

HP Project and Portfolio Management Center

Software Version: Content Pack 1.3

Operational Reporting for PPM Center Release Notes

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Software Release Date: March 2013



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Documentation Updates

This manual's title page contains the following identifying information:

- Software version number, which indicates the software version
- Document release date, which changes each time the document is updated
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The following table indicates changes made to this document.

Publication Date	Summary of Changes
March 20, 2013 (Second Edition)	<ul style="list-style-type: none">• Added detailed information related to the Operational Reporting Content Pack 1.3 for PPM Center to the <i>Software and Hardware Requirements</i> section, including the follows:<ul style="list-style-type: none">— <i>BusinessObjects Software</i>— <i>Compatibility Matrix</i>— <i>BusinessObjects Server Requirements</i>— <i>BusinessObjects Database Client Software</i>• Modified the encoding requirements for Operational Reporting database in the <i>BusinessObjects Database Client Software</i> section
May 2013 (Third Edition)	<ul style="list-style-type: none">• Modified the download link of the installation or upgrade bundle for Operational Reporting Content Pack 1.3 for PPM Center in the <i>Obtaining Installation/Upgrade Bundle for Content Pack 1.3</i> section.

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To find more information about access levels, go to:

h20230.www2.hp.com/new_access_levels.jsp

To register for an HP Passport ID, go to:

h20229.www2.hp.com/passport-registration.html

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1 Overview of Operational Reporting Content Pack 1.3 for PPM Center

This document provides an overview of the changes made to Operational Reporting for HP Project and Portfolio Management Center (PPM Center) Content Pack 1.3 (CP1.3). It contains important information not included in the manuals. This section contains general notes on system requirements and installation.

The remaining sections of this document provide information about the changes introduced in CP1.3:

- *Overview of Operational Reporting Content Pack 1.3 for PPM Center on page 9 (This section)*
- *Changes to Tables and Views on page 23*
- *Enhancements and Fixes in Content Pack 1.3 on page 27*
- *Known Problems and Limitations in Content Pack 1.3 on page 43*
- *Documentation Updates on page 49*
- *Documentation Errata on page 53*

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.

Software and Hardware Requirements

Before you install Operational Reporting Content Pack 1.3 for PPM Center, check to make sure that your system meets the minimum requirements, as described in this section, as well as in the *System Requirements and Compatibility Matrix*.



If there are any discrepancies between the information in this section and the *System Requirements and Compatibility Matrix*, the information in this section shall prevail.

The *System Requirements and Compatibility Matrix* is available from the HP Software Product Manuals Web site (h20230.www2.hp.com/selfsolve/manuals). You must have an HP Passport account to access this Web site.

BusinessObjects Software

The Operational Reporting Content Pack 1.3 for PPM Center requires the following version of BusinessObjects software:

- SAP BusinessObjects Enterprise XI 3.1 with Service Pack 5 Fix Pack 3 (BO XI 3.1 SP5 FP3)

If you are first-time users, install BusinessObjects Enterprise XI 3.1 Service Pack 5 (BO XI 3.1 SP5) directly, then upgrade to BO XI 3.1 SP5 FP3.

Existing users shall follow the supported upgrade sequences described in the table below:

Current Version	Supported Upgrade Sequence
BO XI 3.1 SP2	BO XI 3.1 SP2 > BO XI 3.1 SP4 > BO XI 3.1 SP5 > BO XI 3.1 SP5 FP3
BO XI 3.1 SP4 FP1	BO XI 3.1 SP4 FP1 > BO XI 3.1 SP5 > BO XI 3.1 SP5 FP3

Compatibility Matrix

Table 1-1 describes compatibility matrix between the Operational Reporting solution and SAP BusinessObjects Enterprise XI 3.1.

Table 1-1. Compatibility matrix between Operational Reporting solution and PPM Center

Operational Reporting Solution Version	SAP BusinessObjects Enterprise XI 3.1 Version		
	BO XI 3.1 SP2	BO XI 3.1 SP4 FP1	BO XI 3.1 SP5 FP3
9.10 (GA)	X		
9.12 Content Pack 1	X		
Content Pack 1.1	X	X	
Content Pack 1.2	X	X	
Content Pack 1.3			X

Table 1-2 describes compatibility matrix between the Operational Reporting solution and PPM Center.

Table 1-2. Compatibility matrix between Operational Reporting solution and PPM Center

Operational Reporting Solution for PPM Center Version	PPM Center Version						
	8.0x	9.10	9.11	9.12	9.13	9.14	9.20
9.10 (GA)		X					
9.12 Content Pack 1			X	X	X	X	
Content Pack 1.1				X	X	X	
Content Pack 1.2				X	X	X	
Content Pack 1.3				X	X	X	X

Supported Operational Reporting Solution Installation and Upgrade Paths

The Operational Reporting Content Pack 1.3 for PPM Center package contains an install bundle and an upgrade bundle. Therefore, it supports the following installation and upgrade paths:

- **Fresh installation.** For new users of the Operational Reporting solution, they can install Content Pack 1.3 directly, as this version contains everything since version 9.10 (GA) of the Operational Reporting solution.
- **Upgrade.** The following upgrade paths are supported:

From version	To version
9.10 (GA)	Content Pack 1.3
9.12 Content Pack 1	Content Pack 1.3
Content Pack 1.	Content Pack 1.3
Content Pack 1.2	Content Pack 1.3

For detailed instructions about fresh installation and upgrade, see the *Operational Reporting Administrator's Guide for Content Pack 1.3*.

BusinessObjects Server Requirements

BusinessObjects Enterprise XI 3.1 SP5 is supported for the following operating systems:

- Windows
- Linux
- HP-UX
- IBM AIX
- Oracle Solaris

For detailed information on your hardware and software requirements,

- Visit the SAP BusinessObjects Articles page (<https://www.sdn.sap.com/irj/boc/articles>), and then go to **BI Platform > SUPPORTED PLATFORMS/PARS > SAP BUSINESSOBJECTS ENTERPRISE XI 3.1**. Or,
- Visit the SAP Indirect Client Knowledge Center to access all BusinessObjects documentation.

The SAP Indirect Client Knowledge Center requires that you register a user ID. To register for a user ID, go to the [Request Your User ID for the BusinessObjects Indirect Client Knowledge Center](#) page. Or,

- Find all the BusinessObjects user guides here: http://help.sap.com/boall_en/

BusinessObjects Database Client Software

Requirements and recommendations for setting up the database for Operational Reporting are as follows:

- HP strongly recommends that you create an Oracle database specifically for Operational Reporting (independent of your PPM Center database instance), and for better performance, install the database on a separate instance (independent of any other databases or applications), with Oracle Block Size (DB_BLOCK_SIZE) set to **32k**.

HP also recommends that the Operational Reporting database be preferably configured with OLAP Settings.

- HP strongly recommends that you use the Enterprise Edition of Oracle Database for the Operational Reporting database. The advanced compression and partitioning featured in the Enterprise Edition significantly improve performance, especially if you report on a large and growing volume of data.
- Make sure that you configure the Operational Reporting database to use the same encoding as that for PPM Center database, and add and set the following Oracle MLU database parameters with appropriate values:
 - `NLS_LENGTH_SEMANTICS = CHAR` (same setting for both the Operational Reporting database and the PPM Center database)
 - `NLS_CHARACTERSET = <Same value as that for PPM Center database>`
 - `NLS_NCHAR_CHARACTERSET = <Same value as that for PPM Center database>`

BusinessObjects Database

- Oracle 11.2.0.2, Standard/Enterprise Edition (RAC and Non-RAC)
- Oracle 11.2.0.3, Standard/Enterprise Edition (RAC and Non-RAC)



Because Oracle Enterprise DB Server is not supported on VMware, PPM Center (including the Operational Reporting solution) does not work with Oracle Enterprise DB Server on VMware.

Check <https://metalink.oracle.com> for any necessary patches or configuration changes.

