

# HP Asset Manager

Software Version: 9.50 Patch 6

Windows<sup>®</sup> and Linux<sup>®</sup> Operating Systems

## Release Notes

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Software Release Date: December 2016



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# Asset Manager Release Notes

for the Windows<sup>®</sup> and Linux<sup>®</sup> Operating Systems.

**Software version:** 9.50 Patch 6

**Publication date:** December 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:

["Installation requirements " on page 6](#)

["Enhancement requests in this Release" on page 11](#)

["Fixed defects in this release" on page 12](#)

["Known problems, limitations, and workarounds" on page 19](#)

## 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/>

The support matrix includes the following information:

- **Requirements**
  - Hardware
  - Operating System
  - Databases
  - Application Servers
  - Web Servers
  - Web Browsers and Plug-ins

- **Compatibility**

- Languages
- Internationalization Variances
- Virtualization Products
- High-Availability Products
- HP Software Integrations
- HP Software Coexistence
- Other Software Coexistence
- Server / Client Compatibility
- Performance and Sizing

- **Obsolescence Plans**

## Documentation Localization

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

## Installation requirements

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

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

- Hotfix
- Patch
- Minor.minor release

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

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

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

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

For more information about the installation procedure (precautions, methodology and different ways to install/uninstall Asset Manager), refer to the Installation Guide shipped with Asset Manager 9.50 Patch 6.

For more information about the migration procedure, refer to the Migration Guide shipped with Asset Manager 9.50 Patch 6.

## How to install an incremental package

To install an incremental package, follow these steps.

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

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

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

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

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

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

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

## Upgrading Asset Manager Web

The Asset Manager Web archive files (.war files) are also upgraded when you upgrade the Asset Manager programs. Then, you must re-deploy the Asset Manager Web service and Web tier. To do this, follow these steps:

1. After you upgrade the Asset Manager programs, the customizations in the following configuration files are overwritten by standard properties. Therefore, you need to manually apply the changes again after the upgrade.
  - `<AM installation directory>\websvc\package.properties`
  - `<AM installation directory>\websvc\quicksearch.properties`
  - `<AM installation directory>\webtier\package.properties`



**Caution:** In Asset Manager 9.50 Patch 5 and later, a parameter named **FetchingArraySize** is added to the `quicksearch.properties` file and the `package.properties` file of the web service. Therefore, you must make sure that they exist in your customized property files.

2. Uninstall Asset Manager Web. For more information, see the Installation Guide.
3. Install Asset Manager Web. For more information, see the Installation Guide.

## How to roll back to the old version of Asset Manager

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

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

## Verify that Asset Manager can be launched without problems

If you are having problems launching Asset Manager 9.50 Patch 6, contact user support.

## Updates in this release

This version of Asset Manager provides you with the following updates:

- OpenSSL version is upgraded to 1.0.2h.

## Enhancement requests in this Release

The reference number for each defect is the Change Request (QCCR) number. For more information about pending enhancement requests, visit [HP Software Support Online](#), or contact your HP Support representative directly.

CR	Problem	Solution
QCCR1E132669	All data columns in a widget are shown in the generated chart.	<p>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.</p> <p>For more information, see the Tailoring Guide &gt; Customizing Web Clients &gt; Homepage of the Web client &gt; Creating an AQL widget &gt; Configuring the AQL widget. Also see the Tailoring Guide &gt; Customizing Web Clients &gt; Homepage of the Web client &gt; Creating a script widget &gt; Configuring the script &gt; Writing a script to generate the JSON object &gt; addScriptWidgetSchemaNodeEx.</p>
QCCR1E135020	You cannot link a relevance script to a system button.	<p>Relevance scripts on system buttons are supported on both Windows client and web client. Note: The enhancement is applied on both Windows client and Web client.</p> <p>However, if you link a relevance script to the "Delete" button, the behavior is slightly different. 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.</p>
QCCR1E136887	Request to enlarge the display size of input page number in the display list on the web client. Input page number should be displayed totally.	Display size of input page can contain 5 digital numbers.

