
HP Project and Portfolio Management Center

Release Notes

Software version: 9.14.0004 / November 2012

This document provides an overview of the changes made to HP Project and Portfolio Management Center (PPM Center) for version 9.14.0004. It contains important information not included in the manuals.

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Important Announcement – PPM Center Patch Release Strategy Change Post 9.14



Dear Valued PPM Customer,

Starting with the release of PPM Center version 9.14, we are making significant changes to our patching strategy based specifically on feedback received from our customers. The feedback we've received is that our current patches are released too far apart, the effort required to implement and validate is resource intensive and time consuming, and the patches generally have too much impact in order to be easily adopted.

Post 9.14, we will begin delivering smaller, more frequent patches containing only defect fixes. These patches will be 100% focused on the specific issues reported by our customers and will generally be delivered every few months as needed. With this approach we will be able to provide more frequent solutions to customers with less impact, effort, and time effort required to implement. From a versioning standpoint, these patches will not increase the base version number, but will add an extension to it. The first patch after 9.14 is 9.14.0001 in accordance with HP's software versioning policy.

In between patch releases we will continue to issue hot-fixes for situations involving Severity 1, production down, critical issues without workarounds. These hot-fixes will be rolled into the next available patch. We will not issue hot-fixes on older PPM Center versions when a solution is readily available in a newer patch. Enhancement requests will be prioritized for inclusion in Major (that is 10.0) and Minor (10.1) releases only.

On behalf of HP PPM Center Product Management, R&D, and Support, we sincerely appreciate you as a PPM Center customer and your feedback. We're excited to implement this new format and to help our customers more easily keep current with our latest and greatest product.

Thank you very much,

HP Software Support
Project and Portfolio Management Center

Protecting Your Deployment from Security Vulnerabilities

Make sure you take the necessary precautions to protect your PPM Center deployment from general security vulnerabilities, especially those related to Web server and related infrastructure vulnerabilities. Patch and configure your Web server's operating system, and DNS servers to prevent malicious attacks that could put your organization and data at risk. You can take such steps as disabling unused ports or enabling SSL in your environment. Consult your Web server vendor for the latest patches to prevent harmful attacks such as cross-site scripting.

In This Version

PPM Center version 9.14.0004 includes defect fixes since version 9.14.0003 in addition to PPM Center version 9.14, 9.14.0001, and 9.14.0002. For details, see the [Fixes](#) section.

Documentation Updates

The first page of this release notes document contains the following identifying information:

- Version number, which indicates the software version.
- Publish date, which changes each time the document is updated.

To check for recent updates or to verify that you are using the most recent edition, visit the following URL:

<http://h20230.www2.hp.com/selfsolve/manuals>

This site requires that you register for an HP Passport and sign-in. To register for an HP Passport ID, go to:

<http://h20229.www2.hp.com/passport-registration.html>

Or click the **New users - please register** link on the HP Passport login page.

You will also receive updated or new editions if you subscribe to the appropriate product support service. Contact your HP sales representative for details.

NOTE: To view files in PDF format (*.pdf), Adobe Acrobat Reader must be installed on your system. To download Adobe Acrobat Reader, go to the following web site:

<http://www.adobe.com/>

Installation Notes

This procedure includes steps that are valid for PPM Center version 9.14.0004.



PPM Center version 9.14 is required before you can apply version 9.14.0004 on top of it.

To install version 9.14.0004:

- 1 Back up your database.
- 2 Stop the PPM Server. The patch cannot be installed on an active server.
- 3 Copy the patch file `ppm-914-patch0004.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 patch0004
```
- 6 Follow the on-screen instructions to complete the patch installation.
- 7 Start the PPM Server.

NOTE:

HP recommends that you back up your customized files including scripts before applying version 9.14.0004.

Certifications and Fixes

Certifications

The following additional certification is added in PPM Center version 9.14:

- Oracle 11.2.0.3 (Standard/Enterprise Edition) (RAC and Non-RAC) support for all PPM Server platforms
- Oracle Enterprise Linux (OEL) version 5 (Red Hat Enterprise Linux Clone) support as PPM Server platform
- Red Hat Enterprise Linux 6 support as PPM Server platform

For details, see the *System Requirements and Compatibility Matrix*.

Fixes

Fixes in Version 9.14.0004

Admin Tools

Tracking Number	Problem
N/A	Unable to generate baseline files for triggers, indexes, and seeddata. (QCCR1L49010)
4642033487	Error when applying PPM Center version 9.14.0002. (QCCR1L48685)

Costing – Project Cost Rollup

Tracking Number	Problem
4638977794	Nodes continually receive OutOfMemory errors and heap dumps. (QCCR1L48909, QCCR1L48908) To address this problem, a new server configuration parameter <code>COST_ROWS_BATCH_SIZE</code> has been added. Administrators can change its value in the <code>server.conf</code> file to determine the batch size of Cost Rollup Service. By default, the value is set to 1000. Administrators can set a smaller value if the Cost Rollup Service is consuming too much memory.
4635671810	Financial summaries for assets do not include actual costs from closed time sheets. (QCCR1L45349, QCCR1L45185)

Demand Management

Tracking Number	Problem
4642156234	Numeric fields in a table component do not align to the right in the View mode. (QCCR1L48809)
4641562917	After PPM Center is upgraded to version 9.14.0002, UI rule with “greater than” dependency fails when user’s Regional Settings is set as Portuguese. (QCCR1L48646, QCCR1L48293)

Tracking Number Problem

N/A	Error when copying a request. (QCCR1L49021)
4641496530	Unable to trace PPM Center pages. (QCCR1L48901) Administrators can now trace PPM Center pages with a newly introduced SQL tracer tool. For details about the solution, see Trace PPM Center Pages with SQL Tracer Tool .

Platform

Tracking Number Problem

4636760036	Issue with Date Selection in PPM Workbench. (QCCR1L49001, QCCR1L45183)
4636374978	Expensive SQL queries found in AWR report after upgrading PPM Center from version 7.5 to version 9.12. (QCCR1L49011, QCCR1L45009)
N/A	Fail to apply PPM Center version 9.14.0003 on Solaris. (QCCR1L48899)
4637625828	Error when opening PPM Center version 9.13 in a browser of non-English version. (QCCR1L48006, QCCR1L45458)

Program Management

Tracking Number Problem

4639439582	Associated Programs field on the Project Details tab displays “#@#” between program names. (QCCR1L48503, QCCR1L48501)
4636205008 4638363192	SPI/CPI is rounded in EV Analysis after upgrading to version 9.12. (QCCR1L48927, QCCR1L45019)

Project Management

Tracking Number Problem

4642389720	Fail to create projects from proposals occasionally. (QCCR1L48974, QCCR1L48973)
4642453348	Baseline comparison fails if a completed project is compared with a baseline created before the project is completed. (QCCR1L49009, QCCR1L48957)
4641093190	Rows on the Excel spreadsheet are not displayed correctly after exporting a financial summary to Excel. (QCCR1L49035, QCCR1L47784)
4635388364	When a resource and a contributor log time against the same task, an exception appears on the Schedule tab of the Task Details page. (QCCR1L48702, QCCR1L45131)
N/A	Warning appears when the workplan is rescheduled. (QCCR1L48232, QCCR1L12772)
N/A	MSP integration: For a project that is set up as “shared control”, the PPM schedule exception messages are not accurate. (QCCR1L49115)

Portfolio Management

Tracking Number Problem

4637539706 4637785769	Portfolio attribute of Portfolio Management entities is not displayed correctly after upgrading PPM Center to version 9.12. (QCCR1L48351, QCCR1L45733)
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Resource Management

Tracking Number Problem

4641341277	Incorrect data on the View Resource Breakdown page when clicking Assignment Details in the Analyze Assignment Load portlet. (QCCR1L49028, QCCR1L48943)
4640093059	Hours in the assignment are doubled when adding a position to a staffing profile. (QCCR1L48022, QCCR1L48020)
4641227247	Incorrect FTE count when using scenario comparison. (QCCR1L48704, QCCR1L48121)
4638857798	Error when saving the assigned resource name in the Notification tab of a task for the second time: "Data Entry Error Resources: has an invalid input or input has more than one match." (QCCR1L48831, QCCR1L46585)

Time Management

Tracking Number Problem

4641942850	Users with apostrophe in their names cannot add notes to time sheets. (QCCR1L48488, QCCR1L48468)