BusinessObjects Database Clients

- Minimum requirement for SQL*Plus client on the BO instance
 - 11.1.0.7
- Oracle Client to be deployed on the BO server host machine
 - Recommend Oracle client Ver 11.x (although Ver 10.x is supported)

Obtaining Installation/Upgrade Bundle for Content Pack 1.3

To obtain the installation or upgrade bundle for Operational Reporting Content Pack 1.3 for PPM Center,

1. Install all necessary service packs and packages for your operating system.
2. Check to make sure that your system meets the following minimum disk space requirements for BusinessObjects Enterprise installation:
 - 8.0 GB for BusinessObjects Enterprise (BusinessObjects Server and BusinessObjects Client)
 - 3.0 GB for BusinessObjects Enterprise Client
3. To get the Operational Reporting Content Pack 1.3 for PPM Center installation or upgrade bundle:
 - a. Go to [Operational Reports Content for Project and Portfolio Management - Downloads](http://hpln.hp.com/node/81/contentfiles) page on HPLN Web site (hpln.hp.com/node/81/contentfiles).



To access this Web site, you must provide your SAID for PPM Center.

- b. Select **PPM Operational Reporting CP1.3**.
- c. Download the installation bundle or upgrade bundle as follows:
 - CP1.3_Refresh_Install_Bundle.zip is the installation bundle for Windows.

- CP1.3_Refresh_Install_Bundle.tar.gz is the installation bundle for Unix.
 - CP1.3_Upgrade_Bundle.zip is the is the upgrade bundle for Windows.
 - CP1.3_Upgrade_Bundle.tar.gz is the upgrade bundle for Unix.
4. Make sure that an additional 2 GB is available on your C:\ drive for Windows installer. (Windows installer creates install patches under the C:\Windows\Installer folder.)

The *Operational Reporting Administrator's Guide* provides all of the detailed instructions on how to deploy Operational Reporting Content Pack for PPM Center.

For details about how to upgrade Operational Reporting to CP1.3, see *Operational Reporting Administrator's Guide* for Content Pack 1.3.

2 New Features in Operational Reporting Content Pack for PPM Center

New in Content Pack 1.3

Operational Reporting Content Pack 1.3 for PPM Center does not include any new features.

New in Content Pack 1.2

Operational Reporting Content Pack 1.2 for PPM Center does not include any new features.

New in Content Pack 1.1

Operational Reporting for PPM Center Content Pack 1.1 does not include any new features.

New in 9.12 Content Pack 1

Operational Reporting for PPM Center version 9.12 Content Pack 1 introduces the following new features:

- *Operational Reporting on HP Live Network*

- *Operational Reporting for HP Project Management*
- *Operational Reporting Portlets*
- *Adding Request Custom Parameter Data to Operational Reporting*

Operational Reporting on HP Live Network

HP Live Network (HPLN) is an online virtual community for product experts, partners, and customers to collaborate and share knowledge, best practices, and add-on content for HP software products, including PPM Center and Operational Reporting. You can log in to the Operational Reporting Community page on HPLN to access the latest news, updates, and documentation for Operational Reporting. You can browse from the Operational Reporting community page or subscribe to receive notifications via email.

Access to HPLN is free to all PPM Center customers. You must have an HP passport account to access the PPM Center and Operational Reporting community pages.



Only project owners and administrators can post to the Announcements forum. If you are not a project owner or administrator, direct your feedback to the project owner or the general discussion forum.

To access Operational Reporting content on HPLN:

1. Go to the [HP Support Contract information page](http://support.openview.hp.com/entitlement/contracts)
(support.openview.hp.com/entitlement/contracts).
2. Sign in to the HP Passport page.

The HP Support Contract information page opens.

The screenshot shows the HP Support Contract information page. The page has a header with the HP logo and the text 'Support contract information'. Below the header, there is a sidebar with navigation links: 'Contracts' (List contracts, Investigate contract, Contact HP sales, Help), 'Related links' (Support home), and 'Site map'. A 'Printable version' link is at the bottom left. The main content area has a blue header 'Support contract information' and a text block: 'Listed below are the software support contracts you have added to your HP Passport profile.' Below this is a table with columns 'Contract', 'Expiration date', 'Status', and 'Delete'. A blue button 'Add a contract to your profile' is below the table. Underneath is a form with the label 'Contract identifier (SAID)*', an input field, and an 'Add »' button. At the bottom, there is an 'Assistance options' section with links 'Investigate contract' and 'Contact HP sales'.

3. In the **Contract identifier (SAID)*** box, type your service agreement ID (SAID).
4. Click **Add**.
5. Go to the [Operational Reporting community](http://h22038.www2.hp.com) page on HP Live Network (h22038.www2.hp.com).
6. Log on to the HP Passport sign-in page.
7. To view the latest announcements about Operational Reporting, select the **Operational Reporting Content Announcements** link.

Operational Reporting for HP Project Management

PPM Center 9.12 Content Pack 1 now provides capability for reporting on HP Project Management module in PPM Center. You can access the PM Derived Universe from BusinessObjects InfoView and Universe Designer to create report queries.

Operational Reporting Portlets

HP has introduced two new out-of-the-box portlets named Operational Report and Operational Report list to PPM Center. Adding one of these portlets to

PPM Dashboard pages, enables users to access operational reports from within the PPM Center standard interface.

REPORTING_BASE_URL Parameter

Operational Reporting version 9.12 CP1 introduces the `REPORTING_BASE_URL` server configuration parameter, which is used to specify the base URL for your BusinessObjects server. Before PPM Center users can add Operational Reporting portlets to their PPM Dashboard pages, the PPM Center administrator must specify a value for this parameter. (See *Operational Reporting Portlets* on page 19.)

Operational Report Portlet

The Operational Report portlet displays operational reports based on the report name you select. After you add this portlet to a PPM Dashboard page, you can edit the preferences for the portlet and select the name of the operational report to display in it.

Operational Report List Portlet

The new Operational Report List portlet displays a link to each of the following preconfigured, HP-supplied reports:

- Demand Vs Capacity Report
- Time Sheet Compliance Report
- Financial Summary Report
- Project Status List Report

The first time you click the link for a report during a PPM Center session, the BusinessObjects InfoView logon page opens. After you provide your InfoView credentials, the Prompts window for the selected report opens. You can specify report filters, and then run the report. If you click a link in the displayed report results, the linked report opens in a new web browser window.

Adding Request Custom Parameter Data to Operational Reporting

In PPM Center, an administrator can configure up to 50 custom request parameters at the header level and any number of custom parameters at the request detail level. The Operational Reporting Kernel universe makes all of the custom parameters (at the request header level) and the first 100 custom parameters (at the request detail level) available for reporting. In Universe Designer and InfoView, you can now access these custom parameters in the Request Header Custom Parameters and Request Detail Custom Parameters folders under the Request Information class and add them to your reports. (For details, see the *Operational Reporting Administrator's Guide*.)

3 Changes to Tables and Views

Data Model Changes in Content Pack 1.3

No changes are made to the Operational Reporting data model in Operational Reporting Content Pack 1.3 for PPM Center.

Data Model Changes in Content Pack 1.2

This section describes the major changes to the Operational Reporting data model in Operational Reporting Content Pack 1.2 for PPM Center.

Tables

Table 3-1 details the table added.

Table 3-1. Table added to the Operational Reporting data model

Table Name	Contents
RPT_TRACE_DETAILS	Stores the file, line and function that need to do SQL level trace during full ETL or incremental ETL

Data Model Changes in Content Pack 1.1

No changes are made to the Operational Reporting data model in Operational Reporting Content Pack 1.1 for PPM Center.

Data Model Changes in PPM Center 9.12 Content Pack 1

This section describes the major changes to the Operational Reporting data model in PPM Center 9.12 Content Pack 1. For complete information about the tables and views in 9.12 Content Pack 1, see the *Data Model Guide*.

Tables

Table 3-2 details the tables added since PPM Center version 9.10. Some tables have been deleted, some new tables have been introduced, some existing tables have been modified, some tables have been deprecated and are unused in version 9.12 Content Pack 1, and other tables have been replaced by views.

Table 3-2. Tables added to the Operational Reporting data model (page 1 of 2)

Table Name	Contents
RPT_DIM_PM_TASKS	Task information derived from PPM Center tables
RPT_DIM_REQ_DTL_CUSTOM_PARAMS	Detail custom parameters for request entities
RPT_DIM_REQ_HDR_CUSTOM_PARAMS	Header custom parameters for request entities
RPT_DIM_REQUESTS	Request information derived from PPM Center tables. All of the fields are derived from PPM Center request tables
RPT_EVENT_LOG	Stores the events with error or information logged during steps executed during full ETL or incremental ETL

Table 3-2. Tables added to the Operational Reporting data model (page 2 of 2)

Table Name	Contents
RPT_FCT_PM_AGGR_PROJ_EFFORT	Stores all the effort for a project at the project level
RPT_FCT_PM_AGGR_TASK_EFFORT	Stores the effort information in a workplan aggregated by task hierarchy. Effort information at a summary task level is an aggregated value of all tasks below it in the hierarchy and its own value (if any). At the leaf task level, effort is not aggregated.
RPT_FCT_PM_TASK_ASSIGNMENTS	Stores the actual effort, assigned scheduled effort, and estimated remaining effort information for tasks at the individual resource level
RPT_FCT_PM_TASK_COST	Project cost information
RPT_FCT_PM_TASK_UNASSGN_EFFORT	Stores the unassigned scheduled effort information at the task level without aggregation. The “resource_id” column in this table, which always has the value NULL, acts as a dummy column to help align the fact table with all other effort facts available at the resource level of granularity.
RPT_PM_PROJECT_ENTRIES	Project identifiers for fact calculation
RPT_PM_PROJECT MANAGERS	Project manager information
RPT_PM_TASK_ENTRIES	Task identifiers for fact calculation

New Materialized Views

Table 3-3 lists the materialized views that have been added since PPM Center version 9.10.

Table 3-3. Views added to the Operational Reporting data model

View Name	Contents
RPT_DIM_PM_DTL_CSTPARMS_IRS_MV	Detail custom parameters for project issue, risk and scope change entities
RPT_DIM_PM_HDR_CSTPARMS_IRS_MV	Header custom parameters for project issue, risk and scope change entities
RPT_DIM_PM_PROJ_ISSUE_MV	Project issue information
RPT_DIM_PM_PROJ_RISK_MV	Project risk information
RPT_DIM_PM_PROJ_SCPCHG_MV	Project scope changes information
RPT_DIM_PM_PROJ_SETTINGS_MV	Represents the Project Setting dimension in the star schema.
RPT_DIM_PM_WORKPLAN_MV	Represents the work plan dimension in the star schema.
RPT_DIM_PROGRAM_CONTENT_MV	A view on top of PPM Center's PGM_PROGRAM_CONTENT table
RPT_DIM_PROJECTS_MV	Represents the Project dimension in the star schema.

4 Enhancements and Fixes

Enhancements and Fixes in Content Pack 1.3

Enhancements

The following enhancements are included in Content Pack 1.3 (CP1.3):

- New fresh install bundle
- New upgrade bundle

This bundle automatically fixes many of the previously identified data discrepancy problems.
- Certification of SAP BusinessObjects Enterprise XI 3.1, Service Pack 5 (SP5) Fix Pack 3 (FP3)
- Installation scripts and upgrade scripts of SAP BusinessObjects Enterprise XI 3.1 SP5 FP3
- PPM data check at the beginning of the fresh install and the upgrade processes.
- Separate scripts

When setting up BO schema, some scripts need to run with system administrator privileges, and some scripts do not need to run with system administrator privileges.
- New scripts for updating DB link password:

Navigate to the `<PPM_CP1.3>/Sample` directory and run the `sample_upgrade_DB_link.bat` file (on a Windows system) or the `sample_upgrade_DB_link.sh` file (on a UNIX system) to update DB link password.

- On a Windows system, navigate to the `<PPM_CP1.3>\Sample` directory, open the `sample_upgrade_DB_link.bat` file in a text editor, locate parameters, and then set the parameters value to:
 - Reporting DB Schema Name
 - Reporting DB TNS Name
 - PPM DB Schema Name
 - Full `tnasame.ora` entry to PPM schema
- On a UNIX system, navigate to the `<PPM_CP1.3>/Sample` directory, open the `sample_upgrade_DB_link.sh` file in a text editor, locate parameters, and then set the parameters value to:
 - Reporting DB Schema Name
 - Reporting DB TNS Name
 - PPM DB Schema Name
 - Full `tnasame.ora` entry to PPM schema



This script updates Operational Reporting DB link password only, not PPM schema password.

- New parameters introduced for upgrade purpose:
 - A new parameter `DB LINK NAME` is added to the `sample_upgrade_rpt.bat` file and the `sample_upgrade_rpt.sh` file. This parameter specifies the name of the DB Link which is migrated from PPM Center to Operational Reporting.
 - A new parameter `Reporting Upgrade Type` is added to the `sample_upgrade_rpt.bat` file (which resides in the `<PPM_CP1.3>\Sample` directory on a Windows system).

- A new parameter `UPGRADE_TYPE` is added to the `sample_upgrade_rpt.sh` file (which resides in the `<PPM_CP1.3>/Sample` directory on a Unix system).

The `Reporting Upgrade Type` and the `UPGRADE_TYPE` parameters specify target content pack version for upgrading the Operational Reporting solution. Valid values for both parameters:

`CP1.3`, `CP1.2+CP1.3`, `CP1.1+CP1.2+CP1.3`, `ALL`.

- If you are upgrading the Operational Reporting from version 9.10 to CP1.3, set the parameter value to `ALL`.
- If you are upgrading the Operational Reporting from version CP1 to CP1.3, set the value to `CP1.1+CP1.2+CP1.3`.
- If you are upgrading the Operational Reporting from version CP1.1 to CP1.3, set the value to `CP1.2+CP1.3`.
- If you are upgrading the Operational Reporting from version CP1.2 to CP1.3, set the value to `CP1.3`.
- Full ETL performance improvement
- Incremental ETL performance improvement

Fixes

Operational Reporting CP1.3 for PPM Center includes the fixes listed in the following table:

Global ID	Problem Description
QCCR1L40731	BO Reporting - CDC scripts issues when refreshing PPM - Bug.
QCCR1L43896	When setting the <code>JAVA_HOME</code> variable for running the <code>InstallBIARs.bat</code> file, the version of the Java software shipped with the Operational Reporting bundle is a wrong.
QCCR1L43897	When you install Business Objects (BO) server, though the installation completes, the following error message occurs: <pre>bash-3.2\$ cat installer.out Checking for recommended patches... Patch checking complete</pre>
QCCR1L45124	Side effects occur on Operational Reporting for PPM Center after changing the PPM schema password.
QCCR1L45441	Errors occur when upgrading PPM Center 9.13 with a fresh installation of BusinessObjects to PPM Center Content Pack 1.
QCCR1L45454	A unique constraint violation occurs during the incremental ETL job. The constraint violated is an index on the <code>KNTA_LOOKUPS_NLS</code> table which requires a unique value for the <code>REFERENCE_CODE</code> parameter.
QCCR1L46127	The incremental ETL job fails with a numeric or value error when there are some special characters.
QCCR1L47412	If a user does not belong to any resource pool, the actual time the user entered will not be synchronized to the Operational Reporting schema.
QCCR1L47413	If a user entered some actual time before being assigned to a resource pool, the actual time the user entered will not be synchronized to the Operational Reporting schema.
QCCR1L47883	If a user is not in a resource pool or a user entered some actual time before being assigned to a resource pool, the actual time the user entered will not be synchronized to the Operational Reporting schema.
QCCR1L47990	If a resource belongs to some resource pools in a period and the percentages are all 0, the resource's effort in that period will not be synchronized to Operational Reporting schema.

