HP Project and Portfolio Management Center

Release Notes

Software version: 9.14.0005 / February 2013

This document provides an overview of the changes made to HP Project and Portfolio Management Center (PPM Center) for version 9.14.0005. It contains important information not included in the manuals.

⚠️   **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 9.14.0005 includes defect fixes since version 9.14.0004 in addition to PPM Center version 9.14, 9.14.0001, 9.14.0002, and 9.14.0003. 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 9.14.0005.

⛔ PPM Center version 9.14 is required before you can apply version 9.14.0005 on top of it.

To install version 9.14.0005:

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-patch0005.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 patch0005

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 9.14.0005.

WARNING:

Defect fixes included in patches (up until 9.14.0004) on top of version 9.14 are rolled into version 9.20. If you are on PPM Center patch 9.14.0005 (or later), do not upgrade to PPM Center version 9.20 yet, otherwise you may encounter some regression regarding the defect fixes in 9.14.0005. You may want to wait for the next available patch on top of version 9.20 to have those defect fixes.

Enhancements

The following three enhancements are included in PPM Center version 9.14.0005:

- Enhanced kSupport Tool
- Enhanced SQL Debugging Mechanism

Enhanced kSupport Tool

Running `kSupport.sh` script gathers information helpful to HP Software Support in diagnosing system problems. The kSupport tool is designed to serve as a troubleshooting knowledge system for PPM Center. Embedding into the tool the knowledge gathered from supporting PPM Center customers around the world, HP expects the tool to make PPM Center self-diagnosable and self-healable. The flexible interface of the tool make it easy to absorb new knowledge as PPM Center develops and HP Software Support's knowledge grows.

In PPM Center version 9.14.0005, this tool is enhanced for better retrieving the information by introducing SuperSupport functionalities.

Instead of gathering massive information without categorization, the new SuperSupport functionalities enable you to:

- Search Server Logs by Time Range and Keywords
- Collect Categorized Information Based on Modules

Search Server Logs by Time Range and Keywords

The new **Super support information** check box section added on the Generate Support Information page in the Administration Console allows you to search logs by specifying time range and keywords.

If specifying both the time range and the keywords, you can retrieve logs containing the keywords within the time range. This helps quickly locate the desired information from the massive logs and avoid getting outdated logs.

Note:

If the time zone of PPM Server has been changed, the logs cannot be extracted correctly by the specified time range.

Collect Categorized Information Based on Modules

The new **Super support modules** check box section added on the Generate Support Information page in the Administration Console allows you to gather information based on modules.

For example, if you want to gather information for the Demand Management module only, you can just select the **DM** check box. The retrieved information for the Demand Management module is stored in the *<kSupport_Zip_File>*/etc/DM directory.

In addition to traditional PPM Center modules, such as **DM**, **RM**, and, **PjM**, and typical integration modules, such as **DMS**, **ALM/QC**, and **uCMDB**, the super support modules include six more modules: **Core**, **Performance**, **ErrorPageCollector**, **DBChangeCheck**, **FileSystemCheck**, and **SeedDataCheck**. Running the script on the **Core** module, you can gather common information not related to any specific modules, and on the **Performance** module, you can gather information about PPM Center performance.

In order to proactively detect some common configuration errors, data missing issues, potential data corruption issues, and so on, the enhanced kSupport tool can perform some sanity checks for several modules, especially for integration modules. The sanity check is designed based on best practices of PPM Center Support, so it may help find out the causes for some system issues in less time.

Notes:

- If an integration module is not enabled, you cannot retrieve support information for that module by selecting the check box for the corresponding module here.

- The check boxes for the **Core**, **DBChangeCheck**, **FilesystemCheck**, and **SeedDataCheck** modules are always selected by default, no matter which modules you select. That means the script is always run for these four modules.

- Specifying the time range in the **Super support information** check box section also helps retrieve some database queries within the time range. For example, if you specify the time range and select the **DMS** check box, only the integration events within the time range will be retrieved.

Collect Modified Data

Data users have modified are collected everytime `kSupport.sh` is run on the following three mandatorily selected modules.

- **DBChangeCheck**. The script compares the baseline data with user's database objects, such as packages, triggers, and indexes. The retrieved comparison report is stored in the `<kSupport_Zip_File>/etc/DBChangeCheck` directory.