4636402169	Error when running TM-PM Sync Service. (QCCR1L48981, QCCR1L46640)
4636402169	Error when saving a time sheet whose time sheet lines have been changed in another time sheet. (QCCR1L48982, QCCR1L46839)

Fixes in Version 9.14.0003

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

Dashboard

Tracking Number Problem

4641677546 4638724602	Error when importing a new module. (QCCR1L48098, QCCR1L48014)
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Demand Management

Tracking Number Problem

4637260154	Impossible to open the logs from the standard GUI. (QCCR1L47622, QCCR1L45220)
4640815666	Null messages emerge in server log file. (QCCR1L47705, QCCR1L47703)
4640332335	Java error when clicking Add Resource button. (QCCR1L47851, QCCR1L47850)

Tracking Number Problem

4640701873	Data in table KINTA_PENDING_REFERENCES keeps increasing. (QCCR1L47955, QCCR1L47803)
4638976939	Error when performing mass update to change a field. (QCCR1L47518, QCCR1L47517)
4640118548	Incorrect alignment of HTML field table caused by the validation Text Area. (QCCR1L48208, QCCR1L48207)
4640387551	Table rules do not work properly after upgrading to PPM Center 9.14. (QCCR1L48469, QCCR1L48048)

Deployment Management

Tracking Number Problem

4640859989	After updating to PPM Center 9.14, the beforehand working procedures suddenly fail. (QCCR1L47867, QCCR1L47770)
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Platform

Tracking Number Problem

4640796311	Log messages from possible leftover debugging messages. (QCCR1L47733, QCCR1L47631)
4639310159	Failure to receive all the report notification emails of Schedule Report. (QCCR1L47556, QCCR1L47153)
4640888401	Login password problem when SSL and ENABLE_SSL_LOGIN are enabled. (QCCR1L48268, QCCR1L48044)
4640888401	Out-Of-Memory error caused by Exception Rule Service. (QCCR1L48352, QCCR1L45255)

Project Management

Tracking Number Problem

4637141726	Performance issue with editing Workplan page and opening Financial Summary page. (QCCR1L47154, QCCR1L46989)
4640856258	Active projects do not appear in search projects results. (QCCR1L47861, QCCR1L47676)

Resource Management

Tracking Number Problem

4639961987	Security group setting on a report type no longer restricts users when they are added to the "Direct Members" of an org unit. (QCCR1L47835, QCCR1L47080)
4641204805	Cost Categorization field is not required when creating a staffing profile from Project Details tab. (QCCR1L48145, QCCR1L48063)

Time Management

Tracking Number	Problem
4638899174	When creating a time sheet by copying an existing time sheet, the disabled activities of the existing time sheet are also copied. To solve the problem, a new check box is added on the Copy Time Sheet page, so that you can decide whether or not the disabled activities are copied. (QCCR1L46343, QCCR1L46342)
4641566025	Some time sheet queries produce high load on user's database. (QCCR1L48187)
N/A	TM Approve Evaluation Service does not purge the dropped table TM_PENDING_APPROVERS_EVALS_GT. (QCCR1L47747)
46440249557	Error when users with an apostrophe in their names add items to their time sheets by using Add Items or Suggested Items. (QCCR1L48338)
N/A	Performance issue with Suggested Items list running. (QCCR1L48071)

Fixes in Version 9.14.0002

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

Demand Management

Tracking Number	Problem
4640947957	After deployment of 9.14.0001, no advanced search possible with more than one request type. (QCCR1L47663)

Installer

Tracking Number	Problem
4640871384	Compiling errors when deploying 9.14.0001 patch on top of 9.14 instances. There are some errors related to JSP compilation in the utility_portlets.war. (QCCR1L47722)

Platform

Tracking Number	Problem
4640581385	Issue with the rule checking date validations. (QCCR1L47512, QCCR1L47411)

Fixes in Version 9.14.0001

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

Costing

Tracking Number	Problem
4627627416	One of PPM Center nodes fails after OutOfMemoryError: GC overhead limit exceeded error. (QCCR1L45943)

Tracking Number Problem

4638536089	Forecast information is not rolled up to financial summaries. (QCCR1L47076, QCCR1L46889)
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[Dashboard](#)**Tracking Number Problem**

4636121292	Problem with the “Export to Excel” option. When exporting a list portlet to Excel that contains date column, some regional settings cannot recognize the abbreviated names of months in the dates. For example, French regional settings cannot recognize dec., avr., nov., oct., sep., and so on. (QCCR1L46346, QCCR1L45021, QCCR1L46318)
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4639007213	Users are not able to reset their passwords in 9.12 when server parameter LOGON_METHOD is set to LOGIN_ID. (QCCR1L46489, QCCR1L46457)
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4633404067	Column text not displaying full text (column text needs to be wrapped) in multiple rows. (QCCR1L47077, QCCR1L43624)
