HP Asset Manager

Software Version: 9.50
Windows® and Linux® operating systems

Release Notes

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Documentation Updates

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

- Software Version number, which indicates the software version.
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- 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® and Linux® operating systems.

Software version: 9.50

Publication date: April 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:

"What's new in Asset Manager 9.50" on the next page

"Installation " on page 8

"Enhancement requests included in this release" on page 12

"Fixed defects in this release" on page 15

"Known problems, limitations, and workarounds" on page 29

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:

https://softwaresupport.hp.com/group/softwaresupport/home

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**

What's new in Asset Manager 9.50

- **Upgrade of 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.

  In this version, the homepage widget feature is enhanced with the following upgrades.

  - "My Favorite" Widgets.

  - Comprehensive support for data units.

  - The "modify parameter" function for end users is simplified.

  - Besides AQL widgets, you can now create complex widgets with Basic scripts.

  - Dozens of OOTB widgets are now provided.

  - The following widget types are now supported.

    ○ Big solo-number chart.

    ○ Line chart.

○ Gauge chart.

○ SAM chart.

- **Support matrix updates**

  Asset Manager9.50 now supports:

  - Microsoft SQL Server 2014

  - Oracle Java 8

  - IBM WebSphere 8.5

  - Apache Tomcat 8.0

- **User interface on the web client**

  - You can now directly make edits in detail views.

  - You can use "My Favorite" to save the pages.

  - The list and detail views can now be displayed on the same page.

  - Breadcrumb navigation is removed from the web client.

- A new set of industry standard-compliant RESTful APIs is introduced.

- **View definitions**

  You can now run a wizard named **Export all views definition to file** to export view definitions to .txt files, which can be used for analysis.

- **Logon disclaimer**

  You can create a disclaimer that appears when a user logs on to the Web client. The content of the disclaimer can be customized.

- **Documentation updates**

  - The upgrade/migration procedures are refined in the Installation and Migration guides.

  - The following white papers are added.

    ○ Asset Manager 950 RESTful API

    ○ Exporting Extended Database Structure

- ○ Asset Manager Web Monitoring

  ▪ Miscellaneous updates.

- **Password encryption**

  During the installation, you will need to enter certain passwords in the **package.properties** file:

  ▪ Password associated with the Login for a user connecting to the Asset Manager database.

  ▪ Password associated with the MSSQL User, DB2 User or Oracle Account of the Asset Manager database.

  Or, during the deployment the web service/record search, enter the passwords in the command-line tool.

  In Asset Manager 9.50, the passwords are then encrypted with Password-Based Key Derivation Function 2 (PBKDF2), The location of the two key files are defined by the **PBKDF2.Password.First.File** and **PBKDF2.Password.Second.File** parameters. For more information about these two parameters, see *Installation Guide > Installing, Configuring, and Removing Asset Manager Web > Installing Asset Manager Web > Updating the archive files*.

  > **Caution:** Because of this change, the **encrypt** parameter in the **package.properties** file must be kept as "true". If you set it to "false", the deployment will fail.

- **Incremental packages**

  Before Asset Manager 9.50 Patch 1, all Asset Manager releases are delivered as full installation packages. Starting from Asset Manager 9.50 Patch 1 (not including 9.50 Patch 1), the following types of releases are delivered in the form of incremental packages.

  ▪ Hotfix

  ▪ Patch

  ▪ Minor.minor release

  An incremental package contains only the updated binary and configuration files.

  > **Note:** Asset Manager 9.50 and Asset Manager 9.50 Patch 1 are delivered as full installation packages.

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 9.50 <installation language code>\doc\pdf

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

<Asset Manager 9.50 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

Why update?

Some modifications have been made to Asset Manager between the previous version and 9.50:

- Database structure:
  Certain structural parameters (default values, screens or pages for example) have been modified or added.

- The programs have been 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

The upgrade type depends on the previous installed version:

Upgrade type according to the Asset Manager version number

Number of the version to upgrade	Operations to perform	Documentation to consult
Version 4.2.x, 4.3.x, 4.4.x, 5.0x or 5.1x	1. Upgrade the Asset Manager programs (binary and configuration files) to a version between 5.20 and 9.31. 2. Migrate the database to the corresponding format. For example, if you have upgraded the Asset Manager programs from version *4.2.0* to version *5.20* in step 1, you need to migrate the *4.2.0*-format database to a *5.20*-format database. 3. Upgrade the Asset Manager programs from version 5.20~9.31 to version 9.50. In the previous example, upgrade the Asset Manager programs from version *5.20* to version *9.50*. 4. Migrate the database to the 9.50 format. In the previous example, migrate the database format from version *5.20* to version *9.50*.	For more information about how to upgrade Asset Manage programs, see the Installation Guide shipped with this version of Asset Manager, chapter *Upgrading from a Previous Version*. For more information about how to migrate a database from an earlier version to version 5.20~9.31, see the Migration Guide shipped with Asset Manager version 5.20~9.31. For more information about how to migrate a database from 5.20~9.31 to 9.50, see the Migration Guide shipped with this version of Asset Manager (9.50).