- **FileSystemCheck**. The script compares the baseline data with user's file system, such as `jsp`, `js`, and `class` files in the `<PPM_HOME>/server/<NODE>/deploy/itg.war` directory and `<PPM_HOME>/server/<NODE>/deploy/dashboard.war` directory. The retrieved comparison report is stored in the `<kSupport_Zip_File>/etc/FileSystemCheck` directory, and the modified files are stored in the `<kSupport_Zip_File>/etc/FileSystemCheck/modifiedfiles` directory.

- **SeedDataCheck**. The script compares the baseline seed data with user's seed data, such as request status, workflows, and portlet definitions. The retrieved comparison report is stored in the `<kSupport_Zip_File>/etc/SeedDataCheck` directory.

Collect HTML Source Codes for Error Pages

Collecting HTML source codes for JS errors on PPM Center standard user interface can help address these errors more quickly.

To collect HTML source codes,

1   Log on to PPM Center.

2   Navigate to the page you want to trace.

3   From the menu bar, select **My Links > Trace Html and Upload**.

A dialog box pops up.
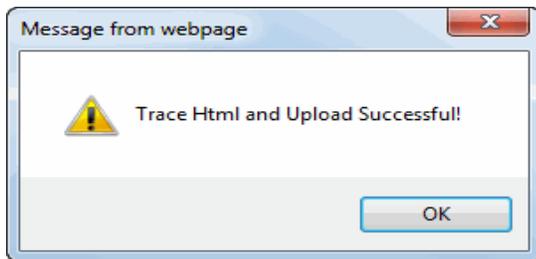
4   Click **OK**.

5   Navigate to the Generate Support Information page in the Administration Console.

6   Select **ErrorPageCollector** in the **Super support modules** section.

7   Click **Generate**.

HTML source codes for error pages are stored in the `<kSupport_Zip_File>/etc/ErrorPageCollector` directory.

Notes:

- After you generate support information in the Administration Console, the recently traced error pages will be cleaned.

- Not only error pages but also normal pages can be traced.

- If you are using Internet Explorer 9.0, and open the Developer Tools, you may not be able to trace HTML. To address this issue, do one of the following:

  o   Do not use the Developer Tools when tracing HTML.

o   Refresh the page when Developer Tools is opened.

Enhanced SQL Debugging Mechanism

In previous versions of PPM Center, the SQL debugging mechanism has the following flaws:

- To enable or disable Oracle side SQL debugging, it is required to manually change the `ENABLE_KNTA_DEBUG_MESSAGES` parameter setting in the KNTA_DEBUG_CONSTANT package, and PPM Server restart is needed for the changes to take effect.

- Debugging messages could not be logged. PPM Center administrators are able to collect additional SQL debugging information by adding the KNTA_Debug_Message.Log() action to a concerning location in the code. However, the action itself is inside the entire session, the debugging information stored in the KNTA_DEBUG_MESSAGES table is removed when the session is rolled back due to unexpected issues.

In PPM Center version 9.20, the SQL debugging mechanism was enhanced. Now administrators can easily switch to debugging mode by changing the value of the newly introduced ENABLE_KNTA_DEBUG_MESSAGES parameter through the Administration Console, without having to restart PPM Server. In addition, an autonomous transaction is introduced to the `log()` action to prevent log messages from being rolled back.

Certifications and Fixes

Certifications

The following additional certifications are 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 9.14.0005

Costing

Tracking Number	Problem
4641227205	Error when running FX Rate Update Service. (QCCR1L49355, QCCR1L49354)

Dashboard

Tracking Number	Problem
4643033303	Project name and description are not readable when adding portlets to Dashboard in Spanish session. (QCCR1L49410)
4641690213	Error when migrating some modules between environments. (QCCR1L49473, QCCR1L49282)

Demand Management

Tracking Number	Problem
4642887986	The property REQUEST_BROWSER_RESULTS.TXT is missing from KCRX_Resources. properties. (QCCR1L49136, QCCR1L49135)
4642969923	**Notes** section on a request details page is not displayed correctly in Firefox 10. (QCCR1L49323)
4641265870	When clicking **Change Request Type** after clicking **Advanced Search** on the Search Requests page, fewer request types results than users currently have are displayed. (QCCR1L48046)
4642004715	Error when clicking **Cancel** on the Reconfirm page during project traversal. (QCCR1L49173)
4640323659	Apply on field change rules on table components are not enforced until mouse cursor leaves the table. (QCCR1L49374, QCCR1L47225)

Tