

HP Asset Manager

Software Version: 9.50 Patch 4

Windows[®] and Linux[®] Operating Systems

Release Notes

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Software Release Date: January 2016



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Asset Manager Release Notes

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

Software version: 9.50 Patch 4

Publication date: January 2016

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:

["Updates in this release" on page 6](#)

["Installation requirements " on page 8](#)

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

["Known problems, limitations, and workarounds" on page 27](#)

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**

Documentation Localization

In each release of Asset Manager, a number of guides/manuals are translated into different languages, the rest remain untranslated (English) in the html online help system or the pdf folder.

Updates in this release

This version of Asset Manager provides you with the following user interface updates on the web client:

- The user interface and behavior of the web client are changed/improved as follows.
 - When the user is creating, duplicating or "Multi-editing" record(s), only a detail frame is shown so that the user is not able to perform operations in the list, which is error-prone.
 - An alert pops up if you try to leave the detail frame without saving the changes.
 - In order to avoid misoperation, when you are editing a record, buttons in the list frame will gray out or be hidden.
 - The detail frame now has a title that describes the selected record.
 - The detail frame turns to read-only while you are deleting a record. The read-only mode ends when you click "OK or "Cancel".
 - In most cases, the state of the list/detail view is kept when you switch to another page. For example, after you view some drill-down contents and then return to the previous list/detail view, the same list and record are displayed.
 - In the list frame, if there is a record selected on a certain page, when you switch to that page, the web client automatically scrolls down to the row where the record is located.
- The look and feel of the web client is enhanced.
 - When you click on a record, the record is bolded and the background of the record is highlighted in grey.
 - The boundary between the list frame and detail frame is clearer.
 - In the list frame, if a cell is not wide enough for its content, the truncated part will be displayed as "...".
 - The font size is smaller.
- On the Asset Manager web client, the user interfaces used for editing multiple records are changed as follows.

- In previous versions of Asset Manager, to edit multiple records simultaneously, you can check the checkboxes next to the records, click the "Edit" button, and then make changes to these records. In this version, the "Edit" button is renamed as "Multi edit" to clarify its usage.
- When you check the checkboxes of multiple records and click "Multi edit", an independent screen is opened for you to edit the selected records. You can see a message that indicates the number of selected records.

Note: Be aware of the difference between clicking on a record and checking the checkboxes of multiple records. As by design, if you click on a record, the record will be bolded and the details of this record are displayed in the detail frame (the lower area of the list-detail view), the changes made in this frame only apply to this record. In contrast, to update multiple records, you must check the checkboxes of multiple records and use the "Multi edit" button. More information about this behavior can be found in the User Interface Guide.

- A property named "Lists.Checkbox.AutoSync" is added to the package properties file of the web tier. This property controls whether the status of a check box is synchronized to the backend immediately. For example, you check a check box and then refresh the page before making any changes to the record, if the property is set to False, the selection will be cleared. This does not happen if the property is set to True. By default, this property is set to False. Turning it on may have impact on the performance.

Installation requirements

This patch is delivered as in incremental package, it must be installed on top of 9.50 or later versions.

After Asset Manager 9.50 Patch 1 (not including Asset Manager 9.50 Patch 1), the following types of releases are delivered in the form of incremental packages.

- Hotfix
- Patch
- Minor.minor release

Note: Major and minor releases are still delivered as full installation packages.

An incremental package contains only the updated binary and configuration files. The following table shows the upgrading path when you upgrade from a earlier version of Asset Manager.

| Upgrade from | Upgrade to | Upgrading path |
|-----------------------------------|---|--|
| Asset Manager 5.2x ~ 9.4x | Asset Manager 9.50 Patch 1 | <ol style="list-style-type: none">1. Run the full installation package of Asset Manager 9.50 Patch 1.2. Migrate the Asset Manager database to version 9.50 Patch 1.3. Uninstall the old version of Asset Manager programs. |
| Asset Manager 5.2x ~ 9.4x | Asset Manager 9.5x Patch x | <ol style="list-style-type: none">1. Run the full installation package of Asset Manager 9.50 Patch 1.2. Run the incremental package of Asset Manager 9.5x Patch x.3. Migrate the Asset Manager database to version 9.5x Patch x.4. Uninstall the old version of Asset Manager. |
| Asset Manager 9.50 ~ 9.5x Patch x | A greater version of Asset Manager 9.5x Patch x | <ol style="list-style-type: none">1. Run the incremental package of the greater version of Asset Manager 9.5x Patch x.2. Migrate the Asset Manager database as needed. <p>Note: If the version increment of the upgrade is on the minor.minor level, such as 9.50 to 9.50 Patch 1, there are</p> |

| Upgrade from | Upgrade to | Upgrading path |
|--------------|------------|--|
| | | no database structure changes and you do not need to migrate the Asset Manager database. |

For more information about the installation procedure (precautions, methodology and different ways to install/uninstall Asset Manager), refer to the Installation Guide shipped with Asset Manager 9.50 Patch 4.

For more information about the migration procedure, refer to the Migration Guide shipped with Asset Manager 9.50 Patch 4.

How to install an incremental package

To install an incremental package, follow these steps.

1. Make sure that you have Java 7 or above installed.
2. Acquire and unzip the incremental package.

Note: Usually, the name of the incremental package is similar to `DeltaPatch.zip`.

3. Disconnect all user and services from the Asset Manager database.
4. Shut down:
 - o Asset Manager Automated Process Manager
 - o Asset Manager APIs
 - o External programs that access the old-format production database.
 - o Asset Manager Web tier and Web service
5. Run the `applyPatch.bat` file with administrator rights.
6. A command-line window appears.
7. Enter the installation directory of the old version of Asset Manager. For example, `C:\Program Files (x86)\HP\Asset Manager 9.50 en`.

8. Enter Yes to confirm the installation. If you enter No, you can enter the installation directory again.
9. Wait until the upgrade finishes.
10. A log file named `patch.log` is created in the `patch_logs` folder.
11. A backup file named `oldPatchFiles.zip` file is created in the `BackupOldFiles` folder.

Note: The `oldPatchFiles.zip` file contains the old version of the Asset Manager binary and configuration files which are modified by the installer. If you want to install the incremental package again (or re-apply the incremental package when upgrade fails), you must manually back up the `oldPatchFiles.zip` file. Otherwise, the `oldPatchFiles.zip` file will be overwritten and you will lose the backup of these old binary/configuration files.

12. If the upgrade is successful, a file named `<version>.success` (for example, `9.50.11xxx.success`) is created in the `BackupOldFiles` folder.
13. If the upgrade fails, view the `patch.log` file, correct the issue, and then run the incremental package again.

Note: In Linux, run the `applyPatch.sh` file instead of `applyPatch.bat`.

How to roll back to the old version of Asset Manager

To roll back to the old version of Asset Manager, unzip the `oldPatchFiles.zip` file, and then manually replace the corresponding files in the installation folder with the files in the `oldPatchFiles.zip` file.

Note: The rollback is only about binary and configuration files, it does not change the database structure.

Verify that Asset Manager can be launched without problems

If you are having problems launching Asset Manager 9.50 Patch 4, contact user support.

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 |
|--------------|--|---|
| QCCR1E120410 | The detail page shows the detailed information of a record, but the focus on the list remains on another record. | The record shown in the detail frame is always highlighted in the list frame. |
| QCCR1E120420 | If you select a script with Chinese label to refresh the widget in the preview panel, messy characters are shown on the label. | No messy characters are shown. |
| QCCR1E120560 | You try to delete a record that cannot be deleted, as expected, an error message appears. However, after you receive the error message, the details of the record is replaced with another record's details. | This defect is fixed. The details of the record stays correct after the error occurs. |
| QCCR1E120814 | Highlight on records disappears after clicking the "Back" link from another screen. | This defect is fixed by a code change. |
| QCCR1E121374 | If the finish part of a wizard contains amMsgBox , the message box is not displayed in the web. | The message box is displayed correctly now. |
| QCCR1E121472 | The main list returns to the detail frame after clicking "Approve" from the "My workflow task" screen. | The List-detail frame on the web client now works correctly. |
| QCCR1E122086 | On the Windows client, you try to export a list to Excel. If the screen list contains only one record, no data is exported. | The data is exported to Excel correctly even if there is only one record. |
| QCCR1E123296 | On the web client, you select 2 or more records and try to edit them simultaneously. Then, you return to the list and uncheck one or more | When you are updating multiple records on the web client, it does not |

| CR | Problem | Solution |
|--------------|--|---|
| | records. When you go back and modify the selected records again, the originally selected records are updated as well, even though they were unchecked. | allow you to change the selections. |
| QCCR1E125074 | On the Windows client, the "Calculate Total" button does not work correctly with the monetary type fields. When all assets have the same value for a monetary field, the button does not do (monetary value) * (Number of items). Instead, it displays the price of a single item. | The "Calculate Total" button works correctly on the Windows client. The following types can be calculated: Double-precision number, Monetary Double-precision number, Percentage Double-precision number, Floating point number, Integer (16-bit), Integer (32-bit). |
| QCCR1E125469 | You cannot use calendar to input date in Internet Explorer 9. | The calendar works correctly now. |
| QCCR1E125699 | On a list-detail page of the web client, after the timeout, when you try to log on again, only the detail page shows up. | After you log on after a timeout, the list-detail page is resumed. |
| QCCR1E126036 | You use Internet Explorer 9 as the browser. After clicking the "Cancel" button during "Multi edit", the detail frame of the list-detail page is missing. | This issue is fixed by the re-implementation of the list-detail view. |
| QCCR1E126039 | In Multi edit editing mode, getting into the linked screen to select a linked record and returning back, you will see all records are displayed even if the "Displaying selection" is checked. | The Multi edit behavior is now changed, it now opens a detail-only editing screen. If the "Save" button is clicked, the "Display selections" state is lost. If the "Cancel" button is clicked, the "Display selections" state is kept. |
| QCCR1E126049 | On the web client, pulling up the division line to have only one record left in a list, the scroll bar is missing. | This defect has been fixed, the scroll bar is displayed properly. |
| QCCR1E126057 | If you pull the division line up or down on a list-detail page on the web | This defect is fixed by the new design |

| CR | Problem | Solution |
|--------------|--|---|
| | client, the height of the records is changed. | of the division line. |
| QCCR1E126059 | Scroll bar on a list-detail page is not aligned in the way of icon, location and show-up behavior under certain circumstances | This defect has been fixed, the scroll bar is displayed properly. |
| QCCR1E126069 | You create a new record and delete it in the filtered out records page. When you remove the filter in the list, you get the empty detail page instead of the first record in the list. | List-detail view is re-implemented to improve usability and user experience, this issue is fixed by design. |
| QCCR1E126070 | On a linked list page (which only has the list page) of Asset Manager web client, if you click "My preference" and then click "Back", you will get an error. | The error no longer occurs. |
| QCCR1E126122 | The focus on a tab is lost when switching between records on a list-detail page. | The focus stays on the tab when switching between records on the list-detail page. |
| QCCR1E126133 | By using Record Search, the SQL name is displayed instead of the label name. | This defect has been fixed, the search result list header can display the label of fields. |
| QCCR1E126259 | When you exit the edit mode of a detail page and navigate to the list detail again on Chrome, a blank detail page is displayed. | Web client will try to load the detail view from context into list-detail screen, even if the list or selection is empty. |
| QCCR1E126263 | Expanding and collapsing filter fold button '>' causes the list-detail screen to refresh many times. | This defect has been fixed, the list-detail screen does not refresh many times . |
| QCCR1E126265 | A list/detail view turns to list/list view after creating a new record. | The list/detail view remains the same after creating a record. |
| QCCR1E126272 | Error "java.lang.NullPointerException" occurs when save the data after clicking "Display Selections". | This defect is fixed ,the error "java.lang.NullPointerException " does |

| CR | Problem | Solution |
|--------------|--|---|
| | | not occur. |
| QCCR1E126275 | After the data was modified in the detail frame, list data takes a long time to synchronize. | List-detail view is re-implemented to improve usability and user experience, this issue is fixed by design. |
| QCCR1E126321 | The wrong page is displayed when clicking the "duplicate" button while it is still in the middle of the process of loading page. | The page is masked while it is still in the middle of the process of loading, a user is not able to click the "Duplicate" button. |
| QCCR1E126348 | Status of buttons and the number of selected records are wrong in Multi edit mode if the records are selected on different pages. | Status of buttons and the number of selected records are correct in the Multi edit editing mode when the records are selected in different pages. |
| QCCR1E126349 | After you save the changes on a record through "Display selection", there is no data displayed in the list-detail page any more no matter you select "Display selection" or "Display all". | After you save the changes on the record through the "Display selection", the data is displayed in the list . |
| QCCR1E126363 | Records selection change does not take effect during Multi edit on the web client. It makes the change to both selected and unselected records. | This issue is fixed by page flow re-design. In the new design, clicking 'Multi edit' button opens a detail-only mass updating page, there is no way to select and unselect records while mass updating. |
| QCCR1E126370 | Page focus on the list frame is lost after returning from link lookup screen on the web client. | List-detail view is re-implemented to improve usability and user experience, this issue is fixed by design. |
| QCCR1E126375 | You select multiple records, click "Next page", and then go into Multi edit mode, there is no detail page but only the list page. | Detail page is displayed properly. |

