admin in 64-bit Linux (QCCR1E95988)

Description: In a Linux box, you set up the 64-bit Asset Manager Web tier and Web Service with an IBM DB2 database. However, you cannot log on to the Asset Manager Web client with the Admin account.

Resolution: This defect is fixed. You can log on to the Web client successfully.

Title: Internal URL cannot be launched from a wizard. (QCCR1E96044)

Description: The URL embedded in a wizard cannot be launched in the Web client.

Resolution: This defect is fixed. The URL can now be successfully launched.

Title: The **FetchingArraySize** option does not take effect for MSSQL databases (QCCR1E96413)

Description: When you refresh a list in the Asset Manager Windows client, it retrieves the record one by one regardless of the value of the **FetchingArraySize** option. It happens only on MSSQL databases.

Resolution: This defect is fixed.

Title: An error occurs when importing line-of-business data. (QCCR1E97058)

Description: Using Asset Manager Application Designer to import line-of-business data fails with the following error:

```
// Application: Asset Manager Application Designer 9.40.10487
// Executable: C:\Program Files (x86)\HP\Asset Manager 9.40 en\bin\amdba.exe
// User:      icuthbertson
<Date Time> 2 1 (12008) This script does not have the necessary write-access rights. ('Line 3 of script 'pgCrBase.bEmptyDb.Value, line 140''')
```

Resolution: This defect is fixed. The error no longer occurs.

Title: The **amdbexecaql** function does not work properly. (QCCR1E97601)

Description: The **ambexecaql** function does not work correctly when it is applied in the **amWorkOrder** table and uses links such as **Asset.PortfolioItem.seAssignment**.

For example, the command below does not update the data:

```
retval = ambexecaql("UPDATE amWorkOrder SET Asset.PortfolioItem.seAssignment =  
0 WHERE lWorkOrderId = 476055394")
```

However, if you insert `Asset.SerialNo='toto'` in the SQL query, it works.

Resolution: This defect is fixed. the **ambexecaql** function now works correctly.

Title: Query filters cause performance issue on the Web client. (QCCR1E98246)

Description: When running the following query: `AssetTag LIKE AmDbVal(AssetTag, 'AssetTag like', '%1%')`, it returns 500 records on the screen even though only 20 records should be displayed per page. This causes a performance issue.

Resolution: This defect is fixed.