Global ID	Problem Description
QCCR1L47991	If a resource belongs to a resource pool in at least one period, but the resource does not belong to any resource pool when the resource has some actual time, the resource's actual time will not be synchronized to Operational Reporting schema.
QCCR1L48110	The ETL jobs are running slowly in Operational Reporting.
QCCR1L48226	Performance issues occur in the incremental ETL process when changing the <code>ETL_END_DATE</code> parameter.
QCCR1L48252	When s resource pool distribution is deleted, the corresponding data in the <code>rpt_fct_rm_resource_capacity</code> table is not deleted.
QCCR1L48253	For a resource pool distribution, when the value for the <code>start_date</code> parameter is moved backward, the corresponding data in the <code>rpt_fct_rm_resource_capacity</code> table is not deleted.
QCCR1L48254	When the finish time of a resource pool distribution is changed, the corresponding data in the <code>rpt_fct_rm_resource_capacity</code> table is not deleted.
QCCR1L48255	When the start date and the end date of a user are changed, the corresponding data in the <code>rpt_fct_rm_resource_capacity</code> table is not deleted.
QCCR1L48257	When the staffing profile allocations are deleted, the corresponding data in the <code>RPT_FCT_RM_RSC_DEMAND_AGGR</code> table is not deleted.
QCCR1L48258	Incremental ETL not running properly when deleting the values for a staffing profile position.
QCCR1L48259	Error <code>ORA-30926</code> occurs when Incremental ETL starts to merge unmet demand into the <code>rpt_fct_rm_resource_demand_stg</code> table.
QCCR1L48260	Duplicate data is created in CDC window of the staffing profile allocation.
QCCR1L48261	You might delete data in the <code>rpt_fct_rm_resource_demand</code> table by mistake.
QCCR1L48262	The data for Time Management in PPM Center database is slightly different from that in Operational Reporting database.
QCCR1L48277	If tns name contains double quote, setup fails.
QCCR1L48291	The values for the <code>LAST_APPROVAL_DATE</code> and the <code>LAST_APPROVAL_OFFSET</code> parameters are incorrect when the timesheet is automatically approved and submitted more than once.
QCCR1L48627	The capacity for zero resource pool distribution is calculated in Operational Reporting.

Global ID	Problem Description
QCCR1L48245	The performance of the ETL process is slow.
QCCR1L48446	During the incremental ETL process, it takes about 128 minutes to run step inserted RPT_FCT_RM_RESOURCE_EFFORT facts.
QCCR1L48279	If the ETL end date is in last fiscal year, Operational Reporting system does not load data.
QCCR1L48280	If the ETL start date is in first fiscal year, Operational Reporting system does not load data.
QCCR1L48795	When Upgrading Operational Reporting for PPM Center, no unique indexes for the new added base tables and CDC tables created.
QCCR1L48822	The do_handle_working_days_tbl procedure, which is in the RPT_RM_UPDATE_FACTS package, has performance issues.
QCCR1L48823	The RPT_PM_POPULATE_TASKS procedure, which is in the RPT_PM_POPULATE_FACTS package, has serious performance issues.
QCCR1L48971	Error message received when not specifying the PURGE clause to move a table or an object table to recycle bin or to remove the table and all of its data from the database entirely.
QCCR1L49005	When changing the values for one Staffing Profile position, Incremental ETL cannot identify the empty cells for the position and skill keep the values in the RPT_FCT_RM_RSC_DEMAND_AGGGR table.
QCCR1L49030	The following error message occurs when upgrading to Operational Reporting Content Pack 1.3 for PPM Center: ORA-20000: ORA-20000: Report parameter RPT_INDEX_NOLOGGING_TABLESPACE is not set., error code:-20000, error code:-20000
QCCR1L49084	Shell script cannot run on Red Hat Linux 6.
QCCR1L49089	The timesheet lines which are deleted before cannot be synchronized to the rpt_fct_tm_actual_effort table.
QCCR1L49224	The default value for the Operational Reporting CP1.3 installation is not same with that for the Operational Reporting CP1.3 upgrade from GA version.
QCCR1L49247	The RPT_RM_CALCULATE_DEMAND_FTE procedure, which is in the rpt_rm_populate_facts package, has performance issues.
QCCR1L49299	The log information is written to the wrong log file load_data.bat.

Global ID	Problem Description
QCCR1L49250	Performance issues occur when merging unmet demand into the rpt_fct_rm_resource_demand_stg table.
QCCR1L49251	Serious performance issues occur when inserting or merging named capacity.
QCCR1L49264	The do_delete_pos_forecast procedure, which is in the rpt_rm_update_facts package, has performance issues.
QCCR1L49269	If the staffing profile belongs to an org unit, the linked OOTB report displays incorrect data in the project column.
QCCR1L49275	The type of the Oracle parameter NLS_LENGTH_SEMANTICS in the setup script is set to char.
QCCR1L49277	The RPT_RM_CALCULATE_CAPACITY_FTE procedure, which is in the RPT_RM_POPULATE_FACTS package, has performance issues.
QCCR1L49281	Performance issues occur when loading data from PPM Center and inserting it to the RPT_FCT_RM_RESOURCE_EFFORT table.
QCCR1L49301	The RPT_RM_POPULATE_CAPACITY_FACTS and the RPT_RM_INCREMENTAL_CAP_FACTS procedures, which are in the RPT_RM_POPULATE_FACTS package, have performance issues.
QCCR1L49302	The RPT_RM_POPULATE_DEMAND_FACTS procedure, which is the RPT_RM_POPULATE_FACTS package, has performance issues.
QCCR1L49312	The parameters for some tables and indexes in Operational Reporting have been changed.
QCCR1L49353	If you type a wrong password for the sample_upgrade_rpt.bat script at the first time, the script always fails.
QCCR1L49569	The sample_preupgrade_rpt.sh script throws errors in KSH.
QCCR1L49793	The Staffing Profile ID in the RPT_FCT_RM_RESOURCE_EFFORT table is incorrect.
QCCR1L49807	When deleting the RSC_RP_DISTRIBUTION_ENTRIES table and exception is thrown during the RM incremental ETL process, the RPT_FCT_RM_RSC_CAPACITY_AGGR table may never get updated.
QCCR1L49823	The parameters for some tables and indexes in Operational Reporting have been changed.
QCCR1L49913	Data loss occurs in the RPT_FCT_RM_RESOURCE_DEMAND fact table when one position has two or more assignments.

Enhancements and Fixes in Content Pack 1.2

Enhancements

The following enhancements are included in Content Pack 1.2:

- ETL Performance improvement
- *Oracle Trace Log Control for ETL Performance Troubleshooting*
- New parameters introduced for upgrade purpose:
 - A new parameter `Reporting Upgrade Type` is added to the `sample_onetime_batch.bat` file (which resides in the `<PPM_CP1.2>\Sample` directory).
 - A new parameter `UPGRADE_TYPE` is added to the `sample_onetime_batch.sh` file (which resides in the `<PPM_CP1.2>/Sample` directory).

The `Reporting Upgrade Type` and the `UPGRADE_TYPE` parameters specify target content pack version for upgrading the Operational Reporting solution.

Valid values for both parameters: `CP1.2`, `CP1.1+CP1.2`, `ALL`.

- If you are upgrading the Operational Reporting from 9.10 version to `CP1.2`, set the parameter value to `ALL`.
- If you are upgrading the Operational Reporting from `CP1` to `CP1.2`, set the value to `CP1.1+CP1.2`.
- If you are upgrading the Operational Reporting from `CP1.1` to `CP1.2`, set the value to `CP1.2`.

Oracle Trace Log Control for ETL Performance Troubleshooting

This functionality is used to analyze ETL performance on Oracle side.

To troubleshoot the ETL performance,

1. Find the SQLs that cost long time from the `rpt_event_log_detail` table.

a. Run the following SQL:

```
select cast(event_time as timestamp),
round((event_time - lead(event_time,1) over
(order by event_log_id desc))*24*60 ,2) duration, t1.*
from rpt_event_log_detail t1 order by event_log_id desc;
```

From the DURATION column of the returned results, you can find the SQLs that cost long time.

For example, as shown in the screenshot below, Row 1540 costs 8.33 minutes.

CAST(EVENT_TIME...	DURATION	EVENT_LOG_ID	EVENT_TIME	MODULE_NAME	FUNC_NAME	FILE_NAME	LINE_NO	MSG
1536 20-7-12 04 15 01...	0	31229 20-7-12	RPT_ETL_JOB_UTIL	RUN_ETL	rpt_etl_job_util.plb	193	Done IM ETL Wrapper for ETL...	
1537 20-7-12 04 15 01...	0	31228 20-7-12	RPT_INCREMENTAL_ETL_DO_IM_INCREMENTAL_ETL		rpt_incremental_etl.plb	(null)	(null)	
1538 20-7-12 04 15 01...	0	31227 20-7-12	RPT_INCREMENTAL_ETL_DO_IM_INCREMENTAL_ETL		rpt_incremental_etl.plb	145	Finished IM Actual effort fr...	
1539 20-7-12 04 15 01...	0	31226 20-7-12	RPT_RM_UPDATE_EF...	do_incremental_actuals	rpt_rm_update_effort_fa...	(null)	(null)	
1540 20-7-12 04 15 01...	8.33	31225 20-7-12	RPT_RM_UPDATE_EF...	do_incremental_actuals	rpt_rm_update_effort_fa...	211	inserted RPT_FCT_RM_RESOURCE...	
1541 20-7-12 04 06 41...	0	31224 20-7-12	RPT_RM_UPDATE_EF...	do_incremental_actuals	rpt_rm_update_effort_fa...	81	Recalculating RPT_FCT_RM RES...	
1542 20-7-12 04 06 41...	0.18	31223 20-7-12	RPT_RM_UPDATE_EF...	do_incremental_actuals	rpt_rm_update_effort_fa...	78	Deleted RPT_FCT_RM_RESOURCE...	
1543 20-7-12 04 06 30...	0	31222 20-7-12	RPT_RM_UPDATE_EF...	do_incremental_actuals	rpt_rm_update_effort_fa...	71	Deleting RPT_FCT_RM_RESOURCE...	
1544 20-7-12 04 06 30...	0	31221 20-7-12	RPT_RM_UPDATE_EF...	do_incremental_actuals	rpt_rm_update_effort_fa...	(null)	(null)	
1545 20-7-12 04 06 30...	0	31220 20-7-12	RPT_INCREMENTAL_ETL_DO_IM_INCREMENTAL_ETL		rpt_incremental_etl.plb	141	Starting IM Actual effort fr...	
1546 20-7-12 04 06 30...	0	31219 20-7-12	RPT_INCREMENTAL_ETL_DO_IM_INCREMENTAL_ETL		rpt_incremental_etl.plb	139	Finished IM Incremental ETL...	
1547 20-7-12 04 06 30...	0	31218 20-7-12	RPT_IM_REFRESH	RPT_IM_REFRESH_ALL	rpt_tm_refresh.plb	(null)	(null)	
1548 20-7-12 04 06 30...	0	31217 20-7-12	RPT_IM_REFRESH	RPT_IM_REFRESH_FACT_TABLES	rpt_tm_refresh.plb	(null)	(null)	
1549 20-7-12 04 06 30...	0	31216 20-7-12	RPT_IM_REFRESH	RPT_IM_REFRESH_FACT_TABLES	rpt_tm_refresh.plb	153	Completed incremental update...	
1550 20-7-12 04 06 30...	0	31215 20-7-12	RPT_IM_POPULATE...	RPT_IM_REFRESH_DISTRIBU...	rpt_tm_populate_facts.plb	(null)	(null)	

b. Note down the file name, line number, and function name for the pervious rows (start record).

In this example, you need to note down the information for Row 1541. The file name is `rpt_rm_update_effort_fact.plb`, the line number is 81, and the function name is `do_incremental_actuals`.

2. Enable trace log for the SQLs you noted down.

a. Set the parameter `TRACE_LOG_FLAG` in the table `RPT_PARAMS` to `true` by running the following SQL:

```
update RPT_PARAMS set PARAMETER_VALUE='TRUE' where
PARAMETER_NAME='TRACE_LOG_FLAG';
```

b. Enable trace log for the SQLs you noted down by adding the file name, line number, and function name of the rows to the `RPT_TRACE_DETAILS` table.

If you add file name and set line number to -1, the SQL trace log stays open for the entire package body file (in this example, the `rpt_rm_update_effort_fact.plb` file).

In this example, you need to set the information as follows:

FILE_NAME	LINE_NO	FUNC_NAME
rpt_rm_update_effort_fact.plb	81	do_incremental_actuals

The specified SQLs will be traced during the next ETL running process.

- After the next ETL is completed, find the trace log file path in the table `rpt_event_log_details` by running the following SQL:

```
select * from rpt_event_log_detail where MSG like 'SQL trace path is%'
```

EVENT_LOG_ID	EVENT_TIME	MODULE_NAME	FUNC_NAME	FILE_NAME	LINE_NO	MSG
1	43705 23-7 -12	RPT_EVENT_UTIL	LOG_TRACE...	rpt_event...	406	SQL trace path is: /u01/oracle11g/diag/rdbms/ppm11/ppm11/trace/ppm11_j000_7992.trc
2	43724 23-7 -12	RPT_EVENT_UTIL	LOG_TRACE...	rpt_event...	406	SQL trace path is: /u01/oracle11g/diag/rdbms/ppm11/ppm11/trace/ppm11_j001_7994.trc
3	43731 23-7 -12	RPT_EVENT_UTIL	LOG_TRACE...	rpt_event...	406	SQL trace path is: /u01/oracle11g/diag/rdbms/ppm11/ppm11/trace/ppm11_j001_7994.trc

The SQL trace log file path can be found from the MSG column of the returned results.

- Log on to the computer where Oracle is installed.
- Generate a formatted version of the SQL trace log file by running the following command:

```
cd <trace_file_path>
tkprof <trace_file_path> <new_log_filename>
```

where `<trace_file_path>` is the SQL trace log file path you get in [step 3](#); `<new_log_filename>` is the file name you specify for the target log file to be generated.

- Open the new log file and find the SQLs that cost long time for analysis.
- To close the SQL trace log, empty the table `RPT_TRACE_DETAILS` and disable the parameter `TRACE_LOG_FLAG` by running the following SQL:

```
truncate table RPT_TRACE_DETAILS;
update RPT_PARAMS set PARAMETER_VALUE='FALSE' where
PARAMETER_NAME='TRACE_LOG_FLAG';
```

Fixes

Operational Reporting Content Pack 1.2 for PPM Center includes the fixes listed in the following table:

Global ID	Problem Description
QCCR1L47810	ETL process throws Exception ORA-30926: unable to get a stable set of rows in the source tables. (Duplicate data when merging)
QCCR1L47807	ETL process throws Exception ORA-04062: timestamp of package "PPM_BO.PPM_CDC_UTILS" has been changed, error code:-4062.
QCCR1L47808	Indexes of some tables are not synchronized from PPM Center.
QCCR1L47805	When setup, if the schema is not upper case, setup fails.

Enhancements and Fixes in Content Pack 1.1

Enhancements

The following enhancements are included in Content Pack 1.1:

- Support for SAP BusinessObjects Enterprise XI 3.1 with Service Pack 4 Fix Pack 1 (SBOP Enterprise XI 3.1 SP4 FP1)
- New parameters introduced for upgrade purpose:
 - A new parameter `Reporting Upgrade Type` is added to the `sample_onetime_batch.bat` file (which resides in the `<PPM_CP1.1>\Sample` directory).
 - A new parameter `UPGRADE_TYPE` is added to the `sample_onetime_batch.sh` file (which resides in the `<PPM_CP1.1>\Sample` directory).

The `Reporting Upgrade Type` and the `UPGRADE_TYPE` parameters specify target content pack version for upgrading the Operational Reporting solution.

Valid values for both parameters: `CP1.1`, `CP1+CP1.1`.

- If you are upgrading the Operational Reporting from 9.10 version to `CP1.1`, set the parameter value to `CP1+CP1.1`.
- If you are upgrading the Operational Reporting from `CP1` to `CP1.1`, set the value to `CP1.1`.

Fixes

Operational Reporting Content Pack 1.1 for PPM Center includes the fixes listed in the following table.