| CR | Problem | Solution |
|--------------|--|--|
| QCCR1E126908 | According to the 9.50 Migration manual (section "Importing the standard reports provided with Asset Manager 9.50"), some standard Crystal Reports can be imported in AM. However, in Application Designer, when trying to import the line of business data as described in the manual, there is no such option as "Crystal Reports". | In the Migration Guide, the description for "Data to import" is changed as follows: Reports are grouped and imported from the perspective of business, select the following option(s) according to your business requirement. |
| QCCR1E127027 | Slow and delayed typing response in comment and other text fields on the web client. | No delay anymore when typing in comment and other text fields. |
| QCCR1E127168 | Pulling division line up and down in a list-detail view several times causes abnormal behavior. | No abnormal behavior in the list-detail view when you pull the division line. |
| QCCR1E127174 | Changing the check box status in the filter form causes the main list to be refreshed. | The main list is no longer refreshed. |
| QCCR1E127615 | Highlight effect on a record disappears after returning from the detail view of the link. | Highlight effect now works correctly. |
| QCCR1E127707 | When you open the calendar control and select the week, month or year, the screen moves up, and you have to scroll down to select the desired option. | The screen does not move when you are operating in the calendar control. |
| QCCR1E127816 | Web tier performance log is not logged when using Weblogic. | The performance log now works correctly. |
| QCCR1E127876 | On the web client, closing a tab without logging out makes AM web client not accessible. The following error is returned. "Sorry, you are not authorized to access the specified resource." | AM web client can be accessed successfully. |
| QCCR1E127914 | A home page template was created according to the instructions in the Tailoring manual, page 178, and was associated with a user role. | A section named "User profiles" is added to the chapter of Tailoring |

| CR | Problem | Solution |
|--------------|---|--|
| | However, when the user with that role logs on to the web client, the home page is not showing up. | manual. |
| QCCR1E128006 | Request to document the two APIs amGetConnection and amReleaseConnection. | The two APIs are documented in the Programmer's Reference Guide. |
| QCCR1E128011 | The amount of log messages is printed out while logging on to the web client on WebLogic. | The unnecessary log messages will not be printed out when INFO is the logging level of WebLogic. |
| QCCR1E128065 | When user collapses the script report result console in a script report, the arrow direction of the expand icon is the opposite. | The arrow direction is now correct in the script widget design screen. |
| QCCR1E128066 | The result area becomes blank after expanded many times in a script widget design screen. | The script report result data is well displayed. |
| QCCR1E128067 | Label in link report setting is not appropriate. It should be the Report name instead of "Linked report settings". | Label in link report setting correctly shows the Report name. |
| QCCR1E128068 | Linked report mapping description is always displayed even if there is no mapping condition between the current report and the mapped report. | Linked report mapping description shows up when you select a mapped report that has the mapping condition with the mapped report. |
| QCCR1E128151 | Request to improve the ID defragmentation performance for a very large database. | The performance is improved after implementing multi-thread ID defragmentation. More information can be found in the Administrator Guide > Chapter 5: Creating, modifying and deleting an Asset Manager database > ID defragmentation. |
| QCCR1E128221 | There are redundant security parameters in the <AM folder>/websvc/package.properties, which need to be removed. | The security parameters, which are not used anymore, were removed from <Asset Manager Installation |

| CR | Problem | Solution |
|--------------|---|---|
| | | folder>/websvc/package.properties file. |
| QCCR1E128289 | The error "Error (12,002): Internal blob cache error (too many crc conflicts)" is received and the normal operation of Asset Manager is impacted. | The fix enables Asset Manager server to clean up the temporary files automatically. |
| QCCR1E128356 | Request to document the impact of ID defragmentation process. | A technical note named "Impact of Asset Manager ID Defragment" is created and uploaded to the support web site. |
| QCCR1E128560 | If a user has no "Create" right to a table, the "Edit" button is invisible when multiple records are selected. | The visibility of "Edit" button is not related to the "Create" right of a table now. |
| QCCR1E128677 | Text disappears from the field after saving on the web client. | The text no longer disappears after saving. |
| QCCR1E128747 | While running the AM Push job in parallel mode, the aamapi95.dll crashes and brings the whole UCMDB probe down. | Now, AM Push job in parallel mode will not run into crash error. |
| QCCR1E128752 | When you check the check box of a record on the web client, the incorrect record is selected. | The color for checked and selected states are changed so that user can easily distinguish the two states. On the web client, check box is for taking actions in a list, and selection is used to switch among the records being displayed in the detail view. |
| QCCR1E128791 | Font size shrinks on the web client. | Font size will not change when inputting text. |
| QCCR1E128818 | The table format is messed up in the Physical data models PDF document. | The table format is fixed. |