Upgrade type according to the Asset Manager version number, continued

Number of the version to upgrade	Operations to perform	Documentation to consult
Versions 5.2.x and later versions	1. Upgrade the Asset Manager programs (binary and configuration files) to version 9.50. 2. Migrate the database to the 9.50 format.	For more information about how to upgrade Asset Manage programs, see the Installation Guide shipped with this version of Asset Manager, chapter *Upgrading from a Previous Version*. For more information about how to migrate a database from 5.20 and later versions to 9.50, see the Migration Guide shipped with this version of Asset Manager (9.50).

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 9.50 Support Matrix. This matrix is available on the HP support site at the following address:

https://softwaresupport.hp.com/group/softwaresupport/home

You will need a user name and password to access the site.

Environments, platforms and software: End of support

Refer to the Asset Manager 9.50 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:

https://softwaresupport.hp.com/group/softwaresupport/home

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 9.50. They are available on the HP support site at:

https://softwaresupport.hp.com/group/softwaresupport/home

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.

Enhancement requests included in this release

The reference number for each enhancement 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.

This release has the following enhancements. The following table includes all enhancements that were implemented after the release of Asset Manager 9.41 P2.

CR	Problem	Solution
QCCR1E65221	The **amAuthenticate** API is not documented.	The amAuthenticate API is added to the Programmer's Reference Guide.
QCCR1E69072	The following message does not appear as expected when connecting to the web client: "Your password will expire on 'dd/mm/yyyy' (database '[DBName]',login '[User]). You must change it before this date."	This message appears when it is close to the password expire date.
QCCR1E98116	Users need a way to increase the wizard page size for Asset Manager web client.	The size of the wizard page is increased to avoid scroll bars inside .

QCCR1E103620	LDAP server should verify whether Asset Manager is allowed to access the service. A subsequent request is accepted only after AM is authenticated successfully to the LDAP server.	Asset Manager will be authenticated by LDAP server before the real user's authentication. This operation can be configured by the following database options: • Section • Option • Option(internal name) • LDAP authentication • Authenticate AssetManager before user authentication • LdapAuthenticateAMItself • LDAP authentication • LDAP DN of AssetManager • LdapAMClientDN • LDAP authentication • LDAP password of AssetManager • LdapAMClientPwd
QCCR1E103735	Request to support IIS 8 for AM web SSO.	IIS 8 is now supported.
QCCR1E107279	Currently, the only way to analyze a large amount of views is to open each view and make a note of fields that are used. This is time consuming. Customers would like to be able to easily check the contents of the views (in a human readable format). The following information is required: Viewname ; flag bPrivate; full query with all fields and filters which are used in the view ; Or Viewname ; flag bPrivate; list of fields from tables; list of filters.	A wizard named "sysExportViewWiz" is added. A button named "Export all" is added to trigger this wizard in the amViewDef_Full screen. With this wizard, you can export all views' definition to a .txt file.

QCCR1E109349	Asset Manager does not support Active Directory 2012.	Active Directory 2012 is now supported.
QCCR1E111603	If you change a model from a physical machine to a logical computer (virtual machine) after it has been imported from the inventory source into Asset Manager	A switch is provided via the Agent option: Section Option Option(internal name) Agent Select YES to stop checking the change of computer type of nature DisableCheckOfOverflowComputerType
QCCR1E117627	When there are a large number of columns in a screen, if you view that screen in the web client, everything is compressed because you cannot scroll right or left, even after resizing columns.	A default fixed width is set for each column. A horizontal scroll bar is displayed if the list width overflows the screen's content area.
QCCR1E119611	Java 7 is no longer supported by Oracle since April 2015, Java 8 needs to be supported.	Java 8 is supported.

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.

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:

https://softwaresupport.hp.com/group/softwaresupport/home

This release fixes the following defects. The following table includes all fixes that were implemented after the release of Asset Manager 9.41 P2.

CR	Problem	Solution
QCCR1 E49933	You cannot sort long text fields on the Asset Manager Windows client.	This defect is fixed by a code change.
QCCR1 E53783	When attempting to define the time zone of Asset Manager, you cannot find the **Tools/ Change the time zone** menu as described in the Advanced Use Guide, Chapter *Time zones*, Section *Implementing time zones*.	The following note is added to the Advanced Use Guide: `This option only appears when the time zone was defined when creating the database.`
QCCR1 E59354	The **Delete** button is not grayed out on the list screen of the Web client even if the user does not have the Delete permission on the table.	The **Delete** button is grayed out on the list screen of the Web client if the user does not have Delete permission on the table.
QCCR1 E62415	When trying to add an installation or license model to a counter and the **Is** part of corporate software management (bFamily) option is not selected, only models that have not been attached to any other counters can be selected. However, all models should be eligible to be added to the counter.	This defect is fixed.