## Fixed defects in this release

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

CR	Problem	Solution
QCCR1E132863	In the German version of the web client, the session timeout alert is not displayed after the session expires.	The German timeout message is properly displayed now.
QCCR1E132286	You access Asset Manager using SSO, and then you go to the portfolio item and select an item from the list, the item is displayed in the detail section of another window of the web client.	This issue is fixed by the new design of the authentication method.
QCCR1E133733	Web service crashes when loading SAM wizard.	The issue is fixed by a code change.
QCCR1E131145	You modify the value of a Date field in edit mode, if you click the next page button in the list pane, the modified value is cleared.	The modification remains.
QCCR1E112915	Error occurs on the web client when you execute some filters of certain link list controls.	The error no longer occurs.
QCCR1E131638	Setting Currency fields to Read Only does not take effect on the web client.	You can now set Currency fields to Read Only on both Windows and web clients.
QCCR1E131682	An unexpected error message pops up and incorrectly states that a file is not found. It cannot be dismissed until the whole screen is closed.	The error message pops up only when the "FileEdit" field is changed and its input value is incorrect.

CR	Problem	Solution
QCCR1E132623	Scripts with syntax errors in the wizard can be saved if you save twice.	Problematic scripts cannot be saved.
QCCR1E132360	The option "Allow me to apply filters without losing selections already made" does not show up in the filters of wizard as in the filter of screen.	The wizard adds "Allow me to apply filters without losing selections already made" option in the filters.
QCCR1E132401	Clicking the Save button on the My preference page results in a 'NullPointerException' error after restarting the web tier server with LWSSO enabled.	The error no longer occurs.
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 an attribute named "maxlength".
QCCR1E132626	A Microsoft Excel file exported from the Russian version of Asset Manager Windows client uses a formula that is incompatible with the Russian version of MS Excel.	The correct formula is used.
QCCR1E130154	The Log-on error message is not localized in the Chinese version of the web client.	The message is localized.
QCCR1E132955	In wizards, the label of some mandatory fields are in black instead of red.	The mandatory field label has proper color.
QCCR1E121335	Web service experiences a syntax error exception when BIO protocol is used for connector on Tomcat 8.	The error no longer occurs.
QCCR1E132916	There is no way to return to the previous page after you access the request details through Portfolio Items.	The detail page now has a Back button.
QCCR1E132472	In Web client, when OnRemoveLink is associated with an script type action, and a user clicks on the OnRemoveLink (Delete) button without selecting any record in the list, a "no such operation" message is displayed. This is a	The error message now is "This operation could not be executed: No list or record was selected".

CR	Problem	Solution
	request to make the text of the message be user friendly.	
QCCR1E133620	In the ESS-Catalog integration, Service Manager sends a request to Asset Manager Web Service via AM web proxy. The web proxy throws an exception: acPasswordKeyFilesBean is not defined.	ESS-Catalog integration works without error message.
QCCR1E130057	Full write access user cannot add alarm for a contract on the web client.	The user can add alarm now.
QCCR1E123793	Granule cache is on by default. This will consume too much memory during long time continuously operation in a production environment.	Granule cache is off by default.
QCCR1E133060	When single quota appears in the value of parameter, the script widget cannot be saved.	Script widget with single quota can be saved.
QCCR1E133257	With SSO enabled, you close the browser after logon. When you open AM web client again, an error message says "This user is already connected".	With SSO authentication, if the user is already connected in another session, the user can log on successfully in the current session and the other session will be closed.
QCCR1E132272	Record Search returns the results in multiple screens with the same screen name.	This defect has been fixed. Now the behavior is the same as Web tier, new parameter AssetManager.DisabledModules is added in the web.xml of Record search.
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".
QCCR1E133143	When you try to migrate from a database on DB2, the migration process fails with the following error:  (-2006) ODBC error: [IBM][CLI Driver][DB2/AIX64] SQL0601N  The name of the object to be created is identical to the	The migration process runs correctly and this error does not occur.