| CR | Problem | Solution |
|--------------|---|---|
| QCCR1E128826 | You cannot change the default welcome message "Welcome to HP Asset Manager". The labels.properties file is missed under <TOMCAT HOME>\webapp\AssetManager\WEB-INF\classes\com\hp\ov\ac\web\bundles. | The labels.properties file is recovered. |
| QCCR1E128847 | In the record detail view, a refresh of the screen is triggered when typing. | The refresh is only triggered when the changes are saved. |
| QCCR1E128923 | Detail frame disappears when you uncheck selected records and then use "Multi edit". | The detail frame does not disappear. |
| QCCR1E128954 | Application Designer crashes when trying to save French translation changes if a second language is added. | Application Designer now works correctly. |
| QCCR1E129008 | When using amActionMail() and Russian characters together , you observe ?????? instead of the Russian letters showed in messages sent from Asset Manager. | A new option named "VimLang" in mail.ini is added to specify the language of the mail if the character set of Notes mail does not match Asset Manager Database's collation. |
| QCCR1E129010 | On the web client, from the Asset or Portfolio screen, you click Action -> History, the history records are displayed in list view. However, the detail view at the bottom will show a portfolio item, which is not a history record. | The issue is fixed. Now the history will be rendered correctly. |
| QCCR1E129013 | List page repeatedly displays the same group of data. | List page displays data correctly now. |
| QCCR1E129020 | Detail screens are hidden or disabled when records are being deleted. | When deleting records, the detail screen cannot be modified. |
| QCCR1E129021 | An issue occurs on the Windows client if a page contains more than one LinkList control. Specifically, field labels disappear in all pages of the screen. Additionally, the Windows client may occasionally crash. | Asset Manager Windows client will display the page with more than one LinkList controls correctly. The Windows client no longer crashes for this issue. |

| CR | Problem | Solution |
|--------------|--|--|
| QCCR1E129045 | The "New" button appears in the detail screen when a record is opened from Record Search. | The "New" button no longer appears in the detail screen. |
| QCCR1E129122 | The red error bar is displayed when sorting selected records. | The sorting functionality works correctly now. |
| QCCR1E129171 | The "Multi edit" button is still visible when each page has only one record selected and the "Action on the selections in current page" option is enabled. | Now, If the "Action on the selections in current page" option is enabled, the "Multi edit" button is visible if more than one record are selected on the current page. If the "Action on the selections in current page" option is disabled, the "Multi edit" button is visible if more than one record are selected on all pages. |
| QCCR1E129176 | When running AM Push Adapter in parallel mode, some times an error message of 12001 is returned. | The error no longer appears when running AM Push Adapter in parallel mode. |
| QCCR1E129206 | Detail information is not displayed after a search wizard is completed. | After a search wizard is completed, data on the detail page is displayed correctly. |
| QCCR1E129351 | <p>You have an Asset Manager database that has LDAP enabled. When attempting to connect to the Asset Manager database with the Push Adapter using an AM account, the connection fails. In addition, the following error occurs when attempting to connect with a non-LDAP AM account:</p> <p>used by: Error (12,002): 80090308: LdapErr: DSID-0C0903AA</p> <p>comment: AcceptSecurityContext error, data 525, v1772 (LDAP API) Invalid credentials</p> | This defect is fixed. The connection can be made successfully. |

| CR | Problem | Solution |
|--------------|---|--|
| QCCR1E129357 | The WSCacheAPIs and WSCacheLiveTime options in the web.xml file of the web tier are useless. | The WSCacheAPIs and WSCacheLiveTime options are removed from web.xml. |
| QCCR1E129359 | On the web client, you open the business home page "Contracts" and then click the link under Actions: "Dashboard: Leasing contracts", an empty page is displayed with error message "thetablenameiswrong" | This defect is fixed, the business home page is displayed without error message. |
| QCCR1E129360 | On the web client, you click the useful link "Application Services" on the business homepage of "Contracts", error message "defaultScreenSetError" is returned. | This defect is fixed, the list screen of "Application Services" is displayed without error message. |
| QCCR1E129390 | Error occurs when accessing reports on the web client after upgrading Crystal Report from 3.1 to 4.1 : com.businessobjects.report.web.shared.WebReportingException: The viewer could not process an event. Information is needed before this report can be processed. [] ---- Error code:0 [CRWEB00000119] | Reports can be accessed successfully on the web client after upgrading Crystal Report from 3.1 to 4.1. |
| QCCR1E129397 | Request to support Firefox ESR 38. | Firefox ESR 38 is supported. |
| QCCR1E129426 | The portfolio list-detail screen has display issue when you navigate from the "My Assets" screen. | Portfolio list-detail is displayed correctly. |
| QCCR1E129428 | In the Tailoring guide, in the "Disabling authentication when accessing the WSDL*" section, the path of application-context.xml is described as in the folder of "WEB-INF\classes", which is incorrect. | The path is corrected to "xxx\WEB-INF\spring\application-context.xml". |
| QCCR1E129433 | The on-the-fly creation of a linked field fails when you perform Multi edit. | This defect is fixed, records can be created on the fly in Multi edit mode without any error. |
| QCCR1E129497 | Different values of mandatory attributes make the field inactive on the web client when using Multi edit. | Mandatory fields work correctly now. |
| QCCR1E129645 | Operational message for the detail frame shows up in the list frame. | Operational message appears in the |

| CR | Problem | Solution |
|--------------|--|---|
| | | detail frame. |
| QCCR1E129957 | All records are displayed after you return from statistics. | Records are displayed correctly by filter condition after you return from statistics. |
| QCCR1E129878 | Checked state is rendered incorrectly in Internet Explorer 11. | The CSS code is adjusted for the selected columns. |
| QCCR1E129880 | Left-hand side navigation menu is empty on the web client after you log on. | The web client shows the navigation menu correctly. |
| QCCR1E129888 | Exception "Object doesn't support property or method 'cwc_allowInput'" occurs when you view an attachment on the web client. | Viewing an attachment on the web client works well. |
| QCCR1E129945 | A filter does not work on the web client when its AmDbVal function has a label parameter. When you click that filter on the web client, you get nothing - no context screen asking for your input and no search button. However, the filter is working fine on the win client. | Now, filters are correctly showed on the web client. |
| QCCR1E129947 | When you choose multiple records for a one-to-many link-list, only the selected records on the current page are added. | The "Action on the selections in current page" button is added back, unchecking the option can enable cross page selection. |
| QCCR1E130058 | The "Configure the column of the list" link is useless in a selection window. | The "Configure the column of the list" link is no longer available in a selection window. |
| QCCR1E130047 | Selected records are not unselected when you open the screen from the "My Favorites" menu. | Selected records are unselected when you open the screen from the "My Favorites" menu. |
| QCCR1E130073 | Searching Russian characters in Asset Manager Record Search does not work. | This defect is fixed. Input Russian in Record Search and perform a search |

| CR | Problem | Solution |
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| | | is working now. |
| QCCR1E130075 | Configuring columns in the lookup linklist of "employees and departments" will change columns' parent list-detail page "list of Contracts" | AM no longer reads this kind of column configuration information from the cache. |
| QCCR1E130089 | Error Message "Deserializing parameter 'Bean Ref'" occurs when you double-click execute button for the quick search wizard. | A loading mask is added so that the wizard can only be clicked once to execute. |
| QCCR1E130123 | Using special characters such as backslash and double quote in search box causes the web client to be refreshed. | This defect is fixed, the web client will not be refresh when you input special characters. |
| QCCR1E130167 | The OnAddLink and OnRemoveLink properties do not work properly on the web client. | The OnAddLink and OnRemoveLink properties can work correctly on the web client. |
| QCCR1E130185 | If you cancel timeout and continue to work on the detail page, an error line will be displayed on the screen: var sLoginpath = '/AssetManager/cwc/aclogin.jsp?redirect=true'; function enableAll() { window.location = sLoginpath; } | If session times out, the web client will redirect you to the logon page if you try to keep on working on the detail page. |
| QCCR1E130207 | Patch Management module cannot work for non-English version of Asset Manager. | It is now explicitly stated in the Limitation section of the "Patch Management_Automating Changes From Development to Production 009" white paper. |
| QCCR1E130250 | Actions of the "Execute" type cannot function properly on the web client. | The following note is added to the Advance Use Guide > Actions > Creating an action > Types of actions. |

| CR | Problem | Solution |
|--------------|--|--|
| | | Note: Actions of the Executable type does not work on the web client. |
| QCCR1E130258 | Unexpected selection when you add Portfolio in Linkedit of Stock | Use two different selection caches to store Checkbox status for Linkedit and Mainlist. |
| QCCR1E130299 | "errorNullFieldInDocBean" error message shows up when returning to the main document after adding a one2many link. | When returning to the main document after adding a one2many link, AM web client works well. |
| QCCR1E130353 | When you open a screen with the amOpenScreen API along with the "Creation in progress" parameter setting, the screen opened is a List/detail screen rather than the detail screen in "New record" mode on the web client. | When you open a screen with amOpenScreen API along with "Creation in progress" parameter setting, the screen opened is a detail screen in "New record" mode on the web client. |
| QCCR1E130354 | When you open a screen with an invalid filter by the AmOpenScreen API with the "Consultation only" parameter setting, a "NEW" mode screen is opened. | If the filter is invalid, an error message pops up. |
| QCCR1E130375 | "Add in downtime" wizard in the Work Order screen on the web client causes "Access is denied" or "NullPointerException" errors. | AM web client works well when running the "Add in downtime" wizard in the Work Order screen. |
| QCCR1E130494 | In certain scenarios, for example, when you execute a wizard, and the timeout threshold is reached, you may see a "Deserializing parameter 'BeanRef' " error message on the web client. Request to make the error message more meaningful. | The message is now "Wizard execution failed unexpectedly, please try to run the wizard again. Or, log out and then log in again." |
| QCCR1E130506 | You cannot export the document or history in the expense lines screen. | The export functionality now works correctly. |
| QCCR1E130565 | Web and Windows client behave differently when handling the page with | The following description is added to |