Global ID	Problem Description
QCCR1L42203	When performing data synchronization, it is necessary to manually clear out log table. For details, see <i>Verifying Successful Incremental ETL Jobs</i> section of the <i>Operational Reporting User's Guide</i> version 9.12 CP1.
QCCR1L43793	Business Objects Data load script (final step of BO installation) is taking huge amount of execution time.
QCCR1L43763	OOTB Financial Summary Report Crashes WebIntelligenceServer from SUSE Linux & Red Hat Linux Servers. Note: The issue is resolved after you upgrade to SBOP Enterprise XI 3.1 SP4 FP1.
QCCR1L43895	When installing on UNIX, installation instructions for deploying client on Windows not documented. For details of the documentation, see <i>Installing BusinessObjects Enterprise on a UNIX System</i> section in the <i>Operational Reporting Administrator's Guide</i> version 9.12 CP1.
QCCR1L43740	During upgrade, due to string length it errors out. Need to increase the string length of the variable for the RSC_RESOURCES table.
QCCR1L43800	(AIX ONLY) BOBJ ENTERPRISE XI 3.1 SP4 (Browsers IE 7, IE 8 and FIREFOX) Opening Double-Byte Characters Issues. Note: The issue is resolved after you upgrade to SBOP Enterprise XI 3.1 SP4 FP1.
QCCR1L43739	Preupgrade script validates PPM schema name by using a dblink name. Instead it can use PPM_SCHEMA_NAME parameter.
QCCR1L43914	(IE 6 Only) The available page height became very narrow, it happened on all platforms, but only on IE 6. Note: The issue is resolved after you upgrade to SBOP Enterprise XI 3.1 SP4.
QCCR1L40731	BO Reporting - CDC scripts issues when refreshing PPM - Bug.
QCCR1L44336	Error message received when running the upgrade BAT script from the PPM 913 branch bundle.

Enhancements and Fixes in PPM Center 9.12 Content Pack 1

This section includes information about the fixes in PPM Center version 9.12 Content Pack 1.

Enhancements

The following enhancements are included in PPM Center version 9.12 Content Pack 1:

- Launching BusinessObjects InfoView from the PPM Dashboard

With the introduction of reporting portlets (see *Operational Reporting Portlets* on page 19), users can launch InfoView from PPM Dashboard pages.

- Exposing custom parameters in Operational Reporting

With this enhancement, operational reports can include custom parameter data created for requests in PPM Center.

- Reporting for HP Project Management

PPM Center 9.12 Content Pack 1 now provides capability for reporting on HP Project Management. You can access the PM Derived Universe from BusinessObjects InfoView and Universe Designer to create report queries.

Fixes

PPM Center version 9.12 Content Pack 1 includes the fixes listed in the following table.

Global ID	Problem Description
QCCR1L16066	A database error occurs if you provide a query prompt value that contains a backslash (\) character.
QCCR1L25229	Although you can run the operational reports that HP supplies, you cannot create or edit reports in InfoView without security risk. If you attempt to create or edit a Web Intelligence document in InfoView, a dialog box displays the message, "The application's digital signal has an error. Do you want to run the application?"
QCCR1L25537	In order to display a long text string so that it wraps to fit the width of a cell, InfoView added a hyphen to the string in Web Intelligence documents. If a text string such as this contained Asian or particular European (Russian, Turkish) characters, InfoView placed the hyphen(s) incorrectly so that some characters were not displayed in report results. This sometimes occurred if the resource pool names in the Time Sheet Compliance report were long and contained Asian characters.
QCCR1L25538	If you exported a Web Intelligence document that contained Asian characters to PDF format, the Asian characters were not exported.
QCCR1L26501	Parallelism, which can degrade performance on large systems, was turned off in the ETL scripts for Operational Reporting. The <i>Deployment Best Practices Guide for Operational Reporting</i> provides administrators recommendations that they can appropriately configure the parallel options at the database level.
QCCR1L26958	HP-supplied operational reports sometimes omitted result rows or incorrectly totalled row values if the results included a large number of rows. If you ran an HP-supplied operational report and specified query filter options that included a wide range of data that generated a large number of result rows, the last few rows and totals were sometimes hidden by the Query Filter options text in the report results displayed.
QCCR1L27596	If you modified the fiscal period definition in PPM Center after you set up the Operational Reporting schema and loaded PPM Center data, the changes to the fiscal period definition were not brought into in the Operational Reporting schema during subsequent incremental ETL operations.
QCCR1L29041	TM Incremental ETL job failed if the fully-qualified DBLINK name to PPM database exceeded 30 characters. The code was fixed to handle longer fully-qualified DBLINK names.

Global ID	Problem Description
QCCR1L41639	<p>Incremental ETL failures occurred with a data type mismatch error. The data type mismatch occurred when copying delta changes from PPM Center to the reporting database.</p> <p>This was the result of an incorrect select statement used to copy the data.</p>
QCCR1L42279	<p>If a resource was assigned to a resource pool with 0% distribution set for the resource's participation in the resource pool, then the effort logged by the resource was counted again against null resource pool, resulting in a doubling of the effort value reported for the resource.</p>
QCCR1L42376	<p>A unique constraint violation occurs during an incremental ETL job if you first delete, and then re-create a staffing profile in PPM Center using same staffing profile name. A similar violation occurs if you first delete a resource pool, and the re-create the resource pool in PPM Center using the same resource pool name.</p> <p>These violations occur when incremental ETL copies and merges changed data from PPM Center CDC tables with the reporting database. In this version, the copy and merge code base was updated to handle deleting and re-creating same staffing profile or resource pool in PPM Center.</p>

5 Known Problems and Limitations

Known Problems and Limitations in Content Pack 1.3

The following problems and limitations are known to exist in Operational Reporting Content Pack 1.3 for PPM Center. If a problem has an assigned internal tracking number, that tracking number is provided (in brackets) at the end of the problem description.

PROBLEM	When you upgrade your PPM Center instance to version 9.14, then upgrade the Operational Reporting from version Content Pack 1, Content Pack 1.1, or Content Pack 1.2 to Content Pack 1.3, some tables used in BO are changed, but some materialized views still refer to the old tables. So, the incremental ETL fails. (QCCR49752/QCCR49753)
WORKAROUND	Manually recreate those invalid materialized views. To recreate a materialized view, <ol style="list-style-type: none">1. Run the following SQL command: <code>DROP MATERIALIZED VIEW <MV_NAME></code>2. Run the corresponding MV creation SQL file (located in the installation or upgrade bundle, usually the file name is <MV_NAME>.sql).
PROBLEM	Exception ORA-07445: exception encountered: core dump [qsmqrfst()+1059] [SIGSEGV] [ADDR:0x4] [PC:0x5282185] [Address not mapped to object] [] is thrown when refreshing materialized view. (QCCR49005)
WORKAROUND	Set the <code>ATOMIC_REFRESH_FLAG</code> parameter to <code>true</code> in the <code>RPT_PARAMS</code> table.
PROBLEM	The incremental ETL for the four tables: <code>rpt_dim_tm_time_sheet_lines</code> , <code>rpt_fct_tm_actual_effort</code> , <code>rpt_fct_tm_cost</code> and <code>RPT_FCT_RM_RESOURCE_EFFORT</code> , are driven by the changes on the <code>TM_TIME_SHEETS</code> table. If the <code>TM_TIME_SHEETS</code> table is not changed but other base tables are changed, the four tables above are not updated.

WORKAROUND	N/A
PROBLEM	The updates of the PPM_FISCAL_PERIODS_NLS table do not trigger the incremental ETL for the RPT_FCT_RM_RSC_CAPACITY_AGGR, the RPT_FCT_RM_RSC_DEMAND_AGGR and the RPT_FCT_RM_RESOURCE_EFFORT tables. (QCCR1L49809)
WORKAROUND	N/A
PROBLEM	The <code>sample_extend_data</code> script and the subsequent incremental ETL do not extend the data in the RPT_FCT_RM_RESOURCE_EFFORT table. (QCCR1L49808)
WORKAROUND	Extend the data and the date to that before the <code>END_YEAR_BOUNDARY</code> value.
PROBLEM	When you track time on project level, and assign resource to the leaf tasks in the work plan, you can log time sheets against project only. In a report which shows the resource's effort in a project, you can see that the assigned schedule effort is equal to the estimated remaining effort even the actual effort exists.
WORKAROUND	Define a custom estimated remaining effort. For example, estimated remaining effort = assigned schedule effort - actual effort

Known Problems and Limitations in Content Pack 1.2

The following problems and limitations are known to exist in Operational Reporting Content Pack 1.2 for PPM Center. If a problem has an assigned internal tracking number, that tracking number is provided (in brackets) at the end of the problem description.