CR	Problem	Solution
	existing name \"PACDBGAP.T255_I21\" of type \"TRIGGER\".  LINE NUMBER=1. SQLSTATE=42710\r\n SQLSTate: 42710	
QCCR1E132995	When the value of \"Lists.RemoveLinkNameInHeader\" is \"true\" in property file in webtier , labels containing brackets are not correctly displayed. The brackets and the text inside are omitted on the web client .	Added following statement in document to clarify this option:  Customized field label which end with brackets will be trimmed if this option is set to true.  Example: field label Asset(Computer) will be trimmed to Asset if this option is set to true.
QCCR1E132039	The duration field in the Russian version does not pass the field validation on the Web client.	No validation error happens on duration field for Russian version.
QCCR1E132449	Web tier consumes 100% CPU resource after certain operations, even when all the users are logged out.	The performance is improved.
QCCR1E132453	Web service keeps garbage collecting after a certain period, even when all the users are logged out.	There will not be frequent garbage collecting after all users are logged out.
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 on running with WebSphere.	The main list of the screen is displayed correctly.
QCCR1E133559	An AQL widget only exports 30 records to a CSV file even if there are more than 30 records.	All records can be exported correctly.
QCCR1E135525	When a filter that contains a links is used, its LinkEdit button goes to the far right outside of the visible screen area. The horizontal scrollbar needs to be used in order to display the button and select a value.	The LinkEdit button is displayed correctly in the browser.
QCCR1E130496	The detail page is editable even if it is read-only on the	The detail page cannot be edited in read-only mode on

CR	Problem	Solution
	web client.	the web client.
QCCR1E136628	In the Asset Manager web client, "No such operation" error occurs when a user is trying to click the Duplicate or Delete button with relevant script.	No error is thrown when a user is trying to click the Duplicate or Delete button with relevant script.
QCCR1E121918	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')	Demo database can be imported to Oracle successfully.
QCCR1E136498	After you switch among tabs and refresh the screen, certain data is no longer displayed in the relevant fields.	The data is displayed correctly.
QCCR1E136825	Users are not able to see software installations linked to a portfolio item via the web client.	Users are able to see software installations linked to a portfolio item via the web client.
QCCR1E128885	The Tuning Guide does not mention the importance of backing up modified stored procedures.	The following note is added to the Tuning Guide > Tuning the database.  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.  Therefore, we recommend that you always back up the stored procedures so that you can recover the changes after such Application Designer operations.



CR	Problem	Solution
		The same rule applies to customized indexes.
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>The following description is added to the Installation Guide &gt; Installing, Configuring, and Removing Asset Manager Web &gt; Installing Asset Manager Web &gt; Updating the archive files.</p> <p><code>Documents.Downloads.OpenInBrowser.AllowedFileTypes</code></p> <p>The list of the allowed file types that can be downloaded from Asset Manager. If a file type is not in the list and you try to download it, the file will still be downloaded, however, a "_" 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>
QCCR1E133526	The changes of Java 8 for <code>-XX:MaxMetaspaceSize</code> 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.
QCCR1E135381	<p>Request to document the limitation of <code>AmExecuteActionByName</code>. In addition, the following option does not belong to the <code>AmActionExec</code> API.</p> <p>Client: A message is displayed by the web client describing the action that could have executed on the web client.</p>	<p>The option is removed. In addition, the following note is added to the documentation of the <code>AmActionExec</code>, <code>AmActionDde()</code>, <code>AmActionMail()</code>, <code>AmActionPrint()</code>, <code>AmActionPrintPreview()</code>, <code>AmActionPrintTo()</code>, <code>AmExecuteActionById()</code>, and <code>AmExecuteActionByName()</code> API.</p> <p>Note: If the API is triggered on Asset Manager web, it is</p>

CR	Problem	Solution
		executed on the web service server.
QCCR1E133551	On the web client, you cannot select a file to upload by using the "Add/Modify a Document" action.	<p>The following caution is added to the Advanced Use Guide &gt; Wizards &gt; Types of controls and associated properties &gt; The FILEEDIT control .</p> <p>On the Windows client, you can open a file browser with this control and select the file from either a local or remote directory.</p> <p>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 in the web client, the user must manually 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.</p>
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.

## Known problems, limitations, and workarounds

This software release has the following known issues and limitations.