| CR | Problem | Solution |
|--------------|---|--|
| | empty data of all the fields on it. | <p>the Web Implementation Guide > Differences between the Windows client and the Web client > Differences between the clients > Records detail.</p> <p>Fields on sub-tabs</p> <p>Windows client: The sub-tabs are located at the bottom of the window. Note: If a sub-tab contains only read-only fields and none of the read-only fields has a value, the sub-tab is hidden.</p> <p>Web client: This functionality is currently not available. All fields (including the empty read-only fields) are displayed on the main page.</p> |
| QCCR1E130672 | Long text post on the Mass Update wizard will cause web service jvm to crash. | Long text post on the Mass Update wizard is executed successfully on the web client. |
| QCCR1E130980 | On an action result page, Windows client will open links with new tabs. However, on the web client, the links are opened on the same page. Therefore, user cannot see the action result page. | The behavior of the clients is now consistent. Web client will also keep the action result page and open a new tab or window for the links. |
| QCCR1E65714 | Terminal event cannot be created by right-clicking the workflow activities. | The terminal event can be created successfully. |
| QCCR1E124707 | Opening certain type of customized "Useful link" on business homepages causes endless loading progress. | Opening customized "Useful link" does not cause any error. |

| CR | Problem | Solution |
|--------------|--|--|
| QCCR1E128928 | In the script widget, the label "description" should be "name", and the label "report name" should be "widget name". | The label names are corrected. |
| QCCR1E130261 | Copy-paste or cut-paste actions do not activate the Save and Cancel buttons on the web client. | Copy-paste or cut-paste actions can activate the Save and Cancel buttons. |
| QCCR1E130315 | UI state is incorrectly reset after a Cancel action. | UI state is correctly reset after a Cancel action. |
| QCCR1E130743 | You are in the middle of a New/Duplicate/Multi Edit/Add operation, the session times out, you try to log out and then log on again. In this scenario, an error occurs. | The homepage will be displayed when you log on after the session timeout. |
| QCCR1E116991 | When the "Extjs .Charts.Enables" parameter is set to false on the web client, a big empty space appears in the statistics of the business homepage. | The statistics will display the correct data. |
| QCCR1E121159 | The "Back from ..." link on a detail page does not redirect you to the correct page. | The "Back from ..." link now redirect you to the correct page. |
| QCCR1E122848 | An error occurs when you try to display user rights with RUI/CD rights on the web client. | No error occurs when you try to display the user rights. |
| QCCR1E126033 | The style of the Search button in the filter form needs to be improved. | All buttons have a blue background now. |
| QCCR1E126090 | In Chrome, the pop-up date widget is too far from the date field. | The layout is improved. |
| QCCR1E126093 | When there is enough space for showing all the tabs, the left and right arrow buttons are still there. | The left and right buttons are removed when there is enough space for the tabs. |
| QCCR1E126124 | "Configure the columns of list" is not needed in the "Link List of Selection" window. | "Configure the columns of list" is removed from the "Link List of Selection" window. |

