Asset Manager

Software Version: 9.61

Windows® and Linux® operating systems

Release Notes

Document Release Date: September 2016
Software Release Date: September 2016

Hewlett Packard Enterprise

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Asset Manager release notes

for the Windows® and Linux® operating systems.

Software version: 9.61

Publication date: September 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 9.61" on the next page

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"Enhancement requests included in this release" on page 9

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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 HPE 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 9.61

This version of Asset Manager brings the following new features and updates:

- OpenJDK on Windows is supported.

- The Asset Manager Web GUI is adjusted for better look and feel:

  - Color in header and navigation bar

  - Icons in header

  - Font size in header and navigation bar

- 19770-2 standard SWID tags are added for both Windows and Web client.

- PostgreSQL database is supported on non-production databases. It is highly recommended to consult the Asset Manager 9.61 Support Matrix for limitations of the current release.

- Asset Manager does not officially support IBM DB2 database in Asset Manager 9.61 and later versions. If you are using DB2, we suggest that you migrate the DB2 database to Microsoft SQL Server or Oracle Database to benefit from the product upgrade. For more information about the migration process, refer to "Migrating from DB2 to MS SQL Server and Oracle Database" on page 1.

Installation

Asset Manager 9.61 is an incremental package, you need to make sure that you have Asset Manager 9.60 installed before applying the incremental package.

You can find steps to install Asset Manager 9.60 in the Asset Manager 9.60 *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.

Back up configuration files

Before you upgrade Asset Manager programs, we recommend that you back up the following configuration files as necessary.

- `<AM installation directory>\amsrv\bin\amsrvcf.ini`

- `<AM installation directory>\websvc\package.properties`

- `<AM installation directory>\websvc\quicksearch.properties`

- `<AM installation directory>\webtier\package.properties`

After you upgrade the Asset Manager programs, the customizations in these configuration files are overwritten by standard properties. Therefore, you need to manually apply the changes again after the upgrade.

Applying the incremental package

To upgrade the Asset Manager programs:

1. Make sure you have Asset Manager 9.60 installed.

2. Upgrade to Asset Manager 9.61 by applying the incremental package.

> **Note:** After you apply the Asset Manager 9.61 incremental package, the program and configuration files in the Asset Manager 9.60 folder are updated. The upgrade procedure does not change the Asset Manager folder name.

To apply an incremental package, follow these steps.

1. Make sure that you have Java 7 or greater version 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 the:

   - Asset Manager Automated Process Manager

   - Asset Manager APIs

   - External programs that access the old-format production database.

   - 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)\HPE\Asset Manager <version> 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, `9.61.15xxx.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`.

Verify that Asset Manager can be launched without problems

If you are having problems launching Asset Manager 9.61, contact user support.

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.

Enhancement requests included in this release

The reference number for each enhancement is the Change Request (QCCR) number. For more information about fixed defects, visit HPE Software Support Online, or contact your HPE Support representative directly.

This release has the following enhancements. The following table includes all enhancements that were implemented after the release of Asset Manager 9.60.

ER ID	Description	Resolution
QCCR1E135020	You cannot link a relevance script to a system button.	Relevance scripts on system buttons are supported on both Windows client and web client. **Note:** If you link a relevance script to the "Delete" button, the Windows client and web client have slightly different behaviors. Specially, on the Windows client, if you use the relevance script to make the "Delete" button appear or disappear, it always takes effect. On the web client, if the user does not select any records by checking the check boxes, the "Delete" button is always displayed. The relevance only takes effect after the user selects a record.
QCCR1E134731	This is a request for adding new entries to the mail.ini file, which allows making a secured connection using the TLS protocol for transmitting an encrypted password to SMTP server.	SMTP server can use TLS connection and check certificate on server. New parameters are added in the mail.ini file. For more information, see Administration Guide > Messaging > Configuring Asset Manager to use messaging systems > SMTP protocol.
QCCR1E133966	Specific settings are needed if your	The following content is added to the Advanced Use Guide > SAP Crystal