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4637415787	Export to PDF error. (QCCR1L47097, QCCR1L46174)
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[Demand Management](#)**Tracking Number Problem**

4637885017	Problem with unknown trigger when logged in PPM Center with language set to French. (QCCR1L46352, QCCR1L45985)
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4638364886	Different behaviors with the same Access Grant between PPM Center version 9.13 and version 7.5. (QCCR1L46393)
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4638110040	Rules launched incorrectly when a user accesses a request in a status not included in dependencies if the request type is defined in Spanish and the user has not modified access on changed filed. (QCCR1L46497, QCCR1L45791)
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4638866763	Problem with “Apply before transition” rules in a request. (QCCR1L46584, QCCR1L46470)
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4639586530	Date field is adding time zone. (QCCR1L47100, QCCR1L46812)
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4639605483	Wrong Auto Population of date field with Date and Time validation. (QCCR1L47101, QCCR1L46694)
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4633449874	KCRT_REQ_HEADER_DETA_30251_1 trigger fails after PPM Center 8.03 installation. (QCCR1L47195, QCCR1L43165)
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[Deployment Management](#)**Tracking Number Problem**

4637968617	The KDLV_PACKAGES_INT.set_parameter_meaning function is not returning correct value when validation uses SQL queries. (QCCR1L46791)
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4637471274	File Chooser displays wrong file name results. (QCCR1L46792)
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4638121918	Directory Chooser validation when used in Deployment Reports fails with SCP2. (QCCR1L46794)
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Tracking Number Problem

4630739721
4630789530 Getting Java Error in Migration. (QCCR1L47063, QCCR1L42911)

Integrations**Tracking Number Problem**

4609665268 Issue with Export to Excel and Swedish formatting. (QCCR1L47095, QCCR1L24939)

Platform**Tracking Number Problem**

4630015003 PPM Center 8.02 does not always generate HTTP redirects according to server parameter BASE_URL.

To solve the problem, a filter is added to generate redirect URL based on BASE_URL, so any redirect would be sent to the correct target even in a reverse proxy enabled environment. (QCCR1L46348, QCCR1L44935)

4636563931 Error when importing attributes. (QCCR1L46695, QCCR1L46426)

4640071837 Time sheet OOB queries are consuming the DB resources. (QCCR1L46942, QCCR1L46940)

4637625828 HTTP Status 500 when opening PPM Center with non-English locale. (QCCR1L47015, QCCR1L45458)

4640153066 Error: Cannot open connection. (QCCR1L47196, QCCR1L47172, QCCR1L47200, QCCR1L47198)

Project Management**Tracking Number Problem**

4637495636 Error/warning is missing when users update the Activity of an existing task. (QCCR1L46576, QCCR1L45460)

Program Management**Tracking Number Problem**

4640079461 Program Financial Summaries does not show correct Actual Costs. (QCCR1L47107, QCCR1L47106)

Resource Management**Tracking Number Problem**

4637874526 Default search of resource finder not working as expected. (QCCR1L46350, QCCR1L45609)

4636915903 Search resource pool in the Add Position page of Staffing profile shows a blank page. (QCCR1L46546, QCCR1L46097)

4626079433
4632104098 If there is a Parent and Child relationship for Resource Pools being used in a Staffing Profile, duplicate entries are shown for the Parent's Resource under

Tracking Number	Problem
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4633006731	“Additional Staffing Profile Assignments”. (QCCR1L47208, QCCR1L39719)
4634994807	
103433630454	

Time Management

Tracking Number	Problem
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4637756372	Min/Max enforcement does not work as expected. (QCCR1L46349, QCCR1L45605)
4638537175	Error while saving time sheets with imported users and imported time sheets. (QCCR1L46354, QCCR1L46109)
4638623026	Clicking URL on the Work Allocation Details report shows error. Missing “/itg” part. (QCCR1L46475, QCCR1L46474)
4636070383	Actual start date of a task in My Tasks portlet is incorrectly displayed. (QCCR1L47099, QCCR1L47098)

Known Problems, Limitations, and Workarounds

The following problems and limitations are known to exist in PPM Center version 9.14.0001 and 9.14.0003 (or other software, as indicated). The problems are categorized by the affected product area. If a problem has an assigned internal tracking number, that tracking number is provided (in parentheses) at the end of the problem description.

Known Problems, Limitations, and Workaround in Version 9.14.0003

Time Management

