

# HP Asset Manager

Software Version: 9.41 Patch 2  
Windows<sup>®</sup> and Linux<sup>®</sup> Operating Systems

## Release Notes

Document Release Date: January 2015  
Software Release Date: January 2015



## 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 1994 - 2015 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.

This product includes an interface of the 'zlib' general purpose compression library, which is Copyright © 1995-2002 Jean-loup Gailly and Mark Adler.

## 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/hpsupport>

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](http://h20230.www2.hp.com/new_access_levels.jsp)

**HP Software Solutions Now** accesses the HPSW Solution and Integration Portal Web site. This site enables you to explore HP Product Solutions to meet your business needs, includes a full list of Integrations between HP Products, as well as a listing of ITIL Processes. The URL for this Web site is <http://h20230.www2.hp.com/sc/solutions/index.jsp>

# Contents

Asset Manager Release Notes .....	4
New features in this release .....	6
Installation requirements .....	7
Installation notes .....	7
Enhancement Requests Included in this Release .....	10
Fixed defects in this release .....	11
Send Documentation Feedback .....	15

# Asset Manager Release Notes

for the Windows ® and Linux ® Operating Systems.

**Software version:** 9.41 Patch 2

**Publication date:** January 2015

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 page 6](#)

["Installation requirements " on page 7](#)

["Fixed defects in this release" on page 11](#)

## 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**

## New features in this release

This version of Asset Manager provides the following update:

- The Installation Guide and the Migration Guide are re-organized and updated.
- A new LDAP authentication database option is added:

The minimum level of SSL/TLS protocol. (0=SSLv2, 1=SSLv3, 2=TLS1.0, 3=TLS1.1, 4=TLS1.2)

For example, if the option is set to 2, SSLv2 and SSLv3 will not be supported, only TLS1.0, TLS1.1, and TLS1.2 are supported.

By default, this option is set to 2.

## Installation requirements

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 <version> <installation language code>\doc\pdf*

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

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

## Installation notes

### Stored procedure change for database

If you are migrating from a version earlier than 9.40 (not including 9.40) or from 9.40 Patch 4, follow the instructions described in the Installation and Migration guides.

If you are migrating from a version between 9.40 (including 9.40) and 9.40 Patch 4 (not including 9.40 Patch 4), you must also follow the steps below to adopt a stored procedure change.

If you are migrating from version 9.41 and you use Oracle Database, you must also follow the steps below 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 one of the following procedure scripts according to the database you use.
  - For Microsoft SQL Server

```
SET ANSI_NULLS ON
GO
SET QUOTED_IDENTIFIER ON
GO
CREATE procedure UP_GETINDEPID as
    declare @id int
    if (select count(*) from IndependentLastId WITH (READUNCOMMITTED) )>20 delete
    from IndependentLastId where lRemain = 0
    select @id= Min(IdSeed) from IndependentLastId WITH (READUNCOMMITTED) where
    lRemain > 0 and lInUse = 0
    if (@id > 0) begin update IndependentLastId set lInUse = 1 where IdSeed = @
    id return @id end
    insert into IndependentLastId(Value, lRemain, lInUse) values(@@SPID,32, 1)
```

```
return @@IDENTITY
```

- For Oracle Database

```
create or replace procedure UP_GETINDEPID(lSeedId OUT NUMBER) AS PRAGMA AUTON
OMOUS_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 lIn
Use = 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 AUTONOMOU
S_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;
```

