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# HP Project and Portfolio Management Center Software Version 7.1 Service Pack 4

## Release Notes

**Software version:** 7.1 SP4 / 26 October 2007

This document provides an overview of the changes made to HP Project and Portfolio Management Center (PPM Center) for Version 7.1 Service Pack 4. It contains important information not included in the manuals.

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## Installation Notes

The following steps apply to all installations of the Service Pack. [**NOTE:** If you intend to use the HP Document Management module, you should install Documentum Foundation Classes 5.3 prior to installing SP4. See the *HP Document Management Guide and Reference* at the HP Software Product Manuals site for installation instructions.]

1. Back up your database.
2. Stop the PPM Server. The Service Pack cannot be installed on an active server.
3. Copy the Service Pack file mitg-710-SP4.jar to the <PPM\_Home> directory. This is the directory where the PPM server is installed.
4. Change to the <PPM\_Home>/bin directory.
5. Start the installation using the following command: sh kDeploy.sh -i SP4
6. Follow the on-screen instructions to complete the Service Pack installation.
7. Compile the new JSP files using the following command: sh kJSPCompiler.sh
8. Start the PPM Server.

**IMPORTANT NOTE FOR DEPLOYING LANGUAGE PACKS:** If you are installing a language pack, you must follow these steps:

1. After you install a PPM Center language pack on top of the English-language PPM Center (see your language pack Readme file for installation details), you must remove the following directories:
  - a. Remove `<PPM_Home>/server/<server_name>/work`
  - b. Remove `<PPM_Home>/server/<server_name>/tmp`
  - c. If you are using a server cluster configuration, repeat steps a and b for every directory in `/server/`.
2. Recompile the JSP files.

**NOTE:** You can install this service pack before or after you install a language pack.

## Installation Considerations

**NOTE:** Due to the significant changes introduced with this Service Pack, you should back up your database prior to installing the Service Pack.

The `<PPM_Home>/conf/cache.conf` file is overwritten when you install this Service Pack. A backup copy of `cache.conf` is also created. If you have previously tuned the parameters in the `cache.conf` file, you need to reapply the settings before restarting the server.

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## Enhancements and Fixes in Service Pack 4

The following enhancements and certifications were added to Service Pack 4:

- A manager of a resource pool can no longer edit information for a user who is not directly managed by him or her.
- Support for Documentum 5.3 SP2 for HP-UX 11i v2. See the *System Requirements and Compatibility Matrix* for details.
- Support for HP-UX 11i v3. See the *System Requirements and Compatibility Matrix* for details.

The following items (identified by error tracking number) are fixed in the current software release.

<b><u>Tracking No.:</u></b>	Brief description of problem
0	Demand Management: The Detailed Search page did not open after clicking the Detailed Search button in the “Add Reference: Project” window. (195233)
1-194405410	Time Management: In some circumstances, users were able to create multiple time sheets for the same time period even when the global time sheet policy was set to prohibit that. (190456)
1-404587713	When editing portlet preferences, where many values were selected from an auto-

complete list (resulting in more than 1500 characters), the portlet returned a blank page when Save was clicked. The problem was resolved by upgrading the Oracle JDBC driver to version 10.2.0.1.0. (183760)

1-475544863 Org Units displayed the names of users who had been disabled (there was no indication that the users had been disabled). (180856)

1-523589915 The Import User report imports and enables LDAP users that are disabled in Active Directory and enables them in PPM Center.

To prevent such disabled users from being enabled in PPM Center, follow these steps:

Locate your integrations/ldap/LdapAttribute.conf file.

Add the following mappings under the @BASIC\_PROPERTIES section:

```
LDAP_ACCOUNT_CONTROL=userAccountControl
LDAP_ACCOUNT_CONTROL_FLAVOR=MS_AD
```

Note that "userAccountControl" is a default name of the attribute. Your attribute name might be different. (186397)

1-575252653 Drill down portlets: When drilling down into the Resource Pool and Staffing Profile list portlets, "/itg/" was not appended to the URL, resulting in a Page Not Found error. (193108)

1-578565943 Performance: Improvements were made to the knta\_notes query. (194689)

1-585082611 An error message appeared when attempting to add a value to the Region field of the Currency Text validation. (192200)

1-590828681 An error appeared when attempting to view a project from the View Program Cost tab. (191851)

1-597031127 Resource Management: A loop existed (which could only be escaped by clicking another item in the menu bar) between the overview page of a resource pool and the Resource Load Breakdown page. (196741)

1-608929381 Demand Management: Dates on requests were different than notifications created for the requests (requests used PDT, the notifications used PST). (194691)