PROBLEM	<p>One of PPM Center nodes fails after <code>OutOfMemoryError: GC overhead limit exceeded error</code> (When TM Approver Evaluation Service is processing records for 'OVR_ID' with no OVR_WORK_ITEM_SET_ID and OVR_WORK_ITEM_ID, or when the service is processing record for huge projects, all time sheet lines for all tasks will be read into memory. If there are many time sheet lines, an <code>OutOfMemoryError</code> is returned.)</p> <p>The solution provided for QCCR1L46160 will re-evaluate time sheet line approvers in batches to avoid performance issue and the <code>OutOfMemoryError</code> caused by TM Approver Evaluation Service.</p> <p>However, the solution may create many temporary tables in the Oracle recycle bin. The temporary tables may fill Oracle recycle bin and consume disk space, which in turn may cause the database host machine running out of disk space. (QCCR1L46160)</p>
WORKAROUND	<p>Clean Oracle recycle bin periodically.</p> <ul style="list-style-type: none">• To view the Oracle recycle bin content, run the following command from sqlplus: <code>SQL> SHOW RECYCLEBIN;</code>• To clean temporary table <code>TM_PENDING_APPROVERS_EVALS_GT</code> from the Oracle recycle bin, run the following command from sqlplus: <code>SQL> PURGE TABLE TM_PENDING_APPROVERS_EVALS_GT;</code>• To clean all the content of Oracle recycle bin, run the following command from sqlplus: <code>SQL> PURGE RECYCLEBIN;</code>• To get a hot fix for this issue, contact HP Software support.

Document Management System

PROBLEM	<p>After upgrading to PPM Center 9.14, leaving the Documentum DMS untouched, the user cloned the database of PROD to DEV and TEST instances, and added lots of documents on the DEV and TEST instances, which caused serious problem as DEV and TEST instances are also integrated to the same Documentum Doabase. (QCCR1L48474)</p>
WORKAROUND	<p>Since PPM Center version 9.13, the DMS Configuration is stored in database, and the file <code>dms.conf</code> is ignored, unless the DMS configuration is missing from database (in which case the configuration will be read from <code>dms.conf</code> and saved in the database on first server startup). For detailed solution, see Warning Regarding DMS Configuration and PPM Center Database Dump and Cloning.</p>

Known Problems, Limitations, and Workaround in Version 9.14.0001

Dashboard

LIMITATION	PPM Center reserves words “APPLICATION” and “APPLICATION_CODE” for internal use. Therefore, you may experience issues if you use either of the words as token for any custom field. (QCCR1L46357, QCCR1L46231)
WORKAROUND	Do not use words “APPLICATION” and “APPLICATION_CODE” as token for custom fields in any request type.

Integrations – Documentum

PROBLEM	<p>Upgrade of PPM Center integration with Documentum fails with the following exception if a user in the PPM Center table KNTA_USERS (in the Username column) has the same name as the Documentum super user that you use to perform the upgrade:</p> <pre>com.kintana.dms.server.tools.DocumentumIntegration:2012/05/09-11:07:23.632: CREATE_ITG_DOC_TYPE_STEP-20: Object Type existed. We are not dropping this object type. com.kintana.dms.server.tools.DocumentumIntegration:2012/05/09-11:07:40.961: DEMOTE_SUPER_USER_STEP-30: [DM_QUERY_E_BAD_GROUP_SAVE]error: "CREATE or ALTER GROUP: Unable to save the group." DfException:: THREAD: Thread-33; MSG: [DM_QUERY_E_BAD_GROUP_SAVE]error: "CREATE or ALTER GROUP: Unable to save the group."; ERRORCODE: 100; NEXT: DfException:: THREAD: Thread-33; MSG: [DM_GROUP_E_INSUFFICIENT_PRIVILEGE]error: "The current user has insufficient privileges to save or destroy the docu group object."; ERRORCODE: 100; NEXT: null ...</pre> <p>(QCCR1L47440)</p>
WORKAROUND	<p>If you want to use the Documentum super user account to perform the upgrade,</p> <ol style="list-style-type: none">1 Rename the user name in the PPM Center table KNTA_USERS before the upgrade.2 Grant Super User privilege to the Documentum super user account manually.3 Run <code>kConfig.sh</code> to upgrade Documentum DMS again.4 After the upgrade, you can change the PPM Center user name in the KNTA_USERS table back to the original one.

Documentation Errata

The following items are listed incorrectly in the documentation.

Contents of the sample `uriworkermap.properties` file are not complete

LOCATION: *Installation and Administration Guide (Second Edition)*, version 9.10, page 142

ERROR: Under the heading *Configuring the uriworkermap.properties File on Microsoft IIS and Apache-Based Servers*, contents of the sample `uriworkermap.properties` file are not complete.

CORRECTION: The following lines shall be added after the line “`/dashboard/*=load_balancer`”:
`/reports/*=load_balancer`
`/logs/*=load_balancer`
`/pdf/*=load_balancer`

The function `setStatus (String newStatus)` mentioned in the *Solution Integrations Guide* is not working

LOCATION: *Solution Integrations Guide*, version 9.10, page 115

ERROR: The function `setStatus(String newStatus)` described as follows in the guide is not working:

Status

Use the following function to change the status of the PPM Center request and allow the workflow of the request to advance:

```
setStatus (String new Status)
```

To view or change the set of statuses provided with PPM Center, open the request type in the PPM Center, select the **Request Status** tab and click **Request Status**. For more information, see the *HP Demand Management Configuration Guide*.

CORRECTION: Remove the descriptions from the document.

Oracle database version supported by Documentum DFC 6.5 SP2 not clearly indicated

LOCATION: *System Requirements and Compatibility Matrix*, version 9.14

ERROR: The document does not indicate which Oracle database versions are supported by Documentum DFC 6.5 SP2.

CORRECTION: According to *EMC Documentum Content Server Version 6.5 SP2 Release Notes*, only Oracle 11.1.0.7 is supported by Documentum DFC 6.5 SP2.

Step 7 not necessary in the installation of PPM Center versions 9.14 and 9.14.0001

LOCATION: *Release Notes*, versions 9.14 and 9.14.0001

ERROR: Step 7 that requires compiling the new JSP files as follows is not necessary in the procedure to install version 9.14 or version 9.14.0001:

7 Compile the new JSP files using the following command:

```
sh ./kJSPCompiler.sh
```

CORRECTION: Remove step 7 from the *Installation Notes* section of the *Release Notes*.

No need to manually enable two background services when upgrading PPM Center integration with Quality Center

LOCATION: *Release Notes*, version 9.14, page 69

ERROR: According to Step 3, administrators need to check and to make sure that the following background services are enabled:

- ALM Startup
- QC Integration Sync Service

This step can be safely ignored as the two services might be automatically disabled by the PPM Center even after they are manually enabled.

CORRECTION: Remove this step from the document.

Descriptions not clear enough about checking documents out and in

LOCATION: *Document Management Guide and Reference*, versions 9.10, page 164

ERROR: Steps in the "Checking Attached Documents Out and In" section are not clear.

CORRECTION: Replace step 3 and step 4 with the following:

3 Click **Check Out**.

The document opens for editing or saving, and the Document Actions window closes.

4 After you finish making changes, save and close the document in a known location.

5 Still on the same entity page, under **Attached Documents**, to the left of the name of the document you want to check in, click **Actions**.

The Document Actions window opens again. It now displays the **Check In** button.

6 In the Check In a new version field, click **Browse** and select the new document.

7 Click **Check In**.

Descriptions not correct about order of tasks in a time sheet

LOCATION: *Time Management User's Guide*, version 9.10, page 46 and page 58

ERROR: The following descriptions about the order of tasks in a time sheet are not correct:
The List view lists the tasks that met your filter criteria, alphabetized by task name by default.

CORRECTION: Replace the descriptions with the following:
The List view lists the tasks that met your filter criteria. You can click a column name to sort the items in ascending or descending alphabetical order by **Task Name**, **Project Path**, or **Project Name**.

Incorrect access grant name: Demand Mgmt: Import Request instead of Demand Mgmt: Import Request XML

LOCATION: *Release Notes*, version 9.14, page 280 and page 282

ERROR: The access grant name **Demand Mgmt: Import Request XML** is not correct

CORRECTION: The incorrect name **Demand Mgmt: Import Request XML** should be changed into **Demand Mgmt: Import Request**.

Defect number for the fix with tracking number 4627796820 is incorrectly documented as QCCR1L40599

LOCATION: *Release Notes for PPM Center*, version 9.12, page 179, or
Release Notes for PPM Center, version 9.14, page 328

ERROR: The defect number for the fix with tracking number 4627796820 is incorrectly documented as QCCR1L40599.

CORRECTION: The correct defect number is QCCR1L25326.

Incorrect descriptions about the display of values in Financial Summaries and Financial Data Tables

LOCATION: *HP Financial Management User's Guide*, version 9.10, page 133

ERROR: According to the document, when the parameter BUDGET_IN_WHOLE_DOLLARS is set to TRUE, values are displayed in integers without commas. Actually, the values are displayed with commas.

CORRECTION: Remove "without commas" from the document.

Unclear descriptions about Include Closed filter on Add Projects to Time Sheet window

LOCATION: *HP Time Management User's Guide*, version 9.10, page 53

ERROR: The document states that Include Closed is an option to include projects that are complete and still allow time to be logged. However, it is actually an option to include projects whose root tasks are complete and still allow time to be logged.

CORRECTION: Change the descriptions into the following:
Option to include projects whose root tasks are complete and still allow time to be logged.

Support for Oracle Enterprise Linux (OEL) version 5 not documented

LOCATION: *System Requirements and Compatibility Matrix*, version 9.14
Overview of Platform Support for PPM Center 9.14

ERROR: The support for Oracle Enterprise Linux (OEL) version 5 as PPM Server platform is not documented.

CORRECTION: Add Oracle Enterprise Linux (OEL) version 5 support as PPM Server platform to the documents.

Warning Regarding DMS Configuration and PPM Center Database Dump and Cloning (after PPM Center version 9.13)

If you are cloning a PPM Center environment by dumping database (for example, cloning a PROD environment to DEV or TEST), the DB Dump will include DMS configuration. This means that, unless you are using PPM Center Database DMS (which does not have any configuration), if left unmodified, the new environment will point to the same DMS location (File System, DB, or Documentum server) as the original cloned environment. This would result in data corruption, and should be avoided.

In order to safeguard your DMS configuration before importing a new Database dump, follow these steps to import from a SOURCE DB dump into a TARGET environment:

- 1 Before importing the source dump in the target environment, while target environment is down, copy the contents of the CONFIGUTATION column from the DB table PPM_INT_CONFIGURATIONS row with value SOLUTION_ID=1200 in the file `<PPM_HOME>/conf/dms.conf`. (You only need to do this if the content of the `dms.conf` file and the configuration text content from DB are different.)
- 2 Import the source DB dump into the target DB.
- 3 Delete the row from PPM_INT_CONFIGURATION with SOLUTION_ID=1200 from the target DB by running the following command:

