

# HP Asset Manager

For the Windows<sup>®</sup> and Linux<sup>®</sup> Operating Systems

Software Version: 9.40 Patch 2

## Release Notes

Document Release Date: January 2014

Software Release Date: January 2014



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# Asset Manager Release Notes

for the Windows ® and Linux ® Operating Systems.

**Software version:** 9.40 Patch 2

**Publication date:** January 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:

["Installation " on page 8](#)

["Fixed Defects in this Release" on page 10](#)

## 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.*

## Installation Notes

Due to code changes for fixing a critical performance issue in the Web client, some of the Web Service APIs are modified. A new parameter named **ListScreen** is added to the following APIs:

- **retrieveAllXxxListByYyy**
- **retrieveFirstXxxListByYyy**
- **retrieveNextXxxList**
- **retrievePreviousXxxList**
- **retrieveLastXxxListByYyy**

For example, in the C# code, the definition of the Web Service API **retrieveFirstLocationListByBarCode** is changed from

```
public LocationList retrieveFirstLocationListByBarCode(int MaxNumberOfRecord, string BarCode, bool UseBarCodeAsPattern, LocationListBase OriginalList, LocationOrder Order)
```

to

```
public LocationList retrieveFirstLocationListByBarCode(int MaxNumberOfRecord, string BarCode, bool UseBarCodeAsPattern, LocationListBase OriginalList, LocationOrder Order, bool ListScreen)
```

The type of new parameter **ListScreen** is Boolean:

- If it is set to true: Retrieve data with optimized queries.
- If it is set to false: Retrieve data with non-optimized queries.

If you have a program developed based on the Asset Manager Web Service APIs, compiling the program with the above APIs will fail. You need to update the code to accommodate the changes to the Web Service APIs.

## 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:** A white paper is required for Restfull AQL. (QCCR1E101361)

**Description:** The Restful AQL is available in 9.40 but there is no documentation about how to use it.

**Resolution:** A white paper named Asset Manager Restful API (RestAQL).pdf is created in the am\doc\white\_papers folder.

---

## 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:** The **System** filter applied on the **System Itemized** list does not work on the Web client. (QCCR1E99203)

**Description:** The **System Itemized** list on a distant table is displayed correctly on a screen with the **System** filter applied on the Windows Client. However, it is not displayed correctly on the Web client.

**Resolution:** The **System** filter applied on the **System Itemized** list is respected on the Web client now.

---

**Title:** The default value of Maximum Assignment of QBE fields is not correct on the Web client. (QCCR1E99112)

**Description:** QBE filter on the Web client displays the same filter criteria as below:

Minimum Assignment: In Use

Maximum Assignment: In Use

However, the **Maximum Assignment** should be **Missing** by default.

**Resolution:** The **Maximum Assignment** is set to **Missing**.

---

**Title:** You cannot successfully send email messages on the Web client. (QCCR1E98265)

**Resolution:** The defect is fixed.

---

**Title:** With IIS SSO, when clicking the wizard type link in favorite, Asset Manager goes to the wizard screen with a warning message box. (QCCR1E99321)

**Resolution:** This defect is fixed. The current behavior is :

- If saving a wizard as favorite link, there will be no warning message shown up right after login.
  - If refreshing page of wizard, there will be no warning message as well and the inputted information on the page will be lost.
  - To redirect to other screens while working on a wizard, the warning message box will be shown.
- 

**Title:** The French version of Asset Manager Web client does not work for forced password change. (QCCR1E100666)

**Description:** The French version of Asset Manager Web client cannot perform forced password change when a user logs on. In addition, the following error occurs:

(401) The user name or password is incorrect; nested exception is javax.security.login.FailedLoginException

**Resolution:** This defect is fixed. The French version of Asset Manager Web client can force password change now.

---

**Title:** Business homepage link does not work with IIS SSO. (QCCR1E99274)

**Description:** You save the business home page link by Asset Manager Favorite function. Then, you close Internet Explorer. When you open the favorite link with IIS SSO, you are redirected to the welcome page instead of the business homepage.

**Resolution:** This defect is fixed. The business homepage link works with IIS SSO.

---

**Title:** Incorrect expiration date is used, 120 days of validity is used when activating a permanent license. (QCCR1E101169)

**Description:** When activating a permanent license in Asset Manager, it shows the license will expire in 120 days.

**Resolution:** When activating a permanent license in Asset Manager, the expiration date will be set to 2035.

---

**Title:** Shortcuts for all program features created though only client is selected in custom installation. (QCCR1E99383)

**Description:** You install Asset Manager 9.40 client only. However, shortcuts for other tools such as Application Designer as Automated Process Manager are also created. No program is associated to the additional shortcuts.

**Resolution:** This defect is fixed. A logic is added to determine whether the feature was selected to install before creating shortcuts.

---

**Title:** Asset Manager crashes when configuring the **Purchase Order** field. (QCCR1E101382)

**Description:** When configuring a monetary field on the Asset Manager Windows client ,the Asset Manager application may crash.

**Resolution:** This defect is fixed by a code change.

---

**Title:** An error occurs when opening the **amMonitorApps** screen or the **amMonSWComp** screen in ZH or CO versions of Asset Manager. (QCCR1E101649)

**Description:** On an Asset Manager Chinese or Korean Windows client, opening the **amMonitorApps** screen or the **amMonSWComp** screen causes the following error:

<DateTime> 0 1 [Thrd#:5728](0) 字段 '“受监视的应用程序” 在表 '受监视的应用程序 (amMonitoredApp)' 中是未知字段。

<DateTime> 0 1 [Thrd#:5728](0) 字符串 '“受监视的应用程序 \"self\"” 的详细信息’' 在当前上下文中不是有效的字段描述

<DateTime> 0 1 [Thrd#:5728](0) 字段 '“受监视的应用程序” 在表 '受监视的应用程序 (amMonitoredApp)' 中是未知字段。

<DateTime> 0 1 [Thrd#:5728](0) 字符串 '“受监视的应用程序 \"self\"” 的详细信息’' 在当前上下文中不是有效的字段描述

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

---

**Title:** SAM license calculation does not work properly. (QCCR1E101956)

**Description:** You have installed a license correctly and the license contains five named users. However, the named users is displayed as four instead of the five.

**Resolution:** This defect is fixed. SAM license calculation works properly now.

---

**Title:** REST AQL does not support updating a field to NULL or empty. (QCCR1E102103)

**Description:** The PUT operation cannot update a field to NULL or empty through the REST AQL interface.

**Resolution:** This defect is fixed. You can now update a field to NULL or empty.

---

**Title:** Changing AssetTag in the portfolio table does not update asset table for duplicate values. (QCCR1E102242)

**Description:** If the AssetTag on a portfolio item is changed to a value that already exists, the AssetTag in the related Asset and Computer tables are not updated. However, the changed AssetTag value is saved in the portfolio table.

**Resolution:** This defect is fixed.

---

**Title:** Page layout error occurs in the cluster component screen. (QCCR1E102360)

**Description:** When adding a cluster-component relationship to a cluster, the component label on the new cluster-component record is displayed incorrectly due to different clustering layer.

**Resolution:** This defect is fixed. The correct component label is displayed with respect to the clustering layer.

---

**Title:** Duplicating a record in the **amAsset** screen produces an error. (QCCR1E90328)

**Description:** The customer tries to duplicate a record in the custom **amAsset** screen. When the customer modifies the AssetTag field, an error occurs.

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

---

**Title:** The full **amWorkOrder** screen is opened instead of the simplified **amWorkOrder** screen. (QCCR1E92247)

**Description:** On the Web client, when the customer opens the **My Workflow tasks** screen under **Asset lifecycle \ Infrastructure management** and clicks the **Detail** link, the full **amWorkOrder** screen is opened. However, the simplified **amWorkOrder** screen should be opened.

**Resolution:** This defect is fixed. The simplified **amWorkOrder** screen will be opened.

---

**Title:** An error occurs when opening the portfolio screen. (QCCR1E96079)

**Description:** When the customer logs on to the Web client and attempts to open the **Portfolio items** screen, an error message appears in the log and the screen cannot be opened. The error message is:

```
ERROR - com.hp.ov.ac.web.session.ListState - ; nested exception is:  
java.net.SocketTimeoutException: Read timed out  
com.hp.ov.ac.wsclient.WebServiceException: ; nested exception is:  
java.net.SocketTimeoutException: Read timed out
```

**Resolution:** This defect is fixed. The screen can be opened on the Web client successfully.

---

**Title:** Exporting the **ListBox** wizard control to Excel outputs duplicated rows on the Web client. (QCCR1E96737)

**Description:** The customer exports a list of data from **ListBox** of a wizard into Excel on the Asset Manager Web client. In the Excel file exported, the same set of data repeated many times resulting in a total of 10000 rows even though there are only 20 rows in the **ListBox** of the wizard.