QCCR1 E67604	The "Bar code/RFID (BarCode)" value is duplicated when duplicating the amAsset records on the Web client, thereby causing the following error: `Error (12,011): Oracle error: ORA-00001: unique constraint (522_ AMTEST.AST_BARCODE) violated Oracle error: ORA-06512: at line 2 Index error: A record in table 'Assets (amAsset)' with the value '123456' for field 'Bar code/RFID (BarCode)' already exists in the database.`	This defect is fixed. Bar code will not be duplicated now when an asset record is duplicated.
QCCR1 E70271	When trying to modify a portfolio record after drilling down to it, if the user does not have Create permission, the **Save** button is grayed out.	This defect is fixed. The **Save** button is always available.
QCCR1 E71146	When launching an action of the Executable type against a document on the web, the operation fails with the following error message: `This operation could not be executed: No list or record was selected.`	Execute actions should not be supported for client. Now, customer is not able to input "Client" for execute actions. There are only "Server" and "None" options in the drop-down list.
QCCR1 E71460	Asset Manager supports non-modal wizard which runs as a separate child-window on the Windows client. However, the non-modal wizard runs in the modal way, you cannot switch to another child-window, for example, the portfolio items window.	The following statement is added to the Advanced Use Guide: `As by design, if you have multi-tenancy enabled, non-modal wizards will be forced to operate as modal wizards.`
QCCR1 E74639	When using the **amImportDocument** function to import a document, the document gets uploaded correctly. However, when exporting it using the Web client afterwards, there is no way to download it.	This defect is fixed. You can now export or download files from the web client correctly.
QCCR1 E76690	The **amOpenScreen()** and **AmOpenScreenEx()** functions have an undocumented limitation.	The following statement is added to the Limitation section of the Release Notes. `On the Web client, the amOpenScreen() and the AmOpenScreenEx() functions do not work if they are used as "Actions on log-on".`

QCCR1E83913	The samples for .NET shipped with Asset Manager are not working. In addition, a sample code is required to update location information on **amPortfolio** table externally from .NET.	The sample code is now available.
QCCR1E90674	When trying to duplicate a record on the Asset Manager Windows client, the following error message appears: `ERROR - com.hp.ov.ac.web.AcActionListener - com.hp.ov.ac.wsclient.WebServiceException: com.peregrine.ac.AmException: Error (12,011): ODBC error: [Microsoft][ODBC SQL Server Driver][SQL Server]NoDupIndexTriggered : 'amPortfolio.Asgmt_CMDBId' SQLSTate: 37000 Index error: A record in table 'Portfolio items (amPortfolio)' with the value '' for field 'uCMDB identifier (CMDBId)' already exists in the database.`	The defect is fixed. The error message no longer appears.
QCCR1E92422	When running a script in the detail panel of the Web client, the following error message appears: Action executed for record '/rfox/rfoxDataset2/' Unable to read a record. The possible causes are: - the record has been deleted, - you don't have the necessary user rights, - you are trying to return to an action on a document after logging in, - the database is incorrect (broken link). You can try updating with the REFRESH command (F5). Running the same script in the list panel works fine. This problem also does not occur on the Windows client.	This defect is fixed. When running a script (script for modifying) in the detail panel of the Web client, no error appears.
QCCR1E94427	Link edit control filter does not work on the Asset Manager web client.	This defect is fixed. Link edit control filter can now work on the Asset Manager web client.

QCCR1 E95050	On the Asset Manager web client, the values set in the "Srcchoice" property of the Linkedit wizard control is not taken into account. You can see that the details icon that has the "Srcchoice" property is set to False.	This defect is fixed. The "Srcchoice" property now works correctly.
QCCR1 E97667	By using the web client, you can remark on the **Components** tab. However, the SW-Installations are not visible via AddOn-Link.	This defect is fixed. The SW-Installations are now visible.
QCCR1 E98095	Query filters are applied differently in Windows and web clients.	The issue is fixed. The behavior is now consistent.
QCCR1 E100375	When trying to modify a user by selecting from a list, the following error appears: `The Window could not be refreshed due to an internal error.`	The following statement is added to the Tailoring Guide: `If you write script for this field, we recommend that you write an "IF" block in a single line. For example, use: RetVal = ("" = [Status] OR "construction" = [Status]) Instead of : RetVal = FALSE If "" = [Status] OR "construction" = [Status] Then RetVal = TRUE End If`
QCCR1 E100625	If you have a functional domain in AM that is set to "None" for the web service, it will still appear in the web if you have a wizard that belongs to that domain with bVisible = 1. The bVisible checkbox overrides the web service setting of the domain in the web, forcing the domain and the wizard to show up in the navigation pane even if the functional domain is not supposed to be deployed.	If the element (left tree element in web tier) does not have service, it should not be displayed in the web.
QCCR1 E100876	The French version of the Windows client contains non-translated characters (English) in menus.	This defect is fixed. The characters are now translated correctly.
QCCR1 E102249	In the English version of AM, there are two corresponding values "Refused" and "Rejected". Both words are translated as "Rechazada" in Spanish.	The issue is fixed. The two words are now translated correctly.
QCCR1 E103149	Datetime Edit control in the wizard does not display the "Time" value on web client as it displays in the Windows client.	This defect is fixed. Now, if the wizard is Datetime type, the page can display the date as well as time.

QCCR1E103413	The QBE filter does not build the query correctly due to the constant inclusion in the query of the fields with type = integer with a max and min value of '0', even if the specific QBE fields are empty.	The web client QBE filter will not add integers 0 in the query if you do not input 0 in the filter condition editor. The QBE init page will not give the default value 0 to Integer feild.
QCCR1E103800	You have a number of functional domains that hold legacy actions, and that have all been replaced by newer ones in the currently used functional domains. However, these legacy domains are still exposed in the web. If you change them to a web service with a value of "None", and when running the "Check definitions of web service" wizard, the following error message appears: `[Thrd#:2944]Generating Web service 'Administration_Reports'[Thrd#:2944] Forming list of actions for service 'Administration_Reports' [Thrd#:2944] Forming list of contextual actions for elements of service 'Administration_Reports' [Thrd#:2944] (0) No web service allows access to object 'Receive___' in domain '2___ Receiving'. [Thrd#:2944]Error 12001 - No web service allows access to object 'Receive___' in domain '2___ Receiving'. ('Line 15 of script ''Finish.Do, line 47' of table 'Portfolio items (amPortfolio)''')` The error message does not help in determining the source.	An accurate error message is added, with the explanation of the problem.
QCCR1E104203	In a wizard, the **AmOpenScreen** API always opens screens in table mode even when they should be opened in tree mode on the web Client.	This defect is fixed.

QCCR1E104511	Using keyboard arrows to scroll in a customized itemized list does not work properly on the web client.	You are now able to scroll in a customized itemized list by using keyboard arrows on the web client. Below is a new configuration. You can set the live time and ilde time for the customized item cache. In the pacakge.properties file of the web tier, you can change the following two properties , 1200 means the customized item list will get updated on the web client 20 minutes after the Windows client changes the item list. # The idle time of cache of opened ItemizedList values (unit:seconds) Cache.OpenedItemizedLists.timeToIdle Seconds=1200 # The live time of cache of opened ItemizedList values (unit:seconds) Cache.OpenedItemizedLists.timeToLive Seconds=1200 We recommend that you set both of them to 2 (2 seconds).
QCCR1E105184	When running the **Check definitions...** wizard, the following error appears: `[Thrd#:6416](0) The elements below may cause AM web service malfunctions. (Model and Model/ModelServer in table amPortfolio are duplicated!)`	This defect is fixed. The error message on longer appears.

QCCR1E105430	The **UploadMaxfilesize** parameter does not work with Windows Server 2012 and SQL Server 2012.	The following statement is added to the Installation Guide: `If you frequently upload big files through the Web client, you need to set up the JAVA option java.io.tmpdir as the server start-up parameter. When doing this, you need to create a temp folder on the Web tier server. For example, you need to create a temp folder under C:\Tomcat 6.0 if you have the following entry. -Djava.io.tmpdir=C:\Tomcat 6.0\temp If you do not set java.io.tmpdir, the temp folder will be generated by the operating system. The location may resemble C:\Local\usera\Temp. In this case, you must ensure that you grant this temp folder read and write permission to your Web tier server.`
QCCR1E106234	After modifying a wizard and then logging on to the web client, it is impossible to run any wizards without restarting the web service. If any wizard is triggered on the web client, there is an error that states "Component ID AcwOFFScreenFilter has already been found in the view". If the web service is restarted, the wizards start working correctly again.	This defect is fixed. The wizards can be run correctly.
QCCR1E106241	After opening a custom screen that has several columns pre-configured, when clicking the first column (and only the first column), it does not actually sort the first time it is clicked. The arrow shows that it should be doing an ascending sort, but the values do not change from what they were when the screen was opened. If the column is then clicked again, it correctly sorts descending. If any other column is clicked, it sorts correctly the first time. In the adblog, the query correctly shows an ORDER BY being used, but it does not appear to be reflected in the list.	This defect is fixed.

QCCR1E106693	When pushing the computer CI, the operation fails with the following error:
	
	` Failed executing name="Monitor-`
	`amModel"> script`
	`[AMPushFunctions.getMonitorModelName`
	`(Root.Display_Monitor[i]['vendor'],`
	`Root.Display_Monitor[i]['name'])],`
	`Root cmdbId`
	`[8b55dfeb58752409f4032e253edaba73]`
	
	From the log file, you can see this error message:
	
	` groovy.lang.MissingMethodException:`
	`No signature of method:`
	`java.lang.String.and() is applicable`
	`for argument types:`
	`(java.lang.String) values: [ ]`
	`Possible solutions: any(), any`
	`(groovy.lang.Closure), find`
	`(java.lang.String), find(), find`
	`(java.util.regex.Pattern), find`
	`(java.lang.String,`
	`groovy.lang.Closure)`
		This defect is fixed by a code change.

QCCR1E107868	The **Add**/**Delete** buttons of the List of components for the OOTB page Componets/amPortfolio table are not displayed on the Asset Manager web client if a user enters the logon data on lower case.	This defect is fixed.
QCCR1E109162	The option **FullDemo** and its description in the installation user interface is in English on localized Asset Manager versions, such as Chinese and Japanese.	The option and its description is translated to the corresponding language.
QCCR1E109489	You adjust the column index for a homepage widget. You preview the widget. Then, when you click the linked report, an error occurs.	This defect is fixed. The error no longer occurs.
QCCR1E110624	A column header is shown as 'C001' if no label is set for the Column/Bar chart.	The header is display according to this order. DisplayLabel > Database objects display format(Localization) > SQL name > alias.
QCCR1E110620	A typo in role/profile search.	The typo is corrected.

QCCR1E110720	The changes are not saved if you click the refresh button in the widget right after changing the parameter.	This defect is fixed by a code change.
QCCR1E111056	You change the parameter of a homepage widget, refresh the widget, and then change the parameter again. In this situation, the widget is missing.	This defect is fixed by a code change.
QCCR1E111222	You cannot make changes to widget parameter(s) on the homepage after navigating amongst widget chain.	This defect is fixed by a code change.
QCCR1E111328	You cannot go back to the first report through breadcrumb if a parameter is changed before you link to the next report.	This defect is fixed by a code change.
QCCR1E111606	You run the command line: `amdbal - iddefrag:AMTEST;karmaPROD;F:\MigrationWork\AMTESTIDDefragProcess.log;` The log file is not generated.	The following statement is added to the Administration Guide: `To obtain the amdbal log of this operation, follow these steps. Copy amdba.ini and rename it to amdbal.ini in the folder where amdba.ini is located. In the amdbal.ini file, make sure you have the following lines: [Option] /AdbLog/AdbLogStartup=1 /AdbLog/AdbLogFileName=<path>:\amdbal.log /AdbLog=1 Open a command prompt with the "Run as administrator" option and run the following command. amdbal - iddefrag:<Connection name>;<Password associated with the Admin login>`
QCCR1E112216	Ext4 / Ext3 compatibility problem.	This defect is fixed.
QCCR1E112979	When a system field such as **dtlastModif** is added to a page screen, it works as a regular field and does not pick the system date during duplication.	This defect is fixed. Notice that if you modify the **dtlastModif** field manually, it will not take effect.

QCCR1E113133	A warning message occurs when you try to defragment IDs.	The following statement is added to the Administration Guide. `Notice that Iddefrag requires a large amount of undo space (very large transactions) and a large disk size for disk sorts.`
QCCR1E113206	Guest users cannot see customized fields as columns as a part of a list in a view.	The following description is added to the Tailoring Guide > Customizing Windows Clients > Using Views > Creating a view. `When you create a view from a screen and the screen's column list contains columns that were not in the original one, if you want non-admin users to be able to see the view accurately, use one of the following methods. Method 1 In Application Designer, add the additional columns to the Other columns box of the screen from which the view is generated. Method 2 In the Windows client, open the user role record of the user who is supposed to see the view, check the Authorize display of all fields and links in the lists check box. Users associated with a user role whose Authorize display of all fields and links in the lists (bFullListCfg) check box is selected are not limited in the selection of columns that they can add to a list.`
QCCR1E113519	Last ID jumps from 150 million to 2.09 billion during migration.	Added debug information for last ID and ID defragment for tracking.
QCCR1E113656	On the **Profile** tab of the **amEmplDept** page, there is one section called "time-based access control" , where you can define a length of validity for one user ("Start of validity" and "end of validity") If Single Sign-on is enabled, this configuration does not work.	The defect is fixed.

QCCR1E115883	There is an issue in the chargeback rule called "Generate cost by month". The expense lines created for Recurring fee are wrong.	When the cbk rule is running, it incorrectly sets the start date of charge period from the date that the subscription was activated. As by design, this date should not be earlier than the first day of the last month. This defect is fixed.
QCCR1E117369	Even if you fill in the chargeback system end date and the chargeback rule end date, you cannot avoid expense lines to be generated for subsequent dates.	The following statement is added to the Financial Guide. `The Rule enabled check box.This check box determines if the rule is enabled. If this check box is not selected, the End date field does not take effect.`
QCCR1E119036	The **Calculator** button not always calculating correctly.	The defect is fixed.
QCCR1E119710	You have multi-tenancy enabled. You try to post RESTful query with the Admin account to create an asset associated with a maintenance contract. The operation fails if the maintenance contract has a tenant.	Return an error status code 400 with the message "Failed to create new record.".
QCCR1E119748	In the Procurement Guide, " folder>\scenario\ac\ac94\esscat\" should be updated.	"\scenario\ac\ac94\esscat\" is updated to "Connect-It installation folder>\scenario\aa\am95\esscat\".
QCCR1E119749	The Service Catalog Integration - Administration Guide needs update. The esscat path is outdated.	The Service Catalog Integration - Administration Guide is updated.
QCCR1E119781	AM push adapter fails to push Cluster data into Asset Manager with the following error. `com.hp.ucmdb.adapters.ampush.exception.AMPushDataException: Target CI 'Cluster_amModel-amNature[10374]' row is missing and reconciliation type is REFERENCE_ONLY` The error occurs because there is no nature with the code "ITCLUSTER" in Asset Manager without a SAMBP package installed.	Changed the code of the 'Cluster' nature to "ITCLUSTER".

QCCR1E119786	When you enable the adblog in aamapi94.ini, some of the log is missing. For example, the API calls to the GetConnection and ReleaseConnection are mismatched. That is, the number of GetConnection is less than ReleaseConnection. The problem happens also in the AM push adapter with parallel push enabled.	This defect is fixed, the adb log contents are fully logged.
QCCR1E119861	Disabling ConstAsTextForSelect/ConstAsTextForGet DB options does not take effect on SQL Server. Asset Manager still uses constant as text in SQL queries.	The defect is fixed.
QCCR1E119913	It takes a long time to log on to the web client and performance is fairly slow.	A section named "Tuning Websphere" is added to the Tuning Guide.
QCCR1E119963	When deploying AM web service, if the name of the ODBC used for the deployment is different from the DB name, the Windows client cannot use the web service authentication method.	The following note is added to the Administration Guide. `You must create a local ODBC driver with the same name of the ODBC driver that is configured in the target Web Service.`
QCCR1E120048	AM Windows client cannot recover gracefully after Windows Hibernate event, or in cases of issues with the network connection to the database server	The defect is fixed.
QCCR1E120032	When the AM connection is configured to use the web service authentication type, you cannot log on using the "Use integrated NT security" option of the Windows client.	This defect is fixed. Notice that the web service must be placed in a domain that can retrieve Window client user logon information.

QCCR1E120090	On web client, Chinese characters are not displayed correctly in a workflow.	The Workflows.Diagrams.Captions.Font parameter is added to the package.properties file of the web tier. The following description is added to the Installation Guide > Installing, Configuring, and Removing Asset Manager Web > Installing Asset Manager Web > Updating the archive files: `Workflows.Diagrams.Captions.Font / This parameter sets the font of the text in the workflow diagram displayed in the web client.For windows, you can find the font list from: http://www.microsoft.com/typography/fonts/product.aspx?PID=161 / Example:Arial`
QCCR1E120284	When creating several screens whose SQL names are the same as the SQL names of the tables but with the different screen sets, only one of them appears in the list of functional rights.	The defect is fixed.
QCCR1E120349	After running the scenario subscription.scn, the subscriptions with status "retired" cannot be found in Asset Manager.	This defect is fixed by setting the parameter RETURNRETIRED to "true" explicitly.
QCCR1E120371	The statistics screen has multiple sub panes, but only the first pane has content.	The empty panes are removed.
QCCR1E120402	In Asset Manager Tuning guide > chapter 3 Eliminating locks and deadlocks > step 6, the line "EXEC @result = sp_releaseapplock @Resource = 'up_getid'" should be removed to fix the potential dead lock which occurs in the AM Push Adapter in the parallel push mode.	This line is removed.

QCCR1E121085	You cannot import BIAR file by following the instructions in Advanced Use > SAP Crystal Reports > Installing and configuring to enable Asset Manager Web clients to access reports stored in the SAP BusinessObjects Enterprise database > Configurations to enable Asset Manager Web clients to access reports stored in the BusinessObjects Enterprise database > Importing reports with the provided BIAR file.	The instructions are corrected in the documentation.

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"

- Workarounds

General and database

- When you migrate an Asset Manager database from an earlier version in Application Designer, Asset Manager tries to create the amStatistic table with a duplicated column name (UPPERStatistique_SQLName) and the migration stops. You can find the following information in sdu.log:

```
<DateTime>   4   1   (-2006) Oracle error: ORA-00957: duplicate column name
<DateTime>   4   1   (-2006) SQL statement 'CREATE TABLE amStatist
icId NUMBER(10) Default 0 NOT NULL, dtLastModif DATE, AqlAgregExpr VARCHAR2(255
CHAR), b3D NUMBER(5) Default 0 NOT NULL, bLegend NUMBER(5) Default 0 NOT NULL, b
Marble NUMBER(5) Default 0 NOT NULL, bScript NUMBER(5) Default 0 NOT NULL, bStac
ked NUMBER(5) Default 0 NOT NULL, bStored NUMBER(5) Default 0 NOT NULL, bUseAgre
gExpr NUMBER(5) Default 0 NOT NULL, Colors VARCHAR2(500 CHAR), GroupBy VARCHAR2(
255 CHAR), Name VARCHAR2(128 CHAR), seType NUMBER(5) Default 0 NOT NULL, SQLName
VARCHAR2(32 CHAR), SubGroupBy VARCHAR2(255 CHAR), TableName VARCHAR2(25 CHAR), T
itle VARCHAR2(128 CHAR), lCommentId NUMBER(10) Default 0 NOT NULL, lDataId NUMBE
R(10) Default 0 NOT NULL, lDomainId NUMBER(10) Default 0 NOT NULL, lFilterId NUM
BER(10) Default 0 NOT NULL, lIconId NUMBER(10) Default 0 NOT NULL, lScriptId NUM
BER(10) Default 0 NOT NULL, UPPERStatistique_SQLName VARCHAR2(33 CHAR), UPPERSta
tistique_SQLName VARCHAR2(32 CHAR) )' could not be executed
```

- When trying to install Asset Manager FullDemo for evaluation, the following error occurs.

```
Error 1311 "source file not found C:\AM_Install\AssetManager
9.50\ac\AutoWe~1.cab. Verify that the file exists and that you can access it."
```

- 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 "Installation notes" on page 8

- 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_bIsModified

b. Create a workflow that changes **hp_bIsModified** 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_bIsModified** set to true.

   ○ Propagate each **amInventModel** record to softInstall/portfolio Items.

   ○ Set the **hp_bIsModified** 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 '<stateme nt
  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 9.50 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

- You cannot drag and drop a table column on the Web client. This issue occurs only when you use Internet Explorer as the web browser.

- On the Web client, the **amOpenScreen()** and the **AmOpenScreenEx()** functions do not work if they are used as "Actions on log-on".

- 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 (Fiel
  d = 'seAssignment'))
  ```

  Query modified to work after converting the database:

  ```
  (seAssignment = 3) OR ( exists ((SELECT 'x' FROM amHistory WHERE ((amPo
  rtfolio:lPortfolioItemId = lHistObjId) 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 if 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,

  - n 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 9.50, 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.

Workarounds

- **Issue:** Different pages order in the amRequest screen causes web service startup failure.

  Workaround: In one screen, make sure that the page PgDSLReqLine is ahead of PgReqOrder.

- **Issue:** When a user with the "contract manager" role tries to create/modify contract records, the following error message appears.

  "error (12,008): you don't have the right to create or modify this record (write access restriction not respected on table Contracts (amContract)".

  Workaround: Duplicate the "contract management" profile and use the duplicated profile to work around this issue.

- **Issue:** On the Windows client, from the menu bar on the top, go to **Asset lifecycle** > **IT financial management** > Budgets.

  Clicking **Budgets**, the budgets screen is not opened.

  Workaround: Use the navigation bar instead.

- **Issue:** ApiName parameter does not yield the desired result.

  Workaround: Remove the sysamportfolio page and the error will disappear.

- **Issue** The AM client does not update all selected records.

  When selecting a list of about 150 Portfolio Items and trying to update a field (Location for example) to a new value, the update action completes without errors, but not all of the records are updated to the new value.

  Workaround: Set the option on the AM client:

  /Advanced/MultiSelIterativeUpdateThreshold=500

- **Issue:** On the AM web client, when clicking the "New" button on the detail screen of a record that has a custom button with a relevant script longer than 1 line, a java.lang.NullPointerException occurs.

  Workaround: Convert the relevant script into one line.

- **Issue:** When deploying Asset Manager to Weblogic, PNG images are not loaded on the screen.

Workaround: Add the following lines in the web.xml file of AssetManager.ear:

```
<mime-mapping>
    <extension>png</extension>
    <mime-type>image/png</mime-type>
</mime-mapping>
```

The lines above should be placed before:

```
<welcome-file-list id="WelcomeFileList">
    <welcome-file>cwc/index.jsp</welcome-file>
  </welcome-file-list>
```

Then, update the deployment in the Weblogic console.

- **Issue:**A user logs on to the Asset Manager client, changes his password, and then attempts to launch a Crystal report, the 'Status of the user account (seLoginStatus)' becomes locked. In addition, the following message appears:

```
[Thrd#:6048](16384) Crystal error: Error in File tmp01492025257.tmp:\nUnable to
connect: incorrect log on parameters.\nDetails: [Database Vendor Code: -2000 ]
```

  Workaround: Disconnect and reconnect using the new password before launching any reports.

- **Issue:**"Unknown DDE service" error is encountered when attempting to export a list to Excel in a 64-bit environment.

  Workaround: Add below section in win.ini file under [Drive]:\Windows folder

```
[Ddeservices]

Excel=<Your Excel installed folder\Excel.exe>
```

- **Issue:**When clicking the **New** button on the portfolio items table while using the web client, the following error appears:

```
java.lang.NullPointerException
```

  Workaround: Write the relevance script of buttons with the pattern below:

```
RetVal = ([CurrentUser.lEmplDeptId] = [User.lEmplDeptId]))
```

  For example, there is one button "RecalcTotal" in amportfolio full screen, write the relevance script like:

```
Retval =( [OSEP.lSAAOSEPId] <> 0 )
```

- **Issue:**When using double-precision numbers to do equal comparisons, the minimum degree of accuracy is not good enough.

Workaround: To perform a double precision equal comparision, set a meaningful degree of accuracy; for example: 0.0001. Then, compare the absolute value of the result of the subtraction of two double-precision numbers. It means if the rounding error is less than 0.0001, the two compared values will be considered as equal.

Sample:

```
Dim fQty as double
dim fQtyInvoiced as double
dim fQtyToInvoice as double

fqty = 1
fQtyInvoiced = .75
fQtyToInvoice = .25


If abs(fQtyToInvoice - (fQty - fQtyInvoiced)) < 0.0001 then
print "This equation evaluates to TRUE. The rounding error between fQtyToInvoice
and (fQty - fQtyInvoiced) is less than 0.0001, which is considered as fQtyToInvo
ice == fQty - fQtyInvoiced. The rounding value of (fQtyToInvoice - (fQty - fQtyI
nvoiced)) to the 18 digits after the decimal point is " & roundvalue((fQtyToInvo
ice - (fQty - fQtyInvoiced)) ,18)
Else
print "This equation evaluates to FAULS. The rounding error between fQtyToInvoic
e and (fQty - fQtyInvoiced) is greater than 0.0001, which is considered as fQtyT
oInvoice <> fQty - fQtyInvoiced. The rounding value of (fQtyToInvoice - (fQty -
fQtyInvoiced)) to the 18 digits after the decimal point is " & roundvalue((fQtyT
oInvoice - (fQty - fQtyInvoiced)) ,18)
End If
```

- **Issue:** When you execute a Connect-It 9.20 scenario against a large Asset Manager database, you receive the following error message:

```
Error:  [(Computer) amComputer] (16384) 'AssetCenter/Asset Manager' API error: '
Oracle error: ORA-01000: maximum open cursors exceeded

SQL statement 'SELECT N1.lNetworkCardId, N1.PhysAddress, N1.Description, N1.Subn
etMask, N1.TcpIpAddress FROM amNetworkCard N1, amComputer C2 WHERE C2.lComputerI
d = :1 AND N1.lCompId=C2.lComputerId' could not be executed'
```

Workaround: Increase the open_cursors count in Oracle Database.

- **Issue:** On the web client, you enter some values for the Maint Contract field of an asset, a pop-up message shows up asking if a new contract should be created.

When clicking the "On the fly creation" button or the "Detailed creation" button, the following error message is displayed:

```
Error (12,002): Field 'MaintContract' (ID='Field13', ApiName='') not found in pa
ge 'pgAstMain'.
```

Workaround: You can make the Purpose field of amContract mandatory so that it is never empty.

- **Issue:**In a custom wizard, when the user clicks a check box, it does not always change value. Sometimes the user has to click several times to enable or disable a check box.

  Workaround: Add caption for the check box control.

- **Issue:**On the web client, under certain conditions, the drop-down list of a link control is empty.

  Workaround: For example:

  Table : amAstCntrDesc

  Page : pgTSAstCntrNew2

  Label Tab : Contract info

  Change

  ```
  WhereCond : Parameters|WhereCond="lContractId=amDbVal(amAstCntrDesc:lCntrId)" Id
  ="3"
  ```

  To

  ```
  Parameters|WhereCond="lContractId=amDbVal(Contract.lCntrId)" Id="3"
  ```

- **Issue:**When applying an update to the master record, the Windows client crashes without an error message. The user is still logged on when this issue occurs.

  Workaround: AM crash because the script returns no value in ReadTransChgHistory function of GEHCLib script library.

  In script gehcApplyUpdatesToAsset, there is one line "for j = 1 to CountValues(sTransHistory, ",", "\")". However for this issued record (lportfolioitemid = 3424536), according to the SQL designed in ReadTransChgHistory function of GEHCLib script library, there is no return value.

  This is the script that sets the SQL sentence value. If you print the SQL sentence and run directly in database, you will see it is incorrect.

  ```
  sQry =        " SELECT dtLastmodif, Field, PreviousVal, NewVal FROM amHistory
  "
  sQry = sQry &" WHERE HistObjTable = '" &sTable &"'"
  sQry = sQry &" AND lHistObjId = " &lRecId
  sQry = sQry &" AND dtLastmodif >= #" &dtTrans &"#"
  sQry = sQry &" AND FIeld <> 'lTransactionId'"
  'sQry = sQry &" AND "
  ```

```
'sQry = sQry &" ORDER BY dtLastmodif DESC"
'sQry = sQry &" ORDER BY Field DESC"
sQry = sQry &" ORDER BY Field"
sQryRes = amDBGetListEX(sQry, "|", ",", "=")
```

Check this part of the script and make up the logic in gehcApplyUpdatesToAsset to do justification before using sTransHistory.

- **Issue:**When clicking a catalog/product details and run through the tabs (pages), an error occurs with no further explanation on the error nature.

  Workaround: Workaround is to add another field on this table, move the data from lCatProductId to this added field, remove the irrelevent script from lCatProductId and design an irrelevent script on this added field, and design this added field into screen page to let users check this field rather than lCatProductId . You also need to design a workflow (process without server) to post-insert lCatProductId data to this added field when creating a new record. It is better to create a unique index on the added field.

  Notice that you need to do the database dump before taking any action. And during this implementation, shut down AM in all components.

- **Issue:**When setting up user functional rights for the Crystal Reports report action button, the customer cannot configure proper minimal rights to make this particular button available for commnon user.

  All other types of action buttons are available. Crystal Reports report action button is only available when setting up Fuctional Rights to General Full Access.

  Workaround: Check "Granted by default" and change the reset of domain access setting accordingly.

- **Issue:**A screen is created on the amPortfolio table with System Filter 'Asset.seSoftLicMulti = 0'; the value of the Single/Multiple (amAsset.seSoftLicMulti) field appears correctly (Single) on the Windows client for the new records created.

  However, while creating new records using the web client, the Single/Multiple (amAsset.seSoftLicMulti) filed takes the value 'Multiple' and the field cannot be edited.

  Workaround: Remove the following script from seSoftLicMulti in the Asset table.

  ```
  RetVal = [Model.seSoftLicMulti]
  ```

- **Issue:**AMDBA does not work as expected when deleting denormalized fields.

  Workaround:

      a. Export the database structure.

      b. Perform the deletion of both denormalized fields on the exported structure first, save the database structure.

      c. Connect to the active database and perform action/ integrate a customization using the modified database structure as the reference for the structure of the new database.

- **Issue:**User can see and apply action even if he/she has no rights to do so in the AM web client.

  Workaround: Change the button "+Screen" relevance script to below:

  ```
  RetVal = [CurrentUser.bAdminRight]
  ```

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