



Asset Manager

Software Version: 9.60

Windows® and Linux® operating systems

Release Notes

Document Release Date: June 2016

Software Release Date: June 2016



Hewlett Packard
Enterprise

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

- Software Version number, which indicates the software version.
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Asset Manager release notes

for the Windows® and Linux® operating systems.

Software version: 9.60

Publication date: June 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:

["What's new in Asset Manager 9.60" 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 25](#)

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.hpe.com/group/softwaresupport/support-matrices>

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 9.60

- **Asset Manager rebranding**

Asset Manager is now a software product of Hewlett Packard Enterprise. Hence, all Asset Manager programs are rebranded with the name "HPE Asset Manager". In addition, the look and feel of the web client is modified to comply with the HPE style.

Note: The rebranding also changes the directory of Asset Manager program and configuration files. For example, the .ini files in the `... \Application Data \HP \AssetManager \conf` folder are now stored in `... \Application Data \HPE \AssetManager \conf`. If you have other programs calling Asset Manager files, you may need to manually change the directory.

- **Stability Improvement**

Web Tier, Web Service, and Record Search are more resilient than ever before.

- **Restful Performance Improvement**

The response time and throughput in multi-user scenarios are significantly improved.

- **Support matrix updates**


Asset Manager9.60 now supports:


- Oracle WebLogic Server 12c R2
- Windows 10
- RedHat Enterprise Linux Server and Advanced Platform 7.x
- Oracle Linux 7
- CentOS 7.1
- OpenJDK on Linux


- **Asset Manager resources**

Asset Manager releases various resources such as training materials and content packages on [HPE Live Network](#). On the web client, you can also access these resources through the **HPE Live Network** link under your user name.

- **User interface on the web client**

- The **My Favorites** feature is slightly modified, you can use the built-in search box to search for a saved page.
- The **Search through the navigation tree** feature and the **Record Search** feature can now be accessed through the same icon .

- To use the **Search through the navigation tree** feature, click the  icon on the toolbar, then enter part of the navigation link name in the search box, for example, *user*, the search engine suggests a list of navigation links (actions, reports, views or screens) that contain "user".

- To use the **Record Search** feature, click the  icon on the toolbar. In the search box, type a search keyword, click **Find a record by <search keyword>**. Then, a new browser window opens and displays the search results.

- A check box named **Hide this column** is added during the creation of an AQL-type homepage widget, if you do not want a column to be displayed in the widget, you can select this check box. In a script-type widget, the same functionality can be achieved by the **hidden** parameter of the **addScriptWidgetSchemaNodeEx** function.

- **UCMDB integration**

After you install Asset Manager, the `AMGenericAdapterAPI_<version>.zip` and `AMPushAdapterAPI_<version>.zip` files are created in the

<AMInstallDir>\integrations\ucmdb folder. These two zip files contain the APIs for Asset Manager adapters and you can have them deployed to UCMDB.

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\HPE\Asset Manager 9.60 <installation language code>\doc\pdf

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

<Asset Manager 9.60 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 9.60:

- 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	<ol style="list-style-type: none"> 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 9.60. In the previous example, upgrade the Asset Manager programs from version 5.20 to version 9.60. 4. Migrate the database to the 9.60 format. In the previous example, migrate the database format from version 5.20 to version 9.60. 	<p>For more information about how to upgrade Asset Manager programs, see the Installation Guide shipped with this version of Asset Manager, chapter <i>Upgrading from a Previous Version</i>.</p> <p>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.</p> <p>For more information about how to migrate a database from 5.20~9.31 to 9.60, see the Migration Guide shipped with this version of Asset Manager (9.60).</p>
Versions 5.2.x and later	<ol style="list-style-type: none"> 1. Upgrade the Asset Manager programs (binary and configuration files) to version 9.60. 	<p>For more information about how to upgrade Asset Manager programs, see the Installation Guide shipped with</p>

Upgrade type according to the Asset Manager version number, continued

Number of the version to upgrade	Operations to perform	Documentation to consult
versions	2. Migrate the database to the 9.60 format.	this version of Asset Manager, chapter <i>Upgrading from a Previous Version</i> . For more information about how to migrate a database from 5.20 and later versions to 9.60, see the Migration Guide shipped with this version of Asset Manager (9.60).