ER ID	Description	Resolution
	BusinessObject Server and CMS Server are not on the same machine. However, it is not documented.	Reports > Installing and configuring to enable Asset Manager clients to access reports stored in the SAP BusinessObjects Business Intelligence Platform 4 > Configuring SSO. #server.bo.cms_name By default, this parameter does not take effect. If your BusinessObjectServer and CMS server are not on the same machine, you must remove the comment tag "#" and set its value to the CMS server. For example, server.bo.cms_name=cms.company.com.
QCCR1E109580	Integer fields on the Web client show commas for numbers larger than 999.	This option is "NumberEdit.Format.Enabled" for user not to show commas for integer fields. See documentation Install > Install Asset Manager > Installing, Configuring, and Removing Asset Manager Web > Installing Asset Manager Web > Updating the archive files.

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 HPE Support representative directly.

For information about fixed defects in previous Asset Manager releases, download the release notes of previous Asset Manager releases from the HPE 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 9.60.

CR ID	Description	Resolution
QCCR1E129619	On the web client, the text area of the query editor window cannot be expanded.	Text area of the query editor window can now be expended.
QCCR1E131229	Disabled check boxes are not greyed out in Chrome and Firefox.	Disabled checkboxes are greyed out.
QCCR1E133551	On the web client, you cannot select a file to upload by using the "Add/Modify a Document" action.	The following caution is added to the Advanced Use Guide > Wizards > Types of controls and associated properties > The FILEEDIT control On the Windows client, you can open a file browser with this control and select the file from either a local or remote directory. On the web client, this control is displayed in the form of a text box and no icon can be used to start a file browser. Therefore, if this control is used on the web client, the user must manually

CR ID	Description	Resolution
		type the path of the file. In addition, the file must be located on the Web Service server. You can create a shared folder on the Web Service server so that the users can upload files to it.
QCCR1E133559	An AQL widget only exports 30 records to a .csv file even if there are more than 30 records.	All records are exported.
QCCR1E133560	Windows client exports a Boolean type field to Excel as Yes/No, but Web client exports as True/False.	Web client exports Boolean type values to Excel as text value "Yes" or "No".
QCCR1E133608	In a multi-tenancy environment, some entries in a DBListbox are not visible on the web client.	In a multi-tenancy environment, DBListbox can show the list correctly.
QCCR1E133692	DBQueryBox used in a wizard behaves differently on web client and Windows client; it shows numeric value for "System Itemized list".	DBQueryBox shows text value for system itemized list on the web client.
QCCR1E133881	When Asset Manager is connected to SQL Server, unstable network connection to the database will cause the web service to stop responding. In this situation, mini dump is generated.	When Asset Manager is connected to SQL Server, the database will be reconnected after the network becomes stable.
QCCR1E133935	String 'Tenant:Shared Data' is truncated in the Admin drop-down list.	The rest of the string is shown as ellipsis and full text is displayed when the cursor is hovering on it.
QCCR1E133979	The header panel height is 25px, which causes the string to be truncated.	The string is displayed properly.
QCCR1E134115	Bottom of the letter "g" is truncated for the string 'Current Page' in "Add My Favorite" in French version.	The string is displayed properly.
QCCR1E134125	The Administration Function rights strings have encoding issue.	No problematic strings in the Home Page widgets interface.
QCCR1E134130	The strings have encoding issue in the drop-down list of Administration Query table.	The strings are displayed properly.

