HP Asset Manager

Software Version: 9.50 Patch 2

Windows ® and Linux ® Operating Systems

Release Notes

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

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Asset Manager Release Notes

for the Windows ® and Linux ® Operating Systems.

Software version: 9.50 Patch 2

Publication date: June 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:

"Installation requirements " on page 6

"Fixed defects in this release" on page 7

"Known problems, limitations, and workarounds" on page 10

Support Matrix

For information about the installation requirements and compatibility with other products, see the Asset Manager Support Matrix. The support matrix may be updated between releases, and so is only available at the HP Support web site:

https://softwaresupport.hp.com/

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 requirements

> **Note:** Asset Manager 9.50 Patch 2 is delivered as an incremental installation package. For more information about how to install/uninstall an incremental package, see the `Installing Incremental Package.pdf` file in the installation folder.

You can also 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.

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.

CR	Problem	Solution
QCCR1E120467	When running "Export database structure and data" in the Application Designer, the wizard creates 32 or 33 .ar files and then fails.	This defect is fixed. Database export to AR files function works well even with a big- volume database.
QCCR1E120457	When an access restriction on the amAction table is defined, the restricted wizards are still displayed on the web client.	This defect is fixed. The restricted wizards are no longer displayed on the web client.
QCCR1E120983	When a screen is not marked as 'visible in menus', it cannot be accessed via a Linkedit control on the web client.	This defect is fixed. When a screen is not marked as 'visible in menus', it can be accessed via a Linkedit control on the web client.
QCCR1E121004	On the web client, when creating a new model by opening the Model table through the link that is on a different table such as Portfolio or Asset, you get the error message "java.lang.NullPointerException".	This defect is fixed. The error message no longer occurs.
QCCR1E121109	The web client hangs in loading mask when clicking the Crystal Report link in the navigation tree the second time.	This defect is fixed. The web client does not hang in loading mask.
QCCR1E121194	When running AM Push adapter in parallel mode, it gives the error occasionally: "Failed to generate random number from SSL library"	This defect is fixed. The error no longer occurs when running AM Push adapter in the parallel mode.
QCCR1E121193	When calling AmGetConnection through AM Push adapter parallel mode, it gives the error: "Unable to complete operation in current state"	This defect is fixed. The error message is gone when calling AmGetConnection through AM Push adapter parallel mode.
QCCR1E121255	When the "Overridden by action" field is filled in with an action, the respective schema in the Web Service page fails with '404 error' or 'page is not found'.	This defect is fixed. The respective schema in the Web Service page is opened correctly when the "Overridden by action" field is filled in with an action.

QCCR1E122305	You try to create a user role on table 'amEmplDept'. When you synchronize user information from CSA LDAP to AM 950 using a Connect-It scenario, an error occurs.	This defect is fixed.The user role is created successfully on table 'amEmplDept'.
QCCR1E122381	When trying to deploy the web for AM 9.50 and trying to obtain the encrypted password values, the following error message appears. no main manifest attribute, in am-pwd-crypt-95.jar	The "encrypt" parameter is removed from property files and the encryption is forced to be enabled. The document Installation > Chapter 8: Installing, Configuring, and Removing Asset Manager Web > Updating the Archive Files is updated.
QCCR1E122441	When a web client session times out while the current page is a combined list/detail screen, the same dialog pops up twice to acknowledge the extension of the session.	The problem no longer occurs.
QCCR1E122535	When running parallel push with the AM Push Adapter, the operation fails and the error message is: Error (12,001): The quantity of the batch must be greater than or equal to the sum of the quantities of its items	This defect is fixed. The error no longer occurs.
QCCR1E122915	There following 2 functions are currently not available in the AM 9.50 API: AMExecuteactionByName and AmExecuteActionById.	These 2 functions are now available in AM 9.50 API.
QCCR1E123732	With certain type of HTML format, the business home pages cannot be opened because the loading progress does not finish.	This defect is fixed. The business home pages can be opened correctly.
QCCR1E123764	When a screen is created from a view, List and Detail are not matched.	This defect is fixed. List and Detail are matched on the web client when the screen is created from a view.
QCCR1E123853	When using Internet Explorer 9 to connect to the Asset Manager 9.50 web client, auto-completion for links is not activated.	This defect is fixed. Auto-completion works correctly on the Asset Manager 9.50 web client with Internet Explorer 9.
QCCR1E123953	If the "New" button on a screen has a Relevance of "No", the "Edit" button to allow a user to edit multiple records simultaneously is not available.	The issue is fixed. The "Edit" button shows up now.

