# HP Asset Manager

For the Windows ®, Unix ®, and Linux ® operating systems

Software Version: 9.32 Patch 1

## Release Notes

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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.

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# Contents

# Asset Manager Release Notes

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

**Software version:** 9.32 Patch 1

**Publication date:** September 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:

## 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 9.32 <installation language code>\doc\pdf*.

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

*<Asset Manager 9.32 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, st
ring BarCode, bool UseBarCodeAsPattern, LocationListBase OriginalList, LocationO
rder Order)
```

to

```
public LocationList retrieveFirstLocationListByBarCode(int MaxNumberOfRecord, st
ring BarCode, bool UseBarCodeAsPattern, LocationListBase OriginalList, LocationO
rder 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.

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

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

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

**Resolution:** This defect is fixed, the user can successfully log on.

---

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

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

```
Agent 'CWorkEvtAgent' returned error : '-2003'
```

The expected error message should resemble the following:

```
ERROR: The asset you are deleting has at least one sub-asset attached. Please fi
rst detach the sub-asset(s) before proceeding ('Line 2 of script ''Workflow agen
t' of table 'amPortfolio (Portfolio items)''')
```

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

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

---

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

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

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

Click on OK to terminate the program.

Click on CANCEL to debug the program.

**Resolution:** This defect is fixed.

**Title:** You cannot create a contract against an asset in the Web client. (QCCR1E88612)

**Description:** In the Web client, the on-the-fly creation of a contract in the Asset detail screen fails with the following error.

`java.lang.RuntimeException: No detail layout on Portfolio/AstCntrDesc`

**Resolution:** This defect is fixed. On-the-fly creation of a contract in the Asset detail screen can now be completed successfully.

---

**Title:** The status data is not displayed correctly after running a wizard. (QCCR1E88826)

**Description:** The status data is not displayed correctly after running the **Modify the list of assets associated with the rent** wizard.

**Resolution:** This defect is fixed. The status data is now displayed correctly.

---

**Title:** Drop-down list value cannot be reselected in the Web client (QCCR1E89033)

**Description:** After selecting one value in a drop-down list, it is selected. However, if you click the drop-down box again, the selected value is missing.

**Resolution:** This defect is fixed. Drop-down list value can be reselected in the Web client.

---

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

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

**Resolution:** This defect is fixed. The user will be logged out if the administrator deletes the connection slot.

---

**Title:** You cannot log on to the Asset Manager Web client using LDAP credentials in Solaris. (QCCR1E89908)

**Description:** When you try to log on to the Asset Manager Web client using LDAP credentials in Solaris, an error occurs and you cannot successfully log on.

**Resolution:** This defect is fixed.

---

**Title:** The instant-on license does not grant user rights for guest users. (QCCR1E90010)

**Description:** After Asset Manager is activated by an instant-on license, 5 named users and 5 floating users can run Asset Manager for up to 60 days. However, it does not grant user rights for guest users.

**Resolution:** This defect is fixed. The instant-on license also grants user rights for 5 guest users now.

---

**Title:** If you select an item in an itemized list, the next item disappears from the list. (QCCR1E89394)

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

**Resolution:** This defect is fixed.

---

**Title:** Asset Manager 9.32 release notes have incorrect information of the **amComment** table. (QCCR1E90078)

**Description:** The release notes of Asset Manager 9.32 contains the following section:

`Removal of amComment table`

```
The amComment table has been removed and the contents are scattered into corresp
onding tables.
```

```
Therefore, the comment of a table no longer exists as a link, but a field instea
d.
```

However, the **amComment** table still exists in the database and the comments are not changed.

**Resolution:** The changes made to the **amComment** table are discarded. This section will not appear in the next release notes.

---

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

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

**Resolution:** This defect is fixed. Parameters in **amevalscript** were 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 be selected and the Catalog reference can be created correctly.

---

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

**Description:** You try to duplicate a record in the custom **amAsset** screen. When you modify the **AssetTag** field, an error occurs.

