

HP Asset Manager

Software Version: 9.41 Patch 4 - rev1

Windows[®] and Linux[®] Operating Systems

Release Notes

Document Release Date: September 2015
Software Release Date: September 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

© 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: <https://softwaresupport.hp.com/>.

This site requires that you register for an HP Passport and to sign in. To register for an HP Passport ID, click **Register** on the HP Support site or click **Create an Account** 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 site at: <https://softwaresupport.hp.com>.

This website 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 website 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 to sign in. Many also require a support contract. To register for an HP Passport ID, click **Register** on the HP Support site or click **Create an Account** on the HP Passport login page.

To find more information about access levels, go to: <https://softwaresupport.hp.com/web/softwaresupport/access-levels>.

HP Software Solutions Now accesses the HPSW Solution and Integration Portal website. 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 website is <http://h20230.www2.hp.com/sc/solutions/index.jsp>.

Contents

| | |
|--|---|
| Asset Manager Release Notes | 4 |
| Installation requirements | 6 |
| Fixed defects in this release | 7 |
| Known problems, limitations, and workarounds | 8 |
| Issues in Asset Manager 9.41 Patch 4 - rev1 | 8 |
| Send Documentation Feedback | 9 |

Asset Manager Release Notes

for the Windows[®] and Linux[®] Operating Systems.

Software version: 9.41 Patch 4 - rev1

Publication date: September 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 8](#)

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

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.

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 |
|------------------|---|--|
| QCCR1E1 18372 | <p>In multiple-user operations on the Asset Manager web client, the Asset Manager Web Services server produces the following error.</p> <pre>FATAL - com.peregrine.ac.data.security.ACPasswordDE SCipher - Error decrypting /decoding password</pre> <p>It will fail the user operations randomly.</p> | <p>The Asset Manager Web Services server does not produce the error in multiple-user operations.</p> |

Known problems, limitations, and workarounds

This software release has the following known issues and limitations.

Issues in Asset Manager 9.41 Patch 4 - rev1

| Global ID | Problem | Workaround |
|--------------|---|--|
| QCCR1E121535 | <p>When running the statistic with the SQL name "BstValChargeBack", the following error occurs :</p> <p>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.</p> <p>SQLState: 37000</p> | <p>There is currently no workaround available.</p> |

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 4 - rev1)

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.

We appreciate your feedback!