- For IBM DB2

```
create procedure UP_GETINDEPID (OUT lSeedId INTEGER) LANGUAGE SQL BEGIN
DECLARE v_id INT DEFAULT 0;
DECLARE v_count INT DEFAULT 0;

select count(*) into v_count from IndependentLastId where lRemain = 0;
IF(v_count > 20) THEN delete from IndependentLastId where lRemain = 0; END I
F;
select Min(IdSeed) into v_id from IndependentLastId where lRemain > 0 and lIn
Use = 0;
if (v_id is null or v_id = 0) then
    insert into IndependentLastId(value, lRemain, lInUse) values(1, 32,
1);
    select Max(IdSeed) into v_id from IndependentLastId;
    set lSeedId = v_id;
else
    update IndependentLastId set lInUse = 1 where IdSeed = v_id;
    set lSeedId = v_id;
end if;
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.

---

**Description:** Currently, the customer must use Asset Manager Application Designer GUI in order to perform "integrate customization". This will not allow automatic batched integrations. (QCCR1E72598)

**Resolution:** Now "integrate customization" is available as an amdbal option in order to make this function applicable for revolving automated scheduled task.

Example: `amdbal.exe -propag:"C:\AM\db_desc.xml;AMTEST;adminuser;mypassword;z:\tmp;alter:1"`

**Note:** You must use quotes after -propag:.

**Note:** This version requires a user name and password (no automatic selection of the "Admin" user).

---

## 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.

---

**Description:** When an existing screen is duplicated, unchecking the **Visible in menus** option does not work, the screen always remains visible. This issue occurs when the SQL name for the duplicated screen is the same as the name of the OOTB screen. (QCCR1E97818)

**Resolution:** This defect is fixed. The **Visible in menus** option now works correctly.

---

**Description:** The column width settings in the screen definition does not take effect in the web client. Instead, all of the columns have the same width, regardless of width values. In previous versions, these values had an effect on the way columns displayed in the web client. (QCCR1E102097)

**Resolution:** This defect is fixed. A default fixed width is set for each column. It will display a horizontal scroll bar if the list width overflows the screen's content area.

---

**Description:** When using a ComboEdit wizard control in the web client and using Internet Explorer 8, the list of values is displayed outside the drop-down box. (QCCR1E106017)

**Resolution:** This defect is fixed. Now there is no layout issue in ComboEdit.

---

**Description:** When going to Administration -> Connection slots, it can not be determined whether a user is logged on via the windows client or the web client. (QCCR1E106431)

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

---

**Description:** Asset is still duplicated when a unique asset-tag is entered. (QCCR1E109279)

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

---

**Description:** There are garbage characters in the exported csv file in a non-English version of Asset Manager. (QCCR1E109915)

**Resolution:** This defect is fixed. Now UTF-8 encoded data is used when exporting csv.

---

**Description:** No log file is created with APM in service mode. (QCCR1E110118)

**Resolution:** This defect is fixed by an install shield script change.

---

**Description:** When opening the schema link of a custom web service, the browser shows a HTTP 500 error, and the Tomcat log shows the following error text: (QCCR1E110155)

Error while processing Property 'PortfolioCO' for DocTypeName 'TEExternal'. An element declaration with the given name, PortfolioCO, already exists in this scope.

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

---

**Description:** During a migration, the customer experiences performance issue and unexpectedly high amount of SELECTs are created when just clicking to next record in Assets list screen. (QCCR1E111855)

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

---

**Description:** When you open an Asset Manager web client through a bookmark, it goes to the home page rather than the bookmarked page. (QCCR1E112164)

**Resolution:** This defect is fixed.

---

**Description:** Shortcut icons for AutoPass License Management Tool and Documentation are not shown correctly. (QCCR1E112730)

**Resolution:** This defect is fixed. Asset Manager now does not use install scripts to create the shortcuts. Instead, it uses Windows installer's own shortcuts action to create those icons.

---

**Description:** The "Configure List" utility does not work with large number of columns in the web client. (QCCR1E113097)

**Resolution:** This defect is fixed. The "Configure List" utility now works correctly.

---

**Description:** Getting "ORA-02289: sequence does not exist" error while logging on to Asset Manager. (QCCR1E113560)

**Resolution:** This defect is fixed.

---

**Description:** French strings appear in the English version of the web client. (QCCR1E114217)

**Resolution:** This defect is fixed. Only English strings appear in the English version of the web client.

---

**Description:** Opening the 'Cloud Service Contract' screen fails with an error message. (QCCR1E114614)

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

---

**Description:** Link field in a wizard does not work correctly in the web client. (QCCR1E115444)

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

---

**Description:** In the web client, open the amAsset screen, add "Field1, Field2, Field3" from "Other columns" to displayed column, click the Save button, an error appears: com.hp.ov.ac.web.rendering.list.dynamic.SimpleColumn. (QCCR1E115962)

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

---

**Description:** Under certain conditions, for example, when the breakdown of OS's is each greater than 100 assets and when using MSSQL as a database, the web client does not display the full list of OS's, instead, it excludes those above 100, showing the rest of the OSs. (QCCR1E116120)

**Resolution:** This defect is fixed. The web client now displays the full list of OS's.

---

**Description:** Request to put the working location sample code for C# in 9.4. (QCCR1E116360)

**Resolution:** A sample named UpdatePortfolioLocation is added.

---

**Description:** The amHistory rows ID generation is done according to the table that has been modified, rather than in a systematic manner. Specifically, when historization is turned on for amLoginSlot, the ID in amHistory is generated from independentlastid. (QCCR1E116444)

**Resolution:** This defect is fixed. When keeping history on the table which gets IDs from independentlastid , it gets new ID for the target table which keeps history rather than the amHistory table.

---

**Description:** When creating a simple wizard to display "FailureReason.memcomment" in the amInputEvent table, the wizard will not show results in the web client. (QCCR1E116635)

**Resolution:** This defect is fixed. The results are now shown correctly in the web client.

---

**Description:** Exporting to Excel in Asset Manager 9.41 is slower than 9.30. (QCCR1E117958)

**Resolution:** This defect is fixed. When exporting to Excel , it saves to file item by item, this will have performance issues when export a lot of records. Now

it saves to excel file with 2048 records one time.

---

**Description:** All the values on the detail page disappears after return from a certain wizard. (QCCR1E117966)

**Resolution:** This defect is fixed.

---

**Description:** Creating more than 1000 actions results in the following error message during user logon (QCCR1E118513):

```
[Thrd#:8204](-2006) Oracle error: ORA-01795: maximum number of expressions in a list is 1000
```

**Resolution:** This defect is fixed. Asset Manager now uses another SQL statement to avoid using "in" SQL statement in this query.

---

**Description:** In a 9.41 demo database on Oracle: (QCCR1E118610)

1. Enable multi-tenancy.
2. In Application Designer, select table amempldept and resize UserLogin to 40 (instead of 36)
3. Modify and update the database (save all changes).

You receive the error "ORA-30556: functional index is defined on the column to be modified".

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

---

**Description:** In AM 9.41, with multi-tenancy enabled, an error may occur when entering data in certain fields that is very close to the maximum size of the text field. (QCCR1E118609)

**Resolution:** This defect is fixed.

---

# Send Documentation 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 9.41 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).

We appreciate your feedback!