Known Issues in Operational Reporting

PROBLEM	There is some duplicate data in PPM schema which hinders ETL job.
WORKAROUND	To resolve this issue, <ol style="list-style-type: none"> 1. Create stored procedure <code>PPM_PURGE_DUP</code> in PPM schema. (You can find the source file in the <code>workarounds</code> folder) 2. Run the procedure <code>PPM_PURGE_DUP</code>.
PROBLEM	When creating tables or adding columns in BusinessObjects (BO), some <code>varchar2</code> columns are not specified using byte or character length semantics. So it is decided by current system parameter <code>NLS_LENGTH_SEMANTICS</code> . If <code>NLS_LENGTH_SEMANTICS</code> is <code>BYTE</code> , the columns' size will not be large enough to hold data.
WORKAROUND	To resolve this issue, <ol style="list-style-type: none"> 1. Before setup or upgrading, run <code>ALTER SYSTEM SET NLS_LENGTH_SEMANTICS=CHAR</code> 2. For the existing system, manually alter all the <code>varchar2</code> columns from using byte length semantics to using character length semantics.
PROBLEM	Some tables in BO are altered to nologging and inserted data by direct load, which will lead database recovery to fail after a system failure.
WORKAROUND	After system failure, drop BO schema, then setup and load data again.
PROBLEM	Exception <code>ORA-12518: TNS:listener could not hand off client connection tips</code> is thrown when upgrading to CP1.2.
WORKAROUND	Before upgrading to CP1.2, increase the value of the Oracle parameter <code>processes</code> in the Operational Reporting database server to 1000 to ensure a successful upgrade.
PROBLEM	The definition of Materialized View <code>RPT_DIM_RM_RESOURCES</code> in Operational Reporting 9.10 version causes big performance problems when loading data.
WORKAROUND	Between setup and loading data, replace it with new definition in CP1.2: <code>CP1.2\DB\updated_scripts\rpt_dim_rm_resources.sql</code>

Known Problems and Limitations in Content Pack 1.1

The following problems and limitations are known to exist in Operational Reporting Content Pack 1.1 for PPM Center. If a problem has an assigned internal tracking number, that tracking number is provided (in brackets) at the end of the problem description.

PROBLEM	You receive an <code>ant not found</code> error when running the <code>upgradeBIARs.sh</code> script in SAP BusinessObjects Enterprise (BOE). This problem only occurs when BOE is installed on AIX platforms. (QCCR44348)
WORKAROUND	Run the <code>dos2unix</code> command to change the file format from DOS to UNIX, and then run the <code>upgradeBIARs.sh</code> script again.
PROBLEM	You receive the <code>Web Intelligence Processing Server is busy</code> or the <code>Connection failed</code> error messages when performing common operations on reports, such as opening a report, or clicking a link in a report. This problem only occurs on HP Unix platforms. [QCCR43917]
WORKAROUND	To work around this problem, restart the Web Intelligence Processing Server.
PROBLEM	The <code>upgradeBIARs.sh</code> script fails in SUSE platforms when the following conditions are true: <ul style="list-style-type: none">• There is a space in the first line of the <code>ant</code> and <code>antRun</code> files. (<code>#!/bin/sh</code>)• The <code>JAVA_HOME</code> environment variable is not set. (QCCR44198)
WORKAROUND	Run the <code>dos2unix</code> command to change the file format from DOS to UNIX, and then run the <code>upgradeBIARs.sh</code> script again.
PROBLEM	(Operational Reporting 9.10 version only) You receive the <code>MERGE_ONE_TABLE ORA-06502: PL/SQL: numeric or value error: character string buffer too small, error code:-20000, error code:-20000</code> error message during the ETL process.
WORKAROUND	After you install PPM Center version 9.11 or a later version, you can locate the packages <code>rpt_sync_objects.plb</code> and <code>rpt_request_update_dimension.plb</code> under the <code>OpsReporting</code> folder, and then deploy these two packages on your Reporting DB schema to replace the previous version.

Known Problems and Limitations in PPM Center

9.12 Content Pack 1

The following problems and limitations are known to exist in PPM Center version 9.12 Content Pack 1. If a problem has an assigned internal tracking number, that tracking number is provided (in brackets) at the end of the problem description.

PROBLEM	Opening a linked report from the parent WEB Intelligence report results in the removal of data from the parent report results. This happens only if you open a linked report after you export the parent report to Excel and save it. Thereafter, if you click the refresh button on the parent report prompt, saved filter values are lost. [QCCR1L16514]
WORKAROUND	After you export a parent report to Excel, re-run the report with new prompt values, and then open the linked report without exporting it to Excel.
PROBLEM	If the PPM Center database schema is restored from a data dump in which BusinessObjects was already configured, and the BusinessObjects scripts are re-run on the restored dump, the setup script cannot automatically drop the Oracle Change Data Capture (CDC) tables.
WORKAROUND	Before you run <code>sample_setup_all.bat (.sh)</code> , do the following: <ol style="list-style-type: none">1. Navigate to the <code><PPM_CP1>\910_CP1\DB\upgrade</code> directory.2. Run the <code>drop_cdc_tabs_views.sql</code> script against your PPM Center database schema before you run <code>sample_setup_all.bat (.sh)</code>. The <code>drop_cdc_tabs_views.sql</code> script deletes the CDC tables and views imported from the dump, and enables the creation of new CDC tables and views when you next run <code>sample_setup_all.bat (.sh)</code>

PROBLEM	If BusinessObjects 3.1 XI was installed on an HP-UX system, you could not run any report from InfoView because of a memory issue. [QCCR1L41876]
WORKAROUND	<p>To resolve the issue:</p> <ol style="list-style-type: none"> 1. Go to Central Management Console (CMC). (Start > Programs > Business Objects 3.1 XI > BusinessObjects Enterprise > Central Management Console). 2. Click Servers. 3. Open the Properties screen for the Web Intelligence Processing server. 4. Set Memory Upper Threshold (MB) to 2000. 5. Set Memory Maximum Threshold (MB) to 2000. 6. Save your settings and close CMC. 7. Open the Central Configuration Manager (CCM). (Start > Programs > Business Objects 3.1 XI > BusinessObjects Enterprise > Central Configuration Manager). 8. Restart the Apache Tomcat and Server Intelligence Agent servers from CCM. 9. From CMC, verify that all servers are up and running. 10. Run your reports from InfoView.
PROBLEM	HP has noticed Oracle Internal Errors (Ora 600) for certain test data sets when accessing operational reports or during the ETL process.
WORKAROUND	If you encounter such errors, upgrade your Oracle Database software to version 11.2.0.2 or later to fix the problem.

6 Documentation Updates

Documentation Updates for Operational Reporting CP1.3 for PPM Center

This section describes the major changes made to the *Operational Reporting Administrator's Guide* for Content Pack 1.3:

- The guide now includes instructions on how to upgrade BusinessObjects XI 3.1 server and client tools to Service Pack 5 Fix Pack 3.
- Chapter 4, “Upgrading Operational Reporting on Windows Systems” and Chapter 5, “Upgrading Operational Reporting on a UNIX System”, provide instructions on how to download the Content Pack 1.3 upgrade bundle, and upgrade an existing Operational Reporting deployment based on PPM Center 9.10, PPM Center Content Pack 1, PPM Center Content Pack 1.1 or PPM Center Content Pack 1.2 to PPM Center version Content Pack 1.3.

Documentation Updates for Operational Reporting CP1.2 for PPM Center

This section describes the major changes made to documentation as a result of Operational Reporting CP1.2 for PPM Center.

Changes to the Operational Reporting Administrator's Guide

The following changes were made to the *Operational Reporting Administrator's Guide* for PPM Center 9.10:

- A note about Materialized View is added to the section “Loading PPM Center Data Into the Operational Reporting Database”.

The following changes were made to the *Operational Reporting Administrator's Guide* for 9.12 Content Pack 1:

- A note about Materialized View is added to the section “Loading PPM Center Data Into the Operational Reporting Database”.