QCCR1E124053	When using Internet Explorer 9 on Asset Manager web client, you cannot run an action from a screen.	This defect is fixed. You can now successfully run an action from a screen.
QCCR1E124040	When entering text into a multi-line textbox in a wizard on the web client, the carriage return does not work. When hitting Enter, it simply adds a space instead. Pasting multi-line data into the textbox has the same effect, where the carriage returns in the text are converted into spaces.	This defect is fixed. When entering text into a multi-line textbox in a wizard in the AM 9.50 web client, the carriage return works correctly.
QCCR1E124012	Blank screen shows up after logging on to the web Client by using Google Chrome on WebLogic.	This defect is fixed. Asset Manager web client performs correctly when using Google Chrome on WebLogic.
QCCR1E124062	While using Internet Explorer 9 with the Asset Manager 9.50 web client, you try to create a new record on a table, if you modify a field which requires refreshing the screen, the screen is locked up.	This defect is fixed. The screen will not be locked up when creating a record.
QCCR1E124161	When executing a QBE filter on a screen whose list has AQL calculated fields that issue a subquery, the result list contains no data and an error occurs in the web application server log: Error (12,001): Oracle error: ORA-00907: missing right parenthesis	This defect is fixed. The QBE filter returns correct results when calculated field is in the list of columns.
QCCR1E124167	On the web client, when navigating a screen that returns enough records to require multiple pages, if there are calculated fields in the screen, the next icon does not function with IE9.	The next icon does function with IE9.
QCCR1E124199	After switching wizards several times, a red "X" icon sometimes appears in the upper-left corner of the browser window.	This defect is fixed. The Red "X" icon no longer appears.
QCCR1E124233	When scrolling data in the list part of a screen on the Asset Manager 9.50 web client, the column titles is scrolled with the data.	This defect is fixed. When scrolling data in the list, the column title stays on the top.
QCCR1E124347	The Email number in the right corner of the window appears twice on the web client on Internet Explorer.	This defect is fixed. The Email number is now displayed correctly.

Known problems, limitations, and workarounds

This software release has the following known issues and limitations.

Issues in Asset Manager 9.50 Patch 2

Global ID	Problem	Workaround
QCCR1E121535	When running the statistic with the SQL name "BstValChargeBack", the following error occurs : ODBC error: [Microsoft][ODBC SQL Server Driver][SQL Server] Column 'amEmplDept .FullName' is invalid in the select list because it is not contained in either an aggregate function or the GROUP BY clause. SQLSTate: 37000	There is currently no workaround available.
QCCR1E123597	On the Windows client, in the "More" information dialog, the system information is shown as Windows Vista, even though the operating system is Windows 8.1.	There is currently no workaround available.
QCCR1E120664	The HTML tag is displayed as plain text in the message information on the detail page.	There is currently no workaround available.
QCCR1E121709	The SLO widget can only display non-zero value for the main value, 0 cannot be shown.	There is currently no workaround available.
QCCR1E121918	The following error is logged when importing the demo database to Oracle: Oracle error: ORA-01795: maximum number of expressions in a list is 1000 ('Line 13 of script 'FINISH.Do, line 361'') SQL statement 'delete from LastId where IdSeed IN (2607,3905,3904,3903,....,2716,2715,2714,' could not be executed ('Line 13 of script 'FINISH.Do, line 361'')	There is currently no workaround available.
QCCR1E121973	Importing the out-of-box data through the asset2 .scr scenario fails.	There is currently no workaround available.

Global ID	Problem	Workaround
QCCR1E121996	The filter of the main list is missing if the URL is saved by "Add to My Favorites".	There is currently no workaround available.
QCCR1E122411	The Asset Manager 9.50 Installation guide uses the old or unsupported version information.	The documentation is updated.
QCCR1E122993	Wrong error message shows up when adding a link to the "Field" in the Chargeback screen.	There is currently no workaround available.
QCCR1E123439	The "Create a chargeback" rule is triggered when a new record is created on the amRequest table. When you create a new request on the Windows client, you can see a new chargeback event is created. However, creating a new request from the web client, no chargeback event is created.	There is currently no workaround available.
QCCR1E123811	List Data is not updated after the action " Re-calculate a software counter" is executed.	There is currently no workaround available.
QCCR1E120788	Two Detail frames are displayed if the previous filter returns zero record in the same screen.	There is currently no workaround available.
QCCR1E121335	The web service throws a syntax error exception when BIO protocol is used for connector on Tomcat 8.	There is currently no workaround available.

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Feedback on Release Notes (Asset Manager 9.50 Patch 2)

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