1-615002843 Time Management: When reworking a time sheet, if you entered effort on a task greater than 100%, and then you adjusted the effort to 100% and attempted to save the time sheet, a %COMPLETION REQUIRED error appeared. (194300)

1-619716963 Export to Excel: If you searched more than a 1000 tasks and then you attempted to export the results to Excel, an error message appeared. (193899)

1-626120433 When using Microsoft Active Directory as an LDAP server, PPM Center had problems with the paging results process of the LDAP query. Beginning with SP4, PPM Center can page results of the LDAP query. You can retrieve the results in multiple chunks (pages) instead of one big chunk. To control the size of the page, use the following server.conf parameter:

```
com.kintana.core.server.LDAP_PAGE_SIZE
```

This parameter specifies the number of records per page. If this parameter set, PPM Center pages the results of the query. If this parameter is not set, PPM Center attempts to retrieve the records all at once. (195990)

- 1-630928923 Reporting: In some situations, the Notification History report showed that a notification was sent more than was actually the case. (196086)
- 1-658606413 Time Management: Users with a future start date received a delinquent time sheet notification prior to the actual start date. (195394)
- 1-658919153 A query using the REQ.MOST\_RECENT\_NOTE\_TEXT token caused performance problems. (195678)
- 1-662694623 There were problems migrating a work plan between two instances. (195963)
- 1-667985143 Time Management: For instances with a large number of users (thousands), delinquent time sheet notifications were not sent to all users who should have received the notifications. (195740)
- 1-669983733 When using ksc\_create\_work plan to create a work plan from a template, an error message appeared. (196267)
- 1-671827597 Project Management: Users without a Demand Management license were unable to access requests attached to a project (PFM) request. With SP4, only a Project Management license is needed to access such attachments. (196782)
- 1-674316135 When a PFM - Proposal request created a PFM - Project request, table component data was not copied from one request to the other. (196080)
- 1-676275423 Project Management: Performance improvements were made for saving changes to project types, especially for types that have a large number of projects. (196728)
- 1-678302953 Resource Management: In the Resource Request portlet, the Position Status auto-complete list did not display any values. (195811)
- 1-678321423 Resource Management: In the Analyze Resource Pools portlet, when Time Period was set to Year, an error message appeared. (195813)
- 1-682649376 After an upgrade, an "Unable to serialize Menu cache" error message appeared. (196110)
- 1-686220763 Budgets, Export to Excel: On Export to Excel, Period Names could be interpreted incorrectly by Excel. Beginning with SP4, Excel treats Period Names as purely text, and Excel does not attempt to convert the names to dates. (196787)
- 1-688090183 Project Management: An error message appeared when a user attempted to modify a task and the browser language was set to be a non-English language. (196196)
- 1-688293743 After upgrade, it was not possible to open the Excel (.xls) template in <PPM\_HOME>/server/<SERVER\_NAME>/deploy/itg.war/web/knta. (196531)
- 1-689009523 Project Management: It was not possible to assign multiple project managers under Configure Participants on the Project Overview page. (196484)
- 1-690190163 Staffing Profiles, Export to Excel: Period labels were not rendered correctly when a staffing profile was exported to Excel. (197056)

1-692995593	Project Management Web Services: Regarding projects with tasks whose status is Pending Predecessor, the WSDL was missing the pending-predecessor item in the definition of the task status. (196268)
1-698222343	An Oracle error occurred during a Cost Rule search when there was only one value specified in a filter field. (196671)
1-699069713, 1-700685022	When creating a new project, status dependencies for the Not Submitted status were not being enforced. (196607)
1-700872243	Creating or copying regional calendars failed when there were more than 100,000 regional calendars in the system. (197005)
1-701820413	Project Management: Spawning a project from a request may result in an InvocationTargetException error. (197004)
1-713152383	Project Management: Changing the Microsoft Project Integration settings for a project may have resulted in not being able to opening the project. An error message would appear when attempting to open the project. (197073)
1-714440123	Resource Management: Linking a Staffing Profile to a child Org Unit that inherits its Region information from a parent Org Unit resulted in an error. (197053)

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## Enhancements and Fixes in Previous Service Packs

The following enhancements were added to **Service Pack 3**:

- Support for Oracle 10.2.0.3. See the *System Requirements and Compatibility Matrix* for details.

The following items (identified by error tracking number) were fixed in Service Pack 3.