CR ID	Description	Resolution
QCCR1E134210	The strings in the Home Page widgets have encoding issue.	The strings are displayed properly.
QCCR1E134263	The strings in the 'Statistics' UI on the 'Administration' tab have encoding issue.	The strings are displayed properly.
QCCR1E134264	The strings in 'Action' on the 'Administration' tab have encoding issue.	The strings are displayed properly.
QCCR1E134300	The Delete icon disappears on the 'Stocks' page of the 'Portfolio' tab.	The icon is displayed.
QCCR1E134357	The locks in GetConnection and ReleaseConnection take too long to complete in concurrent users environment.	Asset Manager checks the same user name in the idle pool with top priority, and then checks the user profile if there is no cnx with the same user name in the idle pool.
QCCR1E134450	With IBM WebSphere, the "see details of" button associated to a LinkEdit control does not work correctly on the web client, it opens the list of records instead of the details of the selected record.	This issue can be resolved by removing jsf-facelets-1.1.15.jar from WEB-INF\lib. In the Installation Guide > Installing, Configuring, and Removing Asset Manager Web > Installing Asset Manager Web > Deploying the archive file to the application server > If WebSphere Application Server is Your Application Server, jsf-facelets-1.1.15.jar is removed from step 15.
QCCR1E135250	Web service crashes in a test scenario with more than 360 concurrent users and multiple web tier and web service servers.	The web service works properly when there are many concurrent users.
QCCR1E135295	When a filter is collapsed, the main list of the records on the screen disappears. This issue occurs when Asset Manager Web client is running on WebSphere.	The main list of the screen is displayed correctly.
QCCR1E135347	You receive the 'Error 12,001 SQL Statement could not be executed' error message when there are more than	Asset Manager works correctly when there are more than 6000 concurrent users.

CR ID	Description	Resolution
	6000 concurrent users.	
QCCR1E135381	Request to document the limitation of AmExecuteActionByName In additional, the following option does not belong to the AmActionExec API. Client: A message is displayed by the Web client describing the action that could have executed on the Web client.	The option is removed. In addition, the following note is added to the documentation of the AmActionExec, AmActionDde (),AmActionMail(), AmActionPrint(),AmActionPrintPreview(), AmActionPrintTo(), AmExecuteActionById(), AmExecuteActionByName()API. Note: If the API is triggered on Asset Manager web, it is executed on the web service server.
QCCR1E135525	When a filter containing links is used, its LinkEdit button goes to the far right outside of the visible screen area. The horizontal scroll bar needs to be used in order to display the button and select a value.	The LinkEdit button is displayed correctly in the browser.
QCCR1E136628	"No such operation" error occurs when user is trying to click the Duplicate or Delete button with relevant script.	No error is thrown when user is trying to click the Duplicate or Delete button with relevant script.
QCCR1E136208	In Asset Manager 9.60 Windows client, "About Asset Manager" should be "About HPE Asset Manager".	The string is corrected.
QCCR1E135468	The query of Basic type calculated field in REST API in Asset Manager Browser fails.	The Basic type calculated field can be queried correctly.
QCCR1E135467	Web Service fails to execute REST AQL if there is slash in AQL function.	The following note is added in the Asset Manager 930 RESTful API (RESTAQL) white paper. Note: In the URL, there cannot be a slash symbol (/) in aqlExpression. However, if you try to encode the slash using "%2F", you need to add the following Java system property to enable the encoding in URLs. -Dorg.apache.tomcat.util.buf.UDecoder.ALLOW_ENCODED_

CR ID	Description	Resolution
		SLASH=true
		By default, this property is disabled for safety considerations of Tomcat, see http://tomcat.apache.org/security-6.html#Fixed_ in_Apache_Tomcat_6.0.10 for more information.
QCCR1E135231	Apostrophe for string "Inventory data" is missing in Asset Manager UI.	This issue is fixed.
QCCR1E135104	The text strings of LinkEdit control are not aligned with their text boxes in wizards.	The text strings of LinkEdit control aligns with their textboxes in wizards.
QCCR1E135056	There are two typos in the "package.properties" file of web service.	The typos are corrected.
QCCR1E134964	In documentation, (Set up > Install > Installing and Uninstalling in Windows (except Asset Manager Web) > Automatic installation and uninstallation from the command line > Execution), there is such a command: setup.exe /S /V"/qn /l* C:\Temp\log.txt INSTALLDIR=\"C:\Program Files\HPE\Asset Manager 9.60 xx\"". It should be: setup.exe /S /V"/qn /l* C:\Temp\log.txt CUSTOMINSTALLDIR=\"C:\Program Files\HPE\Asset Manager 9.60 xx\""	The command line is corrected.
QCCR1E134624	In the Web Implementation Guide > Differences between the Windows client and the Web client > Differences between the clients > Actions (including wizards), the document only describes the limitation of the TABLE and FIELD properties of the DBEDIT control. However, the limitation also applies to the	You can use a script to define the TABLE, FIELD, and VALUE properties of the DBEDIT control only on the Windows client. It is documented.