Documentation Updates for PPM Center 9.12 Content Pack 1

This section describes the major changes made to documentation for PPM Center 9.12 Content Pack 1.

Changes to the Operational Reporting User's Guide

The following changes were made to the *Operational Reporting Administrator's Guide* for 9.12 Content Pack 1:

- Chapter 2, “General Use Information for Operational Reporting” was added to the guide. This chapter provides instructions on how to log on to BusinessObjects InfoView and how to set the locale for viewing operational reports if your organization has a multilingual PPM Center instance.

Changes to the Operational Reporting Administrator's Guide

The following changes were made to the *Operational Reporting Administrator's Guide* for 9.12 Content Pack 1:

- The guide now includes instructions on how to install BusinessObjects Client tools on Windows systems.

- The content in what was previously Chapter 2, Deploying Operational Reporting, has been divided into the following chapters:
 - Chapter 2, Deploying Operational Reporting on Windows
 - Chapter 3, Deploying Operational Reporting on UNIX
- The *Operational Reporting Administrator's Guide* contains the following new chapters:
 - Chapter 4, Upgrading Operational Reporting on Windows
 - Chapter 5, Upgrading Operational Reporting on UNIX
 - Chapter 7, Reporting Portlets
 - Chapter 8, Reporting on PPM Center Request Custom Parameters
 - Chapter 9, Troubleshooting

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>

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



To view files in PDF format (*.pdf), Adobe Reader must be installed on your system. To download Adobe Reader, go to: <http://www.adobe.com>.

7 Documentation Errata

The following items are corrections for the PPM Center Operational Reporting documentation.

Incorrect Recommended Value for db block_size Parameter

LOCATION	<i>Deployment Best Practices for PPM Operational Reporting</i> , 9.10, page 9.
ERROR	The recommended value for the <code>db block_size</code> parameter mentioned on page 9 is 32k. However, the maximum value is 16k on Windows.
CORRECTION	The correct recommended value for the <code>db block_size</code> parameter should be 16k.

Clarification Needed for DB Schema Names, DB Link Names and DB Table Space Names

LOCATION	<i>Operational Reporting Administrator's Guide</i> , 9.10, from page 39 to page 41, and from page 75 to page 81. <i>Operational Reporting Administrator's Guide</i> , 9.12 Content Pack 1, from page 40 to page 48, and from page 95 to page 103.
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ERROR	The document does not mention that the DB schema names, DB link names and DB table space names must be in all capital letters.
CORRECTION	Add a note for each DB schema name, DB link name and DB table space name as follows: The <name> must be in all capital letters (where <name> represents the DB schema name, DB link name or DB table space name).

Incorrect SQL to Query RPT_EVENT_LOG_DETAIL Table

LOCATION	<i>Operational Reporting Administrator's Guide</i> , 9.12 Content Pack 1, page 138.
ERROR	The SQL to query RPT_EVENT_LOG_DETAIL table is incorrect: SELECT * FROM rpt_event_log_detail ORDER BY event_time
CORRECTION	Correct the SQL to as follows: <pre>select event_time, lead(event_time,1) over (order by event_log_id desc), round((event_time - lead(event_ time,1) over (order by event_log_id desc))*24*60 ,2) durations, t1.* from rpt_event_log_detail t1 order by event_log_id desc;</pre> where the value of event_time must contain both date value and time value. If the value of event_time does not contain date value or time value, configure the settings in Oracle client tool as follows: <ol style="list-style-type: none"> 1. Open Oracle SQL Developer. 2. Click Tools > Preferences. 3. In the left pane, expand Database (if it is not already expanded). 4. Under Database, click NLS. 5. Set the date format to: YYYY-MM-DD HH24:MI:SS 6. Click OK.

Clarification Needed for the JDK version

LOCATION	<i>Operational Reporting Administrator's Guide</i> , 9.10, page 30 and page 71. <i>Operational Reporting Administrator's Guide</i> , 9.12 Content Pack 1, page 30 and page 81.
ERROR	The document does not mention that JDK version 1.6 is needed.
CORRECTION	Modify the warning message as follows: "Make sure that the version of your JDK software is 1.6 and the value you specify for JAVA_HOME contains no spaces."

Clarification Needed for LC_ALL Variable

LOCATION	<i>Operational Reporting Administrator's Guide</i> , 9.10, page 64.
ERROR	When prepare to install on Sun Solaris system, the LC_ALL environment variable is different.
CORRECTION	Add the following note after Step 4: "If you plan to install on a Sun Solaris system, set the LC_ALL environment variable to <code>export LC_ALL=en_US.UTF-8.</code> "

Step Needed for Creating <BO_Home> Folder

LOCATION	<i>Operational Reporting Administrator's Guide</i> , 9.10, page 65.
ERROR	On a non-Windows system, you need to set up the <BO_Home> folder manually.
CORRECTION	Add a step after Step 6: Create a new folder <BO_Home>. This folder will be used as BusinessObjects installation directory later.

Incorrect Heading Levels for two Headings

LOCATION	<i>Operational Reporting Administrator's Guide</i> , 9.12 Content Pack 1, page 143.
ERROR	The “Date Range for Transferred HP Resource Management Data” and the “Extending the Time Range of Resource Capacity Data” headings are not in TOC.
CORRECTION	Set the heading levels of the two headings to H3.

Incorrect Value Suggested for JAVA_HOME Variable

LOCATION	<i>Operational Reporting Administrator's Guide</i> , 9.12 Content Pack 1, page 30.
ERROR	The document incorrectly suggests to set the <code>JAVA_HOME</code> variable in the system environment of the user account to <code><BO_Home>\bobje\jdk</code> on the BusinessObjects server.
CORRECTION	Set the <code>JAVA_HOME</code> variable to <code><BO_Home>/javasdk</code> .

Clarification Needed for the Optional Step

LOCATION	<i>Operational Reporting for PPM Center Release Notes</i> , Content Pack 1.1, page 10.
ERROR	The document indicates that Step 1 is optional, but it does not explain when to execute the step.
CORRECTION	Add the following explanation after Step 3: <ul style="list-style-type: none">• If no error occurs, proceed to Step 4.• If the following error occurs, go to Step 1: ***PPM database needs to be synchronized

Warning after Executing the Step

LOCATION	<i>Operational Reporting for PPM Center Release Notes</i> , Content Pack 1.1, page 10.
ERROR	When executing Step 1, you need to wait for the ETL to complete before proceeding with Step 2, otherwise, you will receive an error when executing Step 2.
CORRECTION	Add a warning message after Step 1: "You need to wait for the ETL to complete before proceeding with Step 2."

Directory of the sample_preupgrade_rpt.bat File

LOCATION	<i>Operational Reporting for PPM Center Release Notes</i> , Content Pack 1.1, page 10.
ERROR	In Step 2, the document does not mention that the <code>sample_preupgrade_rpt.bat</code> file is located in the <code><PPM_CP1.1>/Sample</code> directory.
CORRECTION	Add the sentence "Navigate to the <code><PPM_CP1.2>/Sample</code> directory" before "run the <code>sample_preupgrade_rpt.bat</code> file".

Symptom Changed after Executing the Step

LOCATION	<i>Operational Reporting for PPM Center Release Notes</i> , Content Pack 1.1, page 11.
ERROR	After running the script in Step 9, you are not prompted for the information mentioned in Step 10. Instead, when you run the script, you receive a message that <code>biar_import.properties</code> needs to be updated to contain the correct values.
CORRECTION	Add a warning message after Step 9: "When you run the script, you will receive a message that <code>biar_import.properties</code> needs to be updated to contain the correct values." Remove Step 10, and move the information to Step 8.

No Log File Generated

LOCATION	<i>Operational Reporting for PPM Center Release Notes</i> , Content Pack 1.1, page 11.
ERROR	In Step 11, no log file is generated.
CORRECTION	Remove this step.

Step 12 Not Necessary in the Installation of Operational Reporting for Content Pack 1.1 PPM Center

LOCATION	<i>Operational Reporting for PPM Center Release Notes</i> , Content Pack 1.1, page 12.
ERROR	Step 12 requires restart of the PPM Servers, which is not necessary since PPM Center version 9.12.
CORRECTION	Remove this step.