<b>Tracking No.:</b>	Brief description of problem
NA	Numerous fixes to Batch Update.
1-639333183	Performance improvements were made when searching for time sheets to approve. (194420)
1-654688433	Project Gantt portlet preferences: An error message appeared when setting the “Display to the left” option. (195330)
1-648885963	In PFM Project Requests with ACL validations, the ACL results window opened at the top or bottom of the request. (195741)
1-657724277	Staffing Profiles: The default Allocation of Weeks could not be changed (RM_DEFAULT_PERIOD_TYPE could not be set to other values). (195344)
1-666847333	Bubble chart portlets: When bubbles overlapped, it was not possible to drill down to the next level. (195834)

1-630975723 Dashboard modules: In some situations, adding modules created by other users resulted in corrupted modules, which could not be deleted. (194439)

1-648811687 Time Sheets: When copying time sheets that included activities for project tasks, the activities were not copied. (194862)

1-665079113 Time Sheets: When copying time sheets, the charge codes for override rules were not copied. (195439)

1-657302263 Analyze Resource Pool portlet: The resource pool name did not display correctly (it was truncated) on the View Data Table page. (195334)

1-656595383 Duplicate entries appeared in the Resource Request portlet. (195332)

1-332236850, 1-531412513 Deployment Management: The TRANSFER\_PATH parameter did not work properly. (168450)

1-600279823 Project Management: Changes in Scheduled Start Date and Scheduled Finished Date sometimes failed. (193256)

1-663302343 The PM\_UTILS.GET\_TASK\_ANLC function was calculating labor, not non-labor, costs. (195392)

1-659159199 Analyze Assignment Load portlet: The portlet did not display the capacity of parent resource pools in addition to child resource pools. (195331)

1-421937973, 1-525478357 Reports: The Compare File System Environments report did not work. (175633)

1-604796083 An error appeared in Request List portlets after an upgrade, and when com.kintana.core.server.ENABLE\_PORTLET\_FULL\_RESULTS\_SORTING= true. (193472)

1-529413694 In certain cases where "Date field" was configured as one of the fields for a Search request, the error "ORA-01722: invalid number" appeared. (189454)

NA Logon page: MAX\_LOGON\_TRIES did not always work correctly. (194078)

1-523503753 When running a user import report, if the Disable Users Not Imported option was set to Yes, existing PPM Center users not imported by the the report were disabled, including the admin. (186350)

1-653465763 Project managers with a Gantt default work plan view were unable to open work plans. (195414)

1-572364233 Project Budget and Staffing Profile vs. Actuals portlet: Not all Green Health projects were displayed. (191059)

1-602085423 Request Header Type: The Notes history displayed Code instead of Meaning value. (193323)

1-558457483 A new server.conf parameter has been introduced to control LDAP dereferencing. If LDAP\_ENABLE\_DEREFERENCING is set to "NO", then dereferencing is disabled. By default, dereferencing is enabled. (190677)

For more details about LDAP dereferencing, see:

<http://java.sun.com/products/jndi/tutorial/ldap/misc/aliases.html>

- 1-648877043 PFM Proposal: After creating a PFM-Proposal request, and then attempting to create an associated budget or staffing profile, an error message appeared that indicated another user was updating the request. In addition, the staffing profile did not get attached to the request. (194956)
- 1-653465911 Performance improvements were made to the Analyze Resource Load page. (195472)
- 1-630795323 Export to Excel: Project work plans in which task names included French accents did not display correctly when exported. (194469)
- 1-537276963 Migrating entities: There were issues with migration in clustered environments. To migrate in clustered environments, follow these guidelines: Migrations to or from a clustered environment should always use primary server. Though the migration can be performed using any PPM Center instances, the source and destination must be the primary of each respective server. The primary server is defined as the one configured to be the primary server in the server.conf file. Also, a TRANSFER\_PATH configuration will be ignored. All migration will be performed to and from /transfer. (187741)
- 1-608439633 It is possible to attach a very large attachment (greater than 50 MB) to a request. (195158)

The following enhancements were added to **Service Pack 2**:

- Support for German and Korean Language Packs.

The following items (identified by error tracking number) were fixed in Service Pack 2.

**Tracking No.:** Brief description of problem

- NA PPM Center scripts did not work with the latest version of Cygwin due to the change in the way that text files are handled by default in a bash shell. (186449)
- 1-630129263 Resource Management: In staffing profiles with multiple lines of Unmet Demand, when sending resource requests, a Response Needed By date appeared to be required for positions that were not selected. (194814)

The following enhancements were added to **Service Pack 1**:

- Support for Oracle 9.2.0.8. See the *System Requirements and Compatibility Matrix* for details.
- Request batch update feature. You can search for requests of a particular type and update an entire set of requests at the same time instead of updating each individual request.

To use the request batch update feature, search for requests that you're interested in updating. On the Request Search Results page, select the requests that you want to update, and click the Update button.

Note the following for the request batch update feature:

- Only one request type is supported for batch update.