```
DELETE FROM PPM_INT_CONFIGURATIONS WHERE SOLUTION_ID=1200;
```
- 4 Start FIRST the PPM server form the PPM_HOME with the up-to-date `dms.conf` file.

In cluster node, you need to have only one PPM_HOME with a valid `dms.conf` file, and it should be started first.

Upon server startup, since the row with SOLUTION_ID=1200 is missing from the DB, the DMS configuration will automatically be read from `dms.conf` and saved to database. This will happen only once on server startup. From that moment, `dms.conf` will never be accessed anymore (unless the row is deleted from the DB again), and if in cluster mode, all other PPM servers will read the DMS configuration directly from the database.

Tracing PPM Center Pages with the SQL Tracer Tool

You can trace PPM Center pages with the SQL tracer tool to help diagnose performance issues caused by poor SQL executions. For example, if you find a slow PPM Center page, you can turn on this tool to collect information from Oracle side about the SQLs executed on this page and generate support files. With these files, HP Software Support can better identify the performance bottlenecks and provide suggestions on how to tune the performance.

Note: The SQL tracer tool works by identifying and tracking threads that handle HTTP requests. If there are database actions happening outside the main threads that the Web server uses to handle HTTP requests, those actions are not captured. For example, in the Demand Management module, special commands are handled by threads spawned by request-handling threads, thus they would not be captured by the tool.

To trace SQLs executed on a PPM Center page,

- 2 Log on to PPM Center, and open a page.

For example, the Search Request page.

- 3 Press and hold the **ALT** key and click the HP logo located above the menu bar to enable the Debugging Console.

The Debugging Console opens.

Dashboard - Agnes > Search Requests > Search Results

Debugging Console 10 entries [show](#) [clear](#) DB Stats 38 ms, 11 SQLs (9 uniques) [show](#)

[Export to Excel](#) [Modify Search](#)

Save this search as: [Save](#) [Manage Saved Searches](#)

Request Search Results							Showing 1 - 9 of 22	Prev	Next
Req #	Request Type	Description	Status	Assigned To	Priority	Created By			
<input type="checkbox"/> 30342	PFM - Asset	Review Application Data				David Johns			
<input type="checkbox"/> 30341	Project Details		In Planning			Admin User			
<input type="checkbox"/> 30340	PFM - Proposal		New			David Johns			
<input type="checkbox"/> 30338	PFM - Asset		Need More Info			David Johns			
<input type="checkbox"/> 30337	Project Details		In Planning			Joseph Banks			
<input type="checkbox"/> 30336	PFM - Proposal		High-Level Business Case			Joseph Banks			
<input type="checkbox"/> 30335	PFM - Proposal		1st Level Review			Joseph Banks			
<input type="checkbox"/> 30334	Project Details		In Planning			Admin User			
<input type="checkbox"/> 30333	PFM - Asset		Review Application Data			Admin User			

[Check All](#) [Clear All](#) [Edit](#) [Delete](#) Showing 1 - 9 of 22 [Prev](#) [Next](#)

[Export to Excel](#) [Modify Search](#)

- 4 Set trace ID.
 - a From the right end of the Debugging Console, click **show** link.
The DB Stats list displays.

Debugging Console 17 entries [show clear](#) DB Stats 38 ms. 11 SQLs (9 uniques) [hide](#)

[Export to Excel](#)

Save this search as: [Save](#)

Request Search Results				
	Req #	Request Type	Description	Status
<input type="checkbox"/>	30342	PFM - Asset		Review Application Data
<input type="checkbox"/>	30341	Project Details		In Planning
<input type="checkbox"/>	30340	PFM - Proposal		New
<input type="checkbox"/>	30338	PFM - Asset		Need More Info
<input type="checkbox"/>	30337	Project Details		In Planning
<input type="checkbox"/>	30336	PFM - Proposal		High-Level Business Case
<input type="checkbox"/>	30335	PFM - Proposal		1st Level Review
<input type="checkbox"/>	30334	Project Details		In Planning
<input type="checkbox"/>	30333	PFM - Asset		Review Application Data

[Check All](#) [Clear All](#) [Edit](#) [Delete](#) Showing 1 - 9 of 22 [Prev](#) [Next](#)

[Export to Excel](#) [Modify Search](#)

- b Click the latest record from the DB Stats list.
 In this example, click `/itg/web/knta/crt/RequestSearchResults.jsp`.
 The DB Statistics page opens in a new window.

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DB Statistics /itg/web/knta/crt/RequestSearchResults.jsp

Total DB time: 38 ms.

TraceID: Trace This Page

Note: If you change the value in the **TraceID** field, make sure you select the **Trace This Page** option to make the change effective. (If the checkbox is already checked, uncheck it and then check it again.)

SQL	Count	Duration	Action
SELECT SAVED_SEARCH_ID, CREATION_DATE, CREATED_BY, LAST_UPDATE_DATE,	3	5	Detail
SELECT ouv.ORG_UNIT_ID, ouv.CREATED_BY, ouv.CREATION_DATE, ouv.LAST_UPDATE_DATE,	1	2	Detail
SELECT RESULT_COLUMN_ID, CREATION_DATE, CREATED_BY, LAST_UPDATE_DATE,	1	1	Detail
SELECT sg.security_group_id, sg.security_group_name, ag.access_grant_key, ag.access_grant_id	1	4	Detail
SELECT product_key From knta_user_products_v WHERE user_id = ?	1	0	Detail
select mylink0_id as id514_, mylink0_created_by as created2_514_, mylink0_creation_date as	1	0	Detail