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

---

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

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

**Resolution:** This defect is fixed. Fields from remote table on the **amPortfolio** page can be set to null.

---

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

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

**Resolution:** This defect is fixed.

---

**Title:** You are not able to remove columns when using **Configure list** in the Web client. (QCCR1E90427)

**Description:** Some users are not able to save their list configurations on the Web client.

**Resolution:** This defect is fixed.

---

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

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

**Resolution:** The issue is fixed and replaced the fix solution in QCCR1E78654. 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:** The tenant of the expense lines generated by the chargeback rule is not the same as the context record in multi-tenancy environment. (QCCR1E91085)

**Description:** When creating a timer event for a chargeback rule and run it in the Automated Process Manager, the tenant of the expense lines generated by the chargeback rule is always in the shared tenant even the tenant of the context record does not have shared data.

**Resolution:** The defect is fixed.

---

**Title:** Reapplying unresolved charge back event will create expense line with an incorrect user. (QCCR1E91281)

**Description:** For the expense line which is created by reapplying unresolved charge back event, if the charge back rule sets the user as the charged object, the credit expense line will be set with an incorrect user. The problem occurs only in the Windows client. The Automated Process Manager works without the issue.

**Resolution:** This defect is fixed in the Windows client.

---

**Title:** A library file of LDAP is missing from Asset Manager. (QCCR1E91627)

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

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

**Resolution:** The openldap and liboldap has been rebuilt. This defect is fixed.

---

**Title:** Oracle error occurs when archiving large comment field. (QCCR1E91944)

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

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

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

```
// Aplicativo: Asset Manager Application Designer 9772.9772

// Executável:  C:\Program Files (x86)\HP\Asset Manager 9.32 pt\bin\amdba.exe
```

**Resolution:** This issue is fixed by changing the trj file.

---

**Title:** An Oracle error occurs when running a script through Asset Manager 9.32 APM. (QCCR1E92568)

**Description:** When executing a script through Asset Manager 9.32 APM, an Oracle error about unique index occurs.

**Resolution:** This defect is fixed.

---

**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:** The error message still appears, but the customer is allowed to add new subpage to a page.

---

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

**Description:** In Asset Manager 9.32, no result is returned for the **amCatRef.ClassCode** link on the **General** page of **amCatRef**.

The filter for this link is :

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

**Resolution:** This defect is fixed. The **amCatref.ClassCode** link returns the result correctly.

---

**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, the following error message appears:

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

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

**Resolution:** This defect is fixed, error message about tenant mismatch no longer appears.

---

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

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

```
<Time> 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 in the Web client successfully.

---

**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 like `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 shown.

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

**Resolution:** This defect is fixed. The favorite link now works correctly.

---

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

**Description:** You export a list of data from ListBox of a wizard into Excel in 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:** LDAP credential cannot be used for AM Web Service customization. (QCCR1E73951)

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

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

```
The user name or password is incorrect
```

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

---

**Title:** LDAP log-on fails when connecting to Asset Manager from uCMDB 10.01. (QCCR1E97028)

**Description:** When trying to connect to an Asset Manager database that has LDAP enabled from a uCMDB 10.01 system, the LDAP log-on does not work.

**Resolution:** This defect is fixed. The Asset Manager Push Adapter is now able to connect to the Asset Manager database through LDAP authentication.

---

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

**Description:** When modifying an asset, the associated portfolio item is duplicated.

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

---

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

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

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

```
retval = amdbexecaql("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 and you can now update multiple levels link with AQL.

---

**Title:** When running the SAM script **sysSAM4MS_MOB_DEV_CNT_Action**, the update statements take up to an hour to execute. (QCCR1E98732)

**Description:** When running the SAM script **sysSAM4MS_MOB_DEV_CNT_Action** script, the script takes a long time to finish. In comparison, when running the script via SQL Plus, the statements finish immediately.

**Resolution:** A new API is added to execute SQL 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.
```

Please contact HP support to get the signature for each SQL.

---

**Title:** Asset Manager Web/BO server SSO integration is not working 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. Admin user does not have any issues viewing the reports in the Web client.

**Resolution:** This defect is fixed.

---