- You can update standard request fields (such as text fields, date fields, and lists), workflow actions, and you can add notes to requests. Complex components such as attachments, table components, and entity chooser components (such as staffing profiles and budgets) cannot be updated using batch update.
- If all of the requests in the batch are active at the same workflow step, you can take action on that step for all of the requests. You can update only one active workflow step at a time.

The following items (identified by error tracking number) were fixed in Service Pack 1.

<b><u>Tracking No.:</u></b>	<b>Brief description of problem</b>
1-598946713	Project Management: Saving a Project Type took a significant amount of time. (192881)
1-583357803	When using the resource finder in staffing profiles, resources could be assigned regardless of security settings. (193423)
1-597778533	When Manage Pool Capacity was selected for a resource pool associated with a region with a regional calendar that included a month without any working days, an error appeared. (192559)
1-614942163	Resource Management, Staffing Profiles: An error appeared when clicking “Change header” for a Staffing Profile if the associated project had a finish date later than December 2012. (193724)
1-563836423	Project Management: An error appeared when running the Project Status Detail Report with no filters, and with a large number of projects included in the report. (180615)
1-340247380	Microsoft Project Synchronization: The value for Scheduled Effort was incorrect when Actual Effort was modified for a project for PPM and then synchronized with Microsoft Project. (170195)
1-587358023	The licenses of disabled users from a previous version were counted toward the total license number upon upgrade. (191296)

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## Known Issues

- The PPM Center—Quality Center integration does not work with Quality Center version 9.2 unless you install Quality Center version 9.2 Service Pack 1 Patch 4 or later (tracking number 1-695569813). However, although the general integration works after you install the patch, the link to Quality Center attachments and the Quality Center email notifications for integration events do not work.
- On systems with a high number of mount points, the installation or upgrade process can get stuck. You may see a message such as “Verifying File System Sanity” or “Checking the sanity of the HP PPM Server home directory.” The problem is that the installer or upgrade utility calls the 'mount' program and tries to analyze its output. If the output is 4096 or more characters long, the process hangs.

To verify that this is the problem, run the following command:

```
ps -fe | grep mount
```



If a mount process is running, this is the likely cause.

To fix the problem: Kill the mount process, and the installation or upgrade can continue. You will need to kill the mount process every time you install or upgrade.

To prevent this problem from occurring before you start to install or upgrade PPM Center: Run the following command:

```
mount | wc -c
```

The result is a number. If the number returned is 4096 or higher, unmount some file systems until the command returns a number less than 4096. The installation or upgrade will run without hanging.

- If you are installing the Korean Language Pack: You need to make certain changes to avoid potential font display problems when using JRE 1.4.2 to run the Workbench. Follow these steps:
  - 1 Install the Korean fonts.
  - 2 Navigate to the <JRE\_HOME>/lib folder.
  - 3 Make a backup of the font.properties.ko file.
  - 4 Rename the original font.properties.ko file to font.properties.
  - 5 Close all browsers and restart the Workbench.
- Migrating entities with Korean or Japanese characters using SSH: This works only when using the environment set in the server.conf.SERVER\_ENV\_NAME parameter as the Source environment.
- Migrating entities in all languages except Korean and Japanese: This works only when using the environment set in the server.conf.SERVER\_ENV\_NAME parameter as the Source environment. For Korean and Japanese, you must use SSH.

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## Support

### Mercury Product Support

You can obtain support information for products formerly produced by Mercury as follows:

If you work with an HP Software Services Integrator (SVI) partner ([http://h20230.www2.hp.com/svi\\_partner\\_list.jsp](http://h20230.www2.hp.com/svi_partner_list.jsp)), contact your SVI agent.

If you have an active HP Software support contract, visit the HP Software Support site and use the Self-Solve Knowledge Search to find answers to technical questions.

For the latest information about support processes and tools available for products formerly produced by Mercury, we encourage you to visit the Mercury Customer Support Web Site at: <http://support.mercury.com>.

HP-Mercury Software Support web site at: [http://www.hp.com/managementsoftware/mercury\\_support](http://www.hp.com/managementsoftware/mercury_support).

Contact your HP Sales Representative if you have additional questions.

## HP Software Support

You can visit the HP Software Support web site at:

<http://www.hp.com/managementsoftware/services>

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Search for knowledge documents of interest

Submit and track support cases and enhancement requests

Download software patches

Manage support contracts

Look up HP support contacts

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Enter into discussions with other software customers

Research and register for software training

Most of the support areas require that you register as an HP Passport user and sign in. Many also require a support contract. To find more information about access levels, go to:

[http://www.hp.com/managementsoftware/access\\_level](http://www.hp.com/managementsoftware/access_level)

To register for an HP Passport ID, go to:

<http://www.managementsoftware.hp.com/passport-registration.html>

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