SELECT DISTINCT cag.access_grant_key FROM knta_users cu, knta_user_security cus,	1	4	Detail
SELECT /*+ FIRST_ROWS(200) */ rv.REQUEST_ID H_REQUEST_ID ,rv.REQUEST_TYPE_NAME	1	15	Detail
SELECT REQUEST_SEARCH_COLUMN_ID, CREATION_DATE, CREATED_BY, LAST_UPDATE_DATE,	1	2	Detail

- c Provide a value in the **TraceID** field, and select the **Trace This Page** checkbox.
 Trace ID is the identification you define for collecting information. You can define any words or string as a trace ID, just make sure you include the following characters: alphabetic characters, numbers, and “_”.
- d Close the DB Statistics details page.

5 Go back to the page you opened in Step 1.

In this example, go back to the Search Request page, and run the search again.

6 Get information from the traced page.

a Repeat Step a and Step b of Step 3 to reopen the DB Statistics page.

Now the page displays on-screen instructions for DBAs.

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DB Statistics /itg/web/knta/crt/RequestSearchResults.jsp

Total DB time: 1686 ms.

TraceID: Trace This Page

Note: If you change the value in the TraceID field, make sure you select the Trace This Page option to make the change effective. (If the checkbox is already checked, uncheck it and then check it again.)

If you select the Trace This Page option, after you have performed actions on this page, you can generate and analyze Oracle trace files to troubleshoot issues. You may need to ask your DBA to perform the following actions:

1. Copy the <PPM_HOME>/bin/ppmxplan.sh to the /opt/oracle/diag/rdbms/ppm11r2/PPM11R2/trace directory of Oracle host machine.
2. Log on to the Oracle host machine.
3. Run the following command from the Command Line:
cd /opt/oracle/diag/rdbms/ppm11r2/PPM11R2/trace
4. Run the following command to generate the ppmtrace.trc file:
trcsess clientid=sample_001 output=ppmtrace.trc
5. Run the following command to generate the ppmprof.prf file:
tkprof ppmtrace.trc sys=no output=ppmprof.prf
6. Run the following command to generate the sample_001.xplan file:
sh ppmxplan.sh sample_001 <syspassword> <SID>
Note: Replace <syspassword> with Oracle user sys password, and <SID> with Oracle SID.
7. Send the following files to HP Software PPM Support team: ppmtrace.trc, ppmprof.prf and sample_001.xplan. (The files are located in the /opt/oracle/diag/rdbms/ppm11r2/PPM11R2/trace directory).
Note: Check the /opt/oracle/diag/rdbms/ppm11r2/PPM11R2/trace/sample_001.report file first and make sure there are no warnings in the file.

Tip: Oracle tracing can be disk space consuming, remember to turn off this feature after you have obtained and are satisfied with the contents of the ppmtrace.trc and ppmprof.prf files.

SQL	Count	Duration	Action
SELECT SAVED_SEARCH_ID, CREATION_DATE, CREATED_BY, LAST_UPDATE_DATE,	3	23	Detail
SELECT ouv.ORG_UNIT_ID, ouv.CREATED_BY, ouv.CREATION_DATE, ouv.LAST_UPDATE_DATE,	1	164	Detail

b Follow the on-screen instructions to generate the support files.

c Send the following files that contain the execution plans of SQLs to HP Software Support.

- ppmtrace.trc
- ppmprof.prf
- [traceid].xplan

Before sending the files to HP Software Support, check and make sure that there are no warnings in the [traceid].report file.

The ppmtrace.trc and ppmprof.prf files are generated by Oracle commands. For more details, see Oracle documentation (http://docs.oracle.com/cd/B10500_01/server.920/a96533/sqltrace.htm).

The ppmxplan.sh script of the tracer tool generates the [traceid].xplan and the [traceid].report files. The ppmxplan.sh script gets SQL plans from the Oracle shared pools. The [traceid].report file contains the information on whether the execution plans of SQLs are fully generated. If you have not run the script timely, the SQL plans might get aged out of the Oracle shared pools. As a result, you might see warnings when you open the [traceid].report file.

Verified Environments

The *System Requirements and Compatibility Matrix* and *Overview of Platform Support for PPM Center* list supported versions of operating systems, browsers, HP Software products, and other compatibility and support information.

The documents are available at <http://h20230.www2.hp.com/selfsolve/manuals>.

Support

You can visit the HP Software support web site at:

www.hp.com/go/hpsoftwaresupport

This web site provides contact information and details about the products, services, and support that HP Software offers.

HP Software online software support provides customer self-solve capabilities. It provides a fast and efficient way to access interactive technical support tools needed to manage your business. As a valued support customer, you can benefit by using the support site to:

- 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
- Review information about available services
- 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 an active support contract. To find more information about support access levels, go to the following URL:

http://h20230.www2.hp.com/new_access_levels.jsp

To register for an HP Passport ID, go to the following URL:

<http://h20229.www2.hp.com/passport-registration.html>

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