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 9.60 Support Matrix. This matrix is available on the HPE support site at the following address:

<https://softwaresupport.hpe.com/group/softwaresupport/support-matrices>

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

Environments, platforms and software: End of support

Refer to the Asset Manager 9.60 Support Matrix for the third party environments, platforms and software which are no longer supported. This matrix is available on the HPE support site at the following address:

<https://softwaresupport.hpe.com/group/softwaresupport/support-matrices>

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 9.60. They are available on the HPE support site at:

<https://softwaresupport.hpe.com/group/softwaresupport/support-matrices>

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 HPE AutoPass License Keys**.

Note: The availability of certain modules and functions for integration with other software depends on your license. Contact HPE 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 HPE 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 [HPE 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 9.50 Patch 5.

CR ID	Description	Resolution
QCCR1E57513	The description of multilingual database support is unclear.	The description of multilingual database support is documented in the Administration Guide > Creating, modifying and deleting an Asset Manager database > Configuring to display Asset Manager objects in the appropriate language.
QCCR1E67161	There is not any description of the amContract.seStatus field.	In the Contracts Guide > Utilization, a new section named "Contract status" is added.
QCCR1E90466	You use AM Application Designer to diagnose and repair the database. However, when the log file reaches the size of 4 GB, nothing is logged to this log file any more.	You can use the "Log file size" option and the "Maximum number of backup log files" option to specify the size of a single log file (<=1G) and the maximum number (<=99) of log files to backup.
QCCR1E132669	All data columns in a widget will be shown in the generated chart.	You can hide certain columns by using the "Hide this column" check box when creating an AQL widget. Or, use "addScriptWidgetSchemaNodeEx" function when creating a script widget. For more information, see the Tailoring Guide > Customizing Web

CR ID	Description	Resolution
		Clients > Homepage of the Web client > Creating an AQL widget > Configuring the AQL widget. Also see the Tailoring Guide > Customizing Web Clients > Homepage of the Web client > Creating a script widget > Configuring the script > Writing a script to generate the JSON object > addScriptWidgetSchemaNodeEx.
QCCR1E119806	Widget does not support column alignment.	Widget supports column alignment now.
QCCR1E111949	The database connection dialog string in Asset Manager Japanese client GUI is not correct.	The database connection dialog string is corrected.
QCCR1E103065	When archival is enabled in a database, there are several tables that do not show up as "ar" tables. However, they are not properly documented. In particular, these tables are: amDashboardItem, amFDView, amModelFamily, amStatistic, amFVDashboardItem, amMasterProfile, amFVMasterProfile.	The Administration Guide > Archival > Enabling archival has been updated so that the list contains all these tables.
QCCR1E129011	In Asset Manager 9.50 Web client, the Record Search only allows you to search for a complete word. When using a part of word to search for a record, nothing will be returned.	Record Search supports wildcard characters, you can use '?' to replace a single character or use '*' to replace single or multiple characters. For example, if you search keyword is "u??r" or "u*r", the search result will contain the records that have "user" in them.
QCCR1E133420	In a multi-user environment, the throughput of the RESTful API is low and response time is high.	The performance is significantly improved.
QCCR1E78693	In the Procurement Guide > General overview > Catalogs, it introduces a concept "Product options". But it does not describe how to use it in a request.	You can refer to the "Request options" chapter for more information about options. You can also refer to the "Practical case 5 - Standard requests" section for a practical case.
QCCR1E77871	When you change a User value in the Portfolio table, the User information if the associated Software Installs and Utilization records are updated. It makes sense to update the Install records but not the	Asset Manager adds an agent option to disable updating parent portfolio item. To enable this option, you need to add a new record into the amOption table:

CR ID	Description	Resolution
	Utilization records since the specifics of the user details are migrated from DDMI (or the discovery tool).	Section: AgentOptions Entry: DisableUpdateCompactInstall memOptValue: 1
QCCR1E98638	The timeout of a session and the maximum size of an uploaded file cannot be set in the package.properties files.	You can use the sessionTimeout and uploadMaxFileSize parameters in the package.properties files.
QCCR1E130903	Request to include the AM Push adapter/AM Generic adapter DLL packages in Asset Manager installer.	The required dlls are packaged in AMGenericAdapterAPI_version.zip and AMPushAdapterAPI_version.zip in the [InstallDir]\integrations\ucmdb folder.

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 [HPE 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.hpe.com/group/softwaresupport/search-result/-/facetsearch>

This release fixes the following defects. The following table includes all fixes that were implemented after the release of Asset Manager 9.50 Patch 5.

CR ID	Description	Resolution
QCCR1E130154	The Log-on error message is not localized in the Chinese version of the web client.	The message is localized.
QCCR1E123315	The following information is hard to find and is not well organized. User Interface Guide > Chapter 3 First steps with Asset Manager > Record lists > Manipulate records in a list.	The information is moved to the "Modify a selection of records section" section. It is also mentioned in the Web Implementation Guide > Differences between the Windows client and the Web client.
QCCR1E121267	There is a layout issue under Administrator->Request, "Name" and "Table" are not aligned in localized versions.	"Name" and "Table" are aligned.

CR ID	Description	Resolution
QCCR1E131527	Excel file attached to a document is downloaded with the file name extension <code>._xls</code> or <code>._xlsx</code> on the web client.	<p>You can use the <code>Documents.Downloads.OpenInBrowser.AllowedFileTypes</code> property of the <code>web tier package.properties</code> file.</p> <p>It creates a list of the allowed file types that can be downloaded from Asset Manager.</p> <p>If a file type is not in the list and you try to download it, the file will still be downloaded, however, a <code>"_"</code> character will be appended to the file name extension.</p> <p>For example, if <code>xls</code> file type is not in the list, the downloaded <code>.xls</code> file will be renamed as <code>._xls</code>.</p> <p>By default, this parameter is not in the <code>package.properties</code> file, to edit this parameter, you must manually create the parameter. By default, the list contains <code>.txt</code>, <code>.pdf</code>, <code>.png</code>, <code>.gif</code>, <code>.jpg</code>, <code>.jpeg</code> file types.</p>
QCCR1E108451	The <code>amQueries</code> on archiving tables are placed in a non-webservice functional domain, it still gives fatal errors when tagging the web service. The expected behavior is that the <code>amQueries</code> in a non-webservice functional domain are ignored when tagging the web service.	The defect is fixed by skipping queries in unexposed functional domain while building Web Services.
QCCR1E120810	You cannot select a filter item by clicking the space near the filter item string.	Clicking the space near the filter item string allows you to select the filter item.
QCCR1E109159	Some strings are not localized in the reports.	The strings are properly localized.
QCCR1E49879	Documentation does not clearly state the modules that are supported by the <code>"amdbal -dbcheck"</code> command.	The <code>"amdbal -dbcheck"</code> command supports the following modules. Admin, NullRecs RefIntegrity, TypedLinks, Denormalization, Overflow, ValidityScript, StringCase, Features, FullName, TableAccess.
QCCR1E131682	An unexpected error message pops up and incorrectly states that a file is not found. It cannot be dismissed	The error message pops up only when the "File edit" field is changed and its input value is incorrect.