**Resolution:** This defect is fixed. The correct number of records are exported to the Excel file.

---

**Title:** When running the SAM script **sysSAM4MS\_MOB\_DEV\_CNT\_Action**, the update statements take up to an hour to finish. (QCCR1E98732)

**Description:** When running the SAM script **sysSAM4MS\_MOB\_DEV\_CNT\_Action**, the script takes a long time to finish. In comparison, when running the script via SQL Plus, the statements finish almost immediately.

**Resolution:** A new API is added to execute SQL statements directly. The syntax of the API is as below.

```
AmDbSQLUpdate(strUpdateSQL As String, strSignature As String)
```

strUpdateSQL: Update SQL statement.

strSignature: Signature for the SQL statement.

You can contact HP support to get the signature for each SQL.

---

**Title:** Asset Manager Web/BO server SSO integration does not work for LDAP integrated logins. (QCCR1E99044)

**Description:** You have enabled LDAP authentication in Asset Manager Database Options. When logging on as users other than Admin to the Web client, crystal reports cannot be viewed from Asset Manager Web client. Admin user does not have any issues viewing the report on the Web client.

**Resolution:** This defect is fixed.

---

**Title:** The Web tier does not work as expected on Websphere Application Server 7.  
(QCCR1E99070)

**Resolution:** The defect is fixed. The Web tier now works on Websphere Application Server 7.  
However, the way to package Web Client on Websphere Application Server 7 is slightly changed.

When package AssetManagerWebService.ear, use command similar to deploy.bat  
..\websvc\package.properties.

When package AssetManager.ear, use command similar to deploy.bat /ws7  
..\websvc\package.properties.

---

**Title: Wizard.ComboBox.Value** does not display value on the Web client. (QCCR1E99424)

**Resolution:** This defect is fixed.

---

**Title:** With IIS SSO, QuickSearch fails to be deployed on the Asset Manager Web client.  
(QCCR1E99433)

**Description:** With IIS SSO, QuickSearch fails to be deployed on the Asset Manager Web client. It returns the following error:

```
An error has occurred while processing a request for: /AssetManager/cwc/aclogin.jsp
```

```
Please contact your Administrator or see server logs for more details
```

```
Error: Cannot call sendRedirect() after the response has been committed
```

**Resolution:** This defect is fixed. With IIS SSO, QuickSearch can be deployed correctly on the Asset Manager Web client now.

---

**Title:** "Old" virtual link in the chargeback rule script always return the "New" value.  
(QCCR1E100197)

**Description:** The "Old" virtual link in chargeback rule script always returns the value of the "New" link rather than the old link.

**Resolution:** This defect is fixed. "Old" virtual link returns the Old value as expected.

---

**Title:** You cannot connect to the Asset Manager database if you only install the Asset Manager client. (QCCR1E103183)

**Description:** The libeay library is not installed if you only install the Asset Manager client. Therefore, you cannot connect to the database with the Windows client.

**Resolution:** This defect is fixed.

---

**Title:** Russian characters are not displayed correctly if the web tier is deployed in Linux.  
(QCCR1E101968)

**Description:** If the Russian version of the web tier is deployed in Linux, some system messages such as errors in the wizards, names of the wizards, and log-on error messages are displayed with the wrong encoding.

**Resolution:** This defect is fixed. The Russian characters are now displayed correctly.

---

## Open Defects

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

**Title:** Duplicating portfolio items may cause an error. (QCCR1E103067)

**Description:** You try to duplicate a portfolio item via **Edit / Duplicate**. If the portfolio item's **Model.Nature.seMgtConstraint** is Asset tag, you receive the following error message:

An integrity was not correctly applied (no additional information available).

---

## We appreciate your feedback!

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

### **Feedback on Release Notes (Asset Manager 9.40 Patch 2)**

Just add your feedback to the email and click send.

If no email client is available, copy the information above to a new message in a web mail client, and send your feedback to [ovdoc-ITSM@hp.com](mailto:ovdoc-ITSM@hp.com).