### Issues in Asset Manager 9.50 Patch 6

Global ID	Problem	Workaround
QCCR1E133 620	In the ESS-Catalog integration, SM sends a request to AM Web Service via AM web proxy. The web proxy out an exception: acPasswordKeyFilesBean is not defined.	<p>Append the following content to the end of the &lt;beans&gt; section in the application-context.xml file of AM Web Proxy (e.g. \tomcat\webapps \ServiceCatalog \WEB-INF\classes\application-context.xml)</p> <pre>&lt;bean id="acPasswordKeyFilesBean" class="com.peregrine.ac.data.security.ACPasswordKeyFilesBean"&gt;   &lt;property name="firstPasswordFile"&gt;     &lt;bean class="org.springframework.jndi.JndiObjectFactoryBean"&gt;       &lt;property name="jndiName"&gt;         &lt;value&gt;java:comp/env/PBKDF2.Password.First.File&lt;/value&gt;       &lt;/property&gt;     &lt;/bean&gt;   &lt;/property&gt;   &lt;property name="secondPasswordFile"&gt;     &lt;bean class="org.springframework.jndi.JndiObjectFactoryBean"&gt;       &lt;property name="jndiName"&gt;         &lt;value&gt;java:comp/env/PBKDF2.Password.Second.File&lt;/value&gt;       &lt;/property&gt;     &lt;/bean&gt;   &lt;/property&gt; &lt;/bean&gt;</pre>

Global ID	Problem	Workaround
QCCR1E129 218	You are editing a record in the detail frame. If you click the same record in the list frame, a window pops up and asks if you want to leave the page.	There is currently no workaround available.
QCCR1E129 367	Tree view is changed to default mode after saving a modification in the detail frame.	There is currently no workaround available.
QCCR1E129 963	The split bar may move unexpectedly.	There is currently no workaround available.
QCCR1E128 400	On a SUSE Linux 11 server, you set up a Tomcat 8 instance with JAVA 8 (either 32-bit or 64-bit) and deploy Asset Manager Web Tier. When starting the AM Web Tier, it fails with the following error. "Error creating bean with name 'inToolReportController "'	Use Tomcat 7 and 64-bit JAVA 8 on SUSE Linux 11 to run Asset Manager Web Tier and Web Services.
QCCR1E128 407	In a RedHat Linux 5 server, you set up a Tomcat 8 instance with JAVA 8 (either 64-bit or 32-bit) and deploy Asset Manager Web Tier and Web Services . After logging on to the AM web client, it keeps on loading for a long time till timeout. In the Tomcat Log, you will find the following errors.  Invalid POST Response: Internal	Use Tomcat 7 and JAVA 8 to run Asset Manager Web Tier and Web Services on RedHat Linux 5.

Global ID	Problem	Workaround
	<p>Server Error found in the web client</p> <p>Caused by: java.io.IOException: Server returned HTTP response code: 500</p>	
QCCR1E121 535	<p>When running the statistic with the SQL name "BstValChargeBack", the following error occurs :</p> <p>ODBC error: [Microsoft][ODBC SQL Server Driver][SQL Server] Column 'amEmplDept .FullName' is invalid in the select list because it is not contained in either an aggregate function or the GROUP BY clause.</p> <p>SQLState: 37000</p>	There is currently no workaround available.
QCCR1E121 918	<p>The following error is logged when importing the demo database to Oracle:</p> <p>Oracle error: ORA-01795: maximum number of expressions in a list is 1000 ('Line 13 of script 'FINISH.Do, line 361')</p> <p>SQL statement 'delete from LastId where IdSeed IN (2607,3905,3904,3903,.....,2716,2715,2714,' could not be executed</p>	There is currently no workaround available.

Global ID	Problem	Workaround
	('Line 13 of script 'FINISH.Do, line 361''')	
QCCR1E122 993	Wrong error message shows up when adding a link to the "Field" in the Chargeback screen.	There is currently no workaround available.
QCCR1E123 811	List Data is not updated after the action " Re-calculate a software counter" is executed.	There is currently no workaround available.
QCCR1E121 335	The web service throws a syntax error exception when BIO protocol is used for connector on Tomcat 8.	There is currently no workaround available.
QCCR1E132 913	In a LW-SSO environment, you restart the web tier while there are still users connecting to the web client. After the web tier is successfully restarted, if one of these users tries to switch to another tab, another instance of the web client is opened within the detail frame of the original web client. After a while, the user is logged out.	There is currently no workaround available.

## Limitations

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

# Send Documentation Feedback

If you have comments about this document, you can [contact the documentation team](#) by email. If an email client is configured on this system, click the link above and an email window opens with the following information in the subject line:

**Feedback on Release Notes (Asset Manager 9.50 Patch 6)**

Just add your feedback to the email and click send.

If no email client is available, copy the information above to a new message in a web mail client, and send your feedback to [ovdoc-ITSM@hpe.com](mailto:ovdoc-ITSM@hpe.com).

We appreciate your feedback!