CR ID	Description	Resolution
	until the whole screen is closed.	
QCCR1E122325	Typos exist in the warning message of the Alter Table mode for migration.	Typos are corrected.
QCCR1E132626	A MS Excel file exported from the Russian version of AM uses the formula incompatible with Russian version of MS Excel.	The correct formula is used.
QCCR1E130567	When you change any itemized list value to any nonexistent value, it will ask you to save this value, after clicking yes, the primary key of the newly created itemized value is not global unique (not from last ID).	The primary key is now retrieved from last ID.
QCCR1E132685	Unstable network connections to the database cause the web service to stop responding. Mini dump is also generated.	Web service properly handles unstable network connections.
QCCR1E132623	Scripts with syntax errors in the wizard can be saved if you save twice.	Problematic scripts cannot be saved.
QCCR1E133060	When single quota appears in parameter's value, the script widget cannot be saved.	Script widget with single quota can be saved.
QCCR1E99403	The unused installations in software asset management are not clearly documented.	<p>The following note is added to Software Assets > Using the Software assets module > Monitoring license compliance of installations > Creating software counters > Method 2: Creating a counter directly", step 5.</p> <p>The unused installations do not affect the compliance result of the software license counter. It only shows how many unused installations are taken into account during the compliance calculation.</p>
QCCR1E128126	Newly created functional domain does not show on the	The following note is added to the Advanced Use Guide > Actions

CR ID	Description	Resolution
	Web client.	<p>> Definition of an action > Functional domain.</p> <p>Note: After you create a new functional domain, you may have to restart the Web Service to have it displayed on the web client.</p>
QCCR1E128885	The Tuning Guide does not mention the importance of backing up modified stored procedures.	<p>Tuning Guide > Tuning the database:</p> <p>Note: After you tune the database by editing stored procedures, if you perform any major Application Designer operation such as upgrading the database, the customized stored procedures may be dropped and overwritten by the OOB version.</p> <p>Therefore, we recommend that you always back up the stored procedures so that you can recover the changes after such Application Designer operations. The same rule applies to customized indices.</p>
QCCR1E113836	The user right required to run Asset Manager Automated Process Manager is not clearly documented.	<p>The following note is added to Asset Manager Automated Process Manager > Administering Asset Manager Automated Process Manager via the Web > Starting Asset Manager Automated Process Manager as a service.</p> <p>Note: By default, the Asset Manager Automated Process Manager runs under the Windows System account. We recommend that you do not change this setting. If you have to use another account to run the Asset Manager Automated Process Manager, you can proceed in the following manner:</p> <p>Create a user account in Windows (on the computer where this service is installed). This account must have the right necessary to start the Asset Manager Automated Process Manager service.</p> <p>The environment in which this account is set up must allow you to use client layers of the DBMS installed on the computer where Asset Manager Automated Process Manager service is installed.</p>

CR ID	Description	Resolution
		This is a reminder that the local system account only accesses by default the system environment variables. Install the Asset Manager Automated Process Manager in this account.
QCCR1E126561	In a DBListbox control, columns can be dynamically created by scripts. However, this feature only works on the Windows client. On the Web client, if columns are dynamically set, only the headings are created with no content.	This limitation is now documented in the Web Implementation Guide > Differences between the Windows client and the Web client.
QCCR1E124505	Error message for changing password is not appropriate on the web client of Asset Manager.	The error message is rephrased.
QCCR1E132995	On the web client, if Lists.RemoveLinkNameInHeader = true, labels containing brackets are not correctly displayed. The brackets and the text inside are omitted.	These labels are correctly displayed.
QCCR1E128123	Guest user cannot create bookmarks.	Guest user can create bookmarks.
QCCR1E128762	When you perform a search from a QBE on the web client, if there is no value, no error pops up.	The web client now has an indication "No data" to notice user when the rendered or filtered out table has no data.
QCCR1E130057	Full write access user cannot add alarm for a contract on the web client.	Full write access user can add alarm for a contract on the web client.
QCCR1E133143	<p>When you try to migrate from a database on DB2, the migration process fails with the following error:</p> <p>(-2006) ODBC error: [IBM][CLI Driver][DB2/AIX64] SQL0601N</p> <p>The name of the object to be created is identical to the existing name \"PACDBGAP.T255_I21\" of type \"TRIGGER\".</p>	The migration process runs correctly and this error does not appear.

CR ID	Description	Resolution
	LINE NUMBER=1. SQLSTATE=42710\r\nSQLState: 42710	
QCCR1E128748	Documentation does not clearly state when the "amdbal -dbcheck" command does check work and when it also tries to repair.	The TableAccess module only does the diagnosis. The other modules will also try to correct the incorrect results. Details are documented in Administration Guide > Diagnostics and repairing a database > Non-GUI diagnostics approach.
QCCR1E128303	Model screen is displayed with nonsense characters in the Chinese version of AM.	No more nonsense characters.
QCCR1E57610	Even when the maximum length of a wizard text field is defined, once the wizard is rendered in a web browser, the field length restriction is ignored.	The TextBox control has "maxlength" attribute .
QCCR1E71444	You cannot get Asset Manager work with IIS and Tomcat.	A new white paper named "Running Asset Manager with IIS and Tomcat" is added to the Asset Manager installation folder.
QCCR1E127233	OraFirstRowsHint is not documented.	The OraFirstRowsHint parameter is now documented in the following two places. Advanced Use Guide > AQL queries > Sorts and indexes > How to force the indexes. Installation Guide > .ini, .cfg, and .res Files > Modifying the .ini files > Amdb.ini file entries.
QCCR1E126395	The Contact list is not filtered by the conditions of supplier and it causes errors.	Asset Manager adds filter for the Contact list control which filters out matched contacts based on selected supplier.
QCCR1E128338	In the AssetManager documentations, the record search is mixed up with "quick search" in many places.	There is no "quick search" in AssetManager documentation. The features of "Search in navigation tree" and "Record Search" are documented in User Interface Guide > First steps with Asset Manager > Asset Manager workspace > Toolbar.

CR ID	Description	Resolution
QCCR1E133790	SSO works fine with Internet Explorer and Chrome. However, when using Firefox, Asset Manager login is still required.	Some additional steps are needed when using SSO with Firefox. They are documented in the Administration Guide > Controlling access to the database > Managing user authentication for the Asset Manager database > Asset Manager Web client: Implementing Single Sign-On (SSO) using Active Directory on IIS 8.5 32bit/64bit> Troubleshooting.
QCCR1E132472	On the web client, when OnRemoveLink is associated with a script type action and you click the OnRemoveLink (Delete) button without selecting any record in the list, a "no such operation" message is displayed. The text of the message is not user friendly.	The message is now "This operation could not be executed: No list or record was selected".
QCCR1E132449	Web tier causes 100% CPU utilization after certain operations, even when all the users are logged out.	The performance is improved.
QCCR1E132453	Web service keeps major GCing after a certain period, even when all the users are logged out.	This issue is fixed by a code update.
QCCR1E132844	Record Search keeps major GCing after a certain period, which cause the response time of searches to rise dramatically.	This issue is fixed by a code update.
QCCR1E130496	The detail page is editable even if it is read-only on the web client.	The detail page cannot be edited in read-only mode.
QCCR1E131145	You modify Date value in edit mode, when you click the Next page button in the List part to switch, the modified value is cleared.	The modifications remain.
QCCR1E132272	Record Search returns the results in multiple screens with the same screen name.	This issue is fixed by a code change.
QCCR1E129651	Running AM Generic adapter in multi-threading mode	The Generic adapter works correctly in multi-threading mode.

CR ID	Description	Resolution
	causes exception with "12005" error message.	
QCCR1E133860	You receive Asset Manager API error when running ddmiam_hw.scn.	The API error does not occur.
QCCR1E132401	Clicking the Save button on My preference page results in 'NullPointerException' error after restarting the web tier server. This issue occurs when LWSSO is enabled.	No exception is thrown when LWSSO is enabled.
QCCR1E132504	AMVIEWDEF_EXTNODUPNDX error occurs when you try to migrate a multi-tenancy database to Asset Manager 9.60.	The error no longer occurs.
QCCR1E133526	The changes of Java 8 for -XX:MaxMetaspaceSize is not documented.	This information is added in Installation Guide > Installing, Configuring, and Removing Asset Manager Web > Deploying the archive file to the application server.
QCCR1E132039	The Duration field in the Russian version does not pass the field validation on the web client.	The Duration field works correctly.
QCCR1E133858	Error message "Cannot convert '231600' (type integer (32-bit)) to integer" appears when you run AM connector in Connect-It.	The error message no longer appears.
QCCR1E133620	In the ESS-Catalog integration, Service Manager sends a request to AM web service through AM web proxy. The web proxy throws an exception: "acPasswordKeyFilesBean is not defined. "	ESS-Catalog integration works without error message.
QCCR1E133530	You fail to access SAP CMS server through Asset Manager web after you install SAP CMS and SAP Webtier for BI on separate servers.	AM gets SAP CMS server host name from configuration files instead of using current server's host name. If configuration value is unavailable, current server's host name is the default value .
QCCR1E132863	In the German version of AM, the timeout message is	The German timeout message is now properly displayed.

CR ID	Description	Resolution
	not properly displayed.	
QCCR1E120815	You cannot retrieve any list after you change password on the web client.	A label is added in the wizard to ask user to log on again after changing password.
QCCR1E71375	The documentation does not state that sha256RSA SSL encryption is supported.	Sha256RSA is added to the Web Implementation guide.
QCCR1E133024	Documentation does not clearly state "If a user makes any changes to his/her homepage widgets, the subsequent changes to the homepage template no longer affects that user's homepage. "	This note is added in the Tailoring Guide > Customizing Web Clients > Homepage of the Web client > How to create a homepage template.
QCCR1E128750	When many columns are added and the whole web page is zoomed out, it would be very difficult to resize columns on the web client with Internet Explorer.	Asset Manager allows user to easily locate the position in the list view to resize columns.
QCCR1E121322	After you click the "Cache Update" button, mainlist buttons are not refreshed.	After you click the "Cache Update" button, mainlist buttons are refreshed.
QCCR1E121335	Web service experiences the syntax error exception when BIO protocol is used for connector on Tomcat 8.	This issue is fixed by a code change.
QCCR1E111615	When you try to migrate an AM with the SLO Best Practice package, it fails with the following error: Link 'ClusterMonAppRelationship' in unknown in table 'amMonitoredApp (amMonitoredApp)'.	Asset Manager RnD provides a new migration tool to fix the issue. It adds SAMBP schema changes to greater versions of AM, and then use this new schema as the migration destination. Contact support team to get the tool.
QCCR1E132861	The detail frame keeps the details of the previously selected item from the list after applying the filter.	This behavior is by design. The User Interface guide has note to explain the behavior.
QCCR1E112915	Error occurs on the web client when you execute some of the filters of certain link list controls.	The error no longer occurs.
QCCR1E120903	You install the SLO Best Practice package on the	The exchange rates data are imported along with the currency

CR ID	Description	Resolution
	<p>demo database without sample data. You get the following error:</p> <p>No exchange rate defined from 'US Dollar (USD)' to 'European Euro (EUR)'</p>	<p>data into the database during installation.</p>
QCCR1E126253	<p>The checkbox "Authorize display of all fields and links in the lists" does not work in the web client and this behavior is not documented as a difference between the two clients in the WebImplementation manual.</p>	<p>This behavior is added to the Web implementation Guide > Differences between the Windows client and the Web client.</p>
QCCR1E122677	<p>In the Multi-Tenancy Guide, chapter Multi-Tenancy Administration, it mentions disabling MT. However, since Asset Manager 9.41, the disable MT option has been set to grey.</p>	<p>This section is removed.</p>

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 amStatistic
(lStatisticId 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, bMarble NUMBER(5) Default 0 NOT NULL, bScript NUMBER(5) Default 0
NOT NULL, bStacked NUMBER(5) Default 0 NOT NULL, bStored NUMBER(5) Default 0 NOT
NULL, bUseAgregExpr 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), Title VARCHAR2(128 CHAR), lCommentId NUMBER(10) Default 0 NOT
NULL, lDataId NUMBER(10) Default 0 NOT NULL, lDomainId NUMBER(10) Default 0 NOT
NULL, lFilterId NUMBER(10) Default 0 NOT NULL, lIconId NUMBER(10) Default 0 NOT
NULL, lScriptId NUMBER(10) Default 0 NOT NULL, UPPERStatistique_SQLName VARCHAR2
(33 CHAR), UPPERStatistique_SQLName VARCHAR2(32 CHAR) )' could not be executed
```

- The following error log is found when you import 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''')
```

- amPortfolio screen displays incorrect Components records.
- Unique constraint violated error found in log when you enable archival, but there is no error message in Application Designer.
- Asset Manager Client is not able to load dynamic library (libeay32-12.dll) because it is not compatible with the SecureLogin product.
- When trying to install Asset Manager FullDemo for evaluation, the following error occurs.

```
Error 1311 "source file not found C:\AM_Install\AssetManager
<version>\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.
- If you copy a field with Cyrillic characters to a text editor, the Cyrillic characters are shown as question marks.
- 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_blsModified`
 - b. Create a workflow that changes **hp_blsModified** 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_blsModified** set to true.
 - Propagate each **amInventModel** record to `softInstall/portfolio` Items.
 - Set the **hp_blsModified** 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 9.60 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".
- 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 **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 SAP BusinessObjects Enterprise database. Thereby, you cannot view the Crystal Reports via the View reports and charts option of the **Manage software...** wizard 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 (Field = 'seAssignment'))
```

Query modified to work after converting the database:

```
(seAssignment = 3) OR ( exists ((SELECT 'x' FROM amHistory WHERE ((amPortfolio: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 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.
- Different progress bar icons are used in homepage widgets and templates.
- List view is refreshed when resizing its columns on web client.
- On the web client, when you select a contract from the list, press the actions button and select "Add/Modify a Document", the wizard does not give you the option to upload a file.
- In a multi-tenancy environment, some entries in a DBListbox are not visible.
- An AQL widget only exports 30 records in csv.
- The action "Create screen from view" on the web client takes a long time to finish.

Web services

- Error tagging Web Services after Asset Manager migration.
Context: After converting an old version of the database to version 9.60, 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.
- 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.
- If there is no ODBC to the database on the client computer, the AM Windows client cannot make the connection with the web service authentication.

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/MultiSellIterativeUpdateThreshold=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 comparison, 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
fQtyToInvoice == fQty - fQtyInvoiced. The rounding value of (fQtyToInvoice -
(fQty - fQtyInvoiced)) to the 18 digits after the decimal point is " &
roundvalue((fQtyToInvoice - (fQty - fQtyInvoiced)) ,18)
Else
print "This equation evaluates to FAULS. The rounding error between
fQtyToInvoice and (fQty - fQtyInvoiced) is greater than 0.0001, which is
considered as fQtyToInvoice <> fQty - fQtyInvoiced. The rounding value of
(fQtyToInvoice - (fQty - fQtyInvoiced)) to the 18 digits after the decimal point
```

```
is " & roundvalue((fQtyToInvoice - (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.SubnetMask, N1.TcpIpAddress FROM amNetworkCard N1, amComputer C2 WHERE
C2.lComputerId = :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
page '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 ICatProductId to this added field, remove the irrelevant script from ICatProductId and design an irrelevant script on this added field, and design this added field into screen page to let users check this field rather than ICatProductId . You also need to design a workflow (process without server) to post-insert ICatProductId 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 common user.

All other types of action buttons are available. Crystal Reports report action button is only available when setting up Functional 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) field 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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