CR ID	Description	Resolution
	VALUE property.	
QCCR1E134514	Request to document the limitation of no back button on screen after using amOpenScreen API to open screen on the Asset Manager web client.	The following note is added in the Programmer's Reference Guide > Alphabetical Reference > AmOpenScreen(). Note: On the Asset Manager web client, if a screen is opened by amOpenScreen, there is no back button available. This is a limitation.
QCCR1E134410	Company name "HP" shows up on the "About" page.	Company name is changed to "HPE."
QCCR1E134351	The version information of 64-bit Amsrvl of Asset Manager is incorrect.	The version information of 64-bit Amsrvl of Asset Manager is corrected.
QCCR1E134350	Apostrophe is missing in the translated "userName" string in the French version.	This issue is fixed.
QCCR1E134205	The string 'Update' is not localized in the HPE Live Network UI screen of Asset Manager on the Web client.	The string is translated.
QCCR1E92965	You may see unwanted messages in web server logs.	In Tomcat and WebSphere, you can set severity level for logs. Any warning/error message that is lower than this level will not be logged. A section named "Setting severity level for logs" is added to the Web Implementation Guide > Performance Hints and Problem Diagnosis > Setting severity level for logs.

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 "Stored procedure change for database" on page 1.

- 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_bIsModified

b. Create a workflow that changes **hp_bIsModified** to **true** whenever a user resolves an **amInventModel** record.

c. Create a second workflow that periodically (for example, every 10 minutes) performs the following operations:

  - Check for every **amInventModel** record with **hp_bIsModified** set to true.

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

  - Set the **hp_bIsModified** field to false.

- Asset Manager is FIPS-ready only on Windows platform.

- The Asset Manager Automated Process Manager **Initial delay before triggering** (FirstTimeOut) setting is not taken into account by the **Searching for new workflow execution groups** and **Signaling presence of database server** modules.

- SAM queries (SQL name: SAMQ) is a reserved functional domain in which no customization (such as adding customized queries and wizards) is allowed.

- Wizards cannot be attached to the **Modify** button on table screens; otherwise, an infinite loop will occur when clicking the button until you cancel the modification.

- Entering non-built-in language characters in the Asset Manager Application Designer is currently not supported (for example, if you enter non-English characters in the English version Asset Manager Application Designer and save the database change, the labels/descriptions become messy code upon reconnection). To avoid database corruption, Asset Manager Application Designer will prompt a warning against such operation.

- If your Asset Manager database has multi-tenancy enabled, it is not recommended to use the **DBLISTBOX** control in wizards as the control is not tenant aware on the Web client.

- When a long query is cancelled (**Cancel** button in the window displayed during lengthy operations), error messages may be displayed even though the operation was running correctly.

- If the database is not configured to store data in Unicode, Asset Manager can only be used in multilingual mode if the languages use the same code page (ex: iso-latin1). In particular, it is not possible to use Asset Manager in multilingual mode with Japanese.

- When exporting a list using the **Utilities\ Export** the list (Windows client) or **Utilities\ Export Excel** (Web client) contextual menu, the exported data does not allow more than 255 characters in any column. Fields with more characters will be truncated to 255 characters.

- After upgrading from version 4.x, the functional domains might not be correct. You have to verify them.

- If the itam login already exists in the local MSSQL instance during the installation, the connection to the demonstration database assumes that the associated password is **password**.

- If a database named **AMDemoxxxx** (where **xxxx** corresponds to the Asset Manager installation version and language) already exists in the local MSSQL instance, the Asset Manager installation will overwrite it with a new demonstration database without any warning.

- The creation of a counter using metering information is limited if the context is not the **amSoftInstall** table. In this case, it is not possible to use the **tsUnused** field.

- After upgrading from a 4.x version and if you have acquired the software asset management module, you will need to import the **software asset management** datakit.

- To copy information from the Asset Manager online documentation (available via the **F1** key), select the text to copy, right-click, and then select **Copy** from the shortcut menu. The **Ctrl+C** keyboard shortcut does not work.

> **Tip:** For best results, paste the copied text in HTML format to an editor that permits this (for instance using MS-Word's **Edit/Paste Special** option). Make sure that this editor is open before you select and copy the information you need.

- When several users execute an operation at the same time which impact the same records, the DBMS may reject the operation for certain users (deadlock).

  A rollback is performed for the rejected transaction and the corresponding user receives an error message similar to the following:

  ```
  2005/04/29 11:41:21.687 6 1 [Thrd#:1588](-2006) ODBC error: [IBM][CLI D river]
  [DB2/6000] SQL0911N The current transaction has been rolled back because of a
  deadlock or timeout. Reason code \"2\". SQLSTATE=40001\r\n SQLSTate: 40001.
  2005/04/29 11:41:21.703 6 1 [Thrd#:1588](-2006) SQL statement '<stateme nt
  detail>'
  ```
  The data in the database is not corrupted.

  The user can retry the same operation if that user is the only user to perform the operation and if the operation has not been performed by the other users.

  For example, this type of conflict arises if two users try to receive the same order at the same time.

  ○ Functional rights (Windows client only): Let's imagine that functional right D refuses access to screen E.

  ○ If a user connects with a user profile linked to functional right D, and if screen E is associated with an icon on the toolbar, the user is still able to access screen E via this icon even though the he or she is not authorized to do so.

- An error message such as **12:14:29,817 ERROR - org.apache.myfaces.renderkit.html.util.MyFacesResourceLoader - Unparsable lastModified: @lastModified@** may appear in the Asset Manager Web Tier log file.

  This does not prevent the proper operation of the application.

- Leasing: In the detail of a contract rent, if you assign the value **Allocate unit level payments to all assets** or **Allocate unit level payments to a selection of assets** to the **Prorate to assets** (seProrateRule) field, the **Value** (mValue) and **Rent** (mPayments) fields cannot be modified by the user.

- Leasing: In the detail of a contract, if you assign the value **Yes** to the **Acceptance date** (bFromAcceptDate) field after generating the rent expense lines and assets have not been accepted, the expense lines are not deleted.

- Leasing: In the detail of a contract rent, if you assign the value **Prorate and distribute payments to all assets** or **Prorate and distribute payments to a selection of assets** to the **Prorate to assets** (seProrateRule) field, you cannot modify the Rent (mPayments) field.

- Schedule level rents: When the **Prorate to assets** (seProrateRule) field equals **Prorate and distribute payments to all assets** or **Prorate and distribute payments to a selection of assets**, the **Rent** (mPayments) field is only calculated correctly if the **Prorated by** (ProrateField) field equals **Market value (mMarketVal)**.

- When you use the **Accept assets...** wizard (sysLeaseWAssetAccept), if you set the **Calculation method** field to the **Acceptance date**, and the acceptance date is the same as the contract start date, an intermediate rent is calculated when it should not be.

- User roles: If, in an employee's detail, on the **Profile** tab, you start by adding a role in the **Authorized user roles** (MasterProfiles) list, and you select it using the **Role used at connection** (DefMastProfile) link, and then you remove it from the **Authorized user roles** list, it still remains associated with the **Role used at connection** link. This should not be possible.

- Migration: the database conversion to the 9.61 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

- When you open the "My workflow tasks" screen on the web client, the following error occurs:

```
Error (12,002): Table '' does not exist. ('Line 9 of script ''Formula' of
calculated field 'Description of the task in progress (cf_
sysCoreTaskDescription)' in table 'Workflow tasks (amWfWorkItem)''')
```

The problem happens only on the Web client when the following three conditions are met:

- The **New** button on the screen has a relevant script.

- The screen returns no data in the list.

- The table where the screen is defined contains a calculated field that calls the amGetComputeString function in the Basic script.

To fix the error on the "My workflow tasks" screen, follow these steps:

a. In the AM Windows client, go to **Administration** > **System** > **Calculated fields**.

b. Locate the calculated field by SQL Name "sysCoreTaskDescription".

c. Change the last line in the Basic script from "`retval = amGetComputeString(strTable, lId, strCS)`" to the following:

```
if strTable <> "" then
  retval = amGetComputeString(strTable, lId, strCS)
else
  retval = ""
end if
```

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

Query modified to work after converting the database:

```
(seAssignment = 3) OR ( exists ((SELECT 'x' FROM amHistory WHERE ((amPo
rtfolio:lPortfolioItemId = lHistObjId) AND ((PreviousVal = '3.0000') OR
(PreviousVal = 'Awaiting Receipt'))) AND (Field = 'seAssignment'))))
```

- **Problem**: if you use the **amDbGetListEx** function in wizards and you execute these wizards in a Web or Windows client, then **ALL** records from the table will be retrieved and displayed. This can be very time-consuming. This is a critical issue for Asset Manager Web which impacts its performance and all if its users.

  Workaround: Asset Manager is installed with a new function: **AmDbGetLimitedList**.

  We recommend that you always replace **amDbGetListEx** with **AmDbGetLimitedList** in all the wizards.

  The **AmDbGetLimitedList** function returns the execution results of an AQL query as a list. Unlike the **AmDbGetListEx** function, this function is used to define the maximum number of elements selected by the AQL query and indicates what should be done if data is truncated.

  To learn more about the **AmDbGetLimitedList** function, please read the **Programmer's reference**.

- Returning a received item in the procurement cycle: You must use the Windows client to do this as it cannot be done in the Web client.

- If a currency is added or modified in the **Currencies** (amCurrency) table, or if its symbol is modified via the Windows client, you must stop and restart all instances of Asset Manager Web Service and Asset Manager Web Tier in order for this operation to be taken into account by the Web clients when they display a currency. This needs to be done because currencies are stored in a cache for each Asset Manager Web Tier instance that needs to be refreshed.

If a currency is added or modified in the **Currencies** (amCurrency) table, or if its symbol is modified via the Windows client, and several instances of Asset Manager Web Tier or Asset Manager Web Service have been deployed, you must stop and restart all instances of Asset Manager Web Service and Asset Manager Web Tier except the instances to which the user who is making the modification is connected.

- If:

  ○ A value is added to, modified in or deleted from the **Itemized list values** (amItemListVal) or **Itemized lists** (amItemizedList) tables via the Windows or Web client,

  ○ n or if a column is added to the **ColName** property of a wizard's **DBLISTBOX** control via the Windows or Web client, and the column is not part of the default columns used for the source table's screens (Asset Manager Application Designer/ Detail of the source table/ Detail of the screens/ **List/Detail** tab/ **Columns of the list** and **Other columns** fields),

  ...you must re-initialize the connection pool using Asset Manager Web Service in order for this operation to be taken into account by the Web clients when itemized lists are displayed:

  a. Start Asset Manager Web Service:

     ```
     http://<Name or IP address of the Asset Manager Web Service server>:
     <Asset Manager Web Service port>/AssetManagerWebService
     ```

  b. Click this link: Reset the connection pool.

     You must have administration rights to perform this operation.

  This needs to be done because itemized lists and their values are stored in a cache that needs to be refreshed.

- From the Web client, from the detail of an asset, you cannot display the detail of the **Order** (POrdLine) and **Receipt** (ReceiptLine) links.

- User encounters error when logging in after forced password change.

  Context: after an administrator forces a reset to a user's password by checking the **Force change** (bResetPwd) field on the user's profile, the user should be forced to change and confirm their password at the next attempt to log in to the Web client. However, in this context the user will currently encounter an error.

  Workaround: The Administrator needs to uncheck the **Force change** (bResetPwd) field on the user's profile.

- The **SORT** property is not implemented in the **DBLISTBOX** control for the Web client. (However it works in the Windows client.)

- The **Link/unlink an installation to/from a portfolio item...** (sysCompactInstall) wizard (**Asset lifecycle/ Software asset Management/ User actions/ Link/unlink an installation to/from a portfolio item...** link on the navigation bar) should be executed under the Windows client only because the performance would be too low on a large amount of records (more than 100 records) if executed under Web client.

- 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 9.61, 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/MultiSelIterativeUpdateThreshold=500

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

occurs.

Workaround: Convert the relevant script into one line.

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

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

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

  The lines above should be placed before:

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

  Then, update the deployment in the Weblogic console.

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

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

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

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

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

  ```
  [Ddeservices]
  ```

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

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

  ```
  java.lang.NullPointerException
  ```

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

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

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

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

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

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

  Sample:

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

fqty = 1
fQtyInvoiced = .75
fQtyToInvoice = .25


If abs(fQtyToInvoice - (fQty - fQtyInvoiced)) < 0.0001 then
print "This equation evaluates to TRUE. The rounding error between fQtyToInvoice
and (fQty - fQtyInvoiced) is less than 0.0001, which is considered as
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 lCatProductId to this added field, remove the irrelevent script from lCatProductId and design an irrelevent script on this added field, and design this added field into screen page to let users check this field rather than lCatProductId . You also need to design a workflow (process without server) to post-insert lCatProductId data to this added field when creating a new record. It is better to create a unique index on the added field.

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

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

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

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

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

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

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

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

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

Workaround:

a. Export the database structure.

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

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

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

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

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

- **Issue:** The ESS-Catalog integration between AM and SM does not work after upgrading to AM 9.6x.

  Workaround:

  Scenario 1

  You installed AM 9.60 and deployed the ESS-Catalog integration. You are upgrading to AM 9.6x (9.61, 9.62 or 9.63).

  Steps to follow:

  a. Before upgrade, back up the `<AM Installation Dir>/esscat/build/ServiceCatalog.war` file.

  b. Install the AM 9.6x incremental package.

  c. Do NOT re-deploy the ESS-Catalog, instead, continue to use the integration deployed with AM 9.60. It works with AM 9.6x.

  Scenario 2

  You installed AM 9.60 without deploying the ESS-Catalog integration. You upgraded to 9.6x (9.61, 9.62 or 9.63) and are deploying the ESS-Catalog integration from scratch.

  Steps to follow:

  a. Download the `AM9.60-ESS-Catalog-Lib.zip` file from the AM 9.60 Library for ESS-Catalog 1.2 release in HPE Marketplace and extract the jar files.

  b. Copy `amwsR960_1.jar` and `amwsR960_2.jar` to the `<AM Installation Dir>/lib` folder.

  c. Copy `am-esscat-96.jar` to the `<AM Installation Dir>/esscat/lib` folder.

  d. Open `<AM Installation Dir>/esscat/webapp/WEB-INF/web.xml` and change `http://@ws.host@:@ws.port@/@ws.service@/services/R963/` to `http://@ws.host@:@ws.port@/@ws.service@/services/R960/`.

    e. Open `<AM Installation Dir>/esscat/build/build.xml` and replace "`amwsR*`" with "`amwsR960`."

    f. Follow the instructions in AM user guide to deploy the ESS-Catalog integration.

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