| CR | Problem | Solution |
|--------------|---|--|
| QCCR1E126266 | Gray pagination buttons in sub-list can still be clicked. | Gray pagination buttons cannot be clicked. |
| QCCR1E126274 | The text field in the IT equipment screen is too small to show the data in Internet Explorer 11. | The size of the text field is adjusted. |
| QCCR1E126279 | In the Purchase requests screen on the web client, the Cross icon remains in the screen even after you select an item from the "Priority" drop-down list. | The Cross icon no longer appears after you select an item. |
| QCCR1E126303 | When you edit multiple records on the web client, on the detail page, the "Edit" button should be disabled. | The "Edit" button is removed on the detail page during Multi editing. |
| QCCR1E126345 | Icon and input box are not aligned on the ROI tab of Asset. | Icon and input box are now aligned. |
| QCCR1E126355 | Unexpected warning dialog pops up when you click the table name twice in the User Right screen in Chrome. | No warning dialog pops up when you click the table name twice. |
| QCCR1E126388 | The last 2 records in the display selection list are not refreshed after Multi edit. | All records are refreshed correctly. |
| QCCR1E127173 | Buttons of main list are no inactivated after you apply a filter and edit in the detail screen. | The buttons of the main list are disabled when the detail frame is in edit mode. |
| QCCR1E127618 | The check box of a one2manay link list can still be selected when you are editing the linkedit field on the detail page. | The check box cannot be selected when you are editing the linkedit field on the detail page. |
| QCCR1E127622 | In the list screen of the web client, when the "New" and "Delete" buttons are grayed out, the order of the "Tab" key starts from the first check box of the record on the list. | The focus is now on the "Checkall" check box. |
| QCCR1E128062 | After you select a bookmarked link from "My favorite", the wrong record is highlighted. | The correct bookmarked record is highlighted. |

Known problems, limitations, and workarounds

This software release has the following known issues and limitations.

Issues in Asset Manager 9.50 Patch 4

| Global ID | Problem | Workaround |
|--------------|---|--|
| QCCR1E129591 | Switching tabs in detail view causes the list view to be refreshed. | There is currently no workaround available. |
| QCCR1E130027 | When you run a script that updates a field/link based on a printer record in amPortfolio, the Asset Manager Windows client crashes due to the "keep history" function enabled on Asset links. | Disable the "keep history" function on Asset and Batch links of the amPortfolio table. Using this method means that the history cannot be kept on Asset and Batch links of the amPortfolio table. |
| QCCR1E129218 | You are editing a record in the detail frame. If you click the same record in the list frame, a window pops up and asks if you want to leave the page. | There is currently no workaround available. |
| QCCR1E129367 | Tree view is changed to default mode after saving a modification in the detail frame. | There is currently no workaround available. |
| QCCR1E129963 | The split bar may move unexpectedly. | There is currently no workaround available. |
| QCCR1E128400 | On a SUSE Linux 11 server, you set up a Tomcat 8 instance with JAVA 8 (either 32-bit or 64-bit) and deploy Asset Manager Web Tier. When | Use Tomcat 7 and 64-bit JAVA 8 on SUSE Linux 11 to run Asset Manager Web Tier |

| Global ID | Problem | Workaround |
|--------------|---|---|
| | starting the AM Web Tier, it fails with the following error. "Error creating bean with name 'inToolReportController '" | and Web Services. |
| QCCR1E128407 | <p>In a RedHat Linux 5 server, you set up a Tomcat 8 instance with JAVA 8 (either 64-bit or 32-bit) and deploy Asset Manager Web Tier and Web Services . After logging on to the AM web client, it keeps on loading for a long time till timeout. In the Tomcat Log, you will find the following errors.</p> <p>Invalid POST Response: Internal Server Error found in the web client</p> <p>Caused by: java.io.IOException: Server returned HTTP response code: 500</p> | Use Tomcat 7 and JAVA 8 to run Asset Manager Web Tier and Web Services on RedHat Linux 5. |
| 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> | There is currently no workaround available. |
| QCCR1E121918 | <p>The following error is logged when importing the demo database to Oracle:</p> <p>Oracle error: ORA-01795: maximum number of expressions in a list is 1000 ('Line 13 of script 'FINISH.Do, line 361")</p> <p>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")</p> | There is currently no workaround available. |
| QCCR1E122993 | Wrong error message shows up when adding a link to the "Field" in the Chargeback screen. | There is currently no workaround available. |
| QCCR1E123811 | List Data is not updated after the action " Re-calculate a software | There is currently no workaround |

| Global ID | Problem | Workaround |
|--------------|--|---|
| | counter" is executed. | 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. |

Limitations

- Filtering
 - After you click on a record in a list and then apply a filter, the list frame displays the first page of the filtered list, while the detail frame still displays the details of the record you previously selected. If this record is not on the first page of the filtered list, you have to navigate through pages to find it.
 - After you click on a record in a list and then apply a filter, the detail frame still displays the details of that record, even if the record is no longer in the filtered list.
- Sorting
 - After you click on a record on a certain page (for example, page x) of a list and then sort the list by a column, the list frame still displays that page (page x) of the sorted list. Meanwhile, the detail frame still displays the details of the record you previously selected. Therefore, if this record is not on the same page (page x) of the sorted list, you have to navigate through pages to find it.

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Feedback on Release Notes (Asset Manager 9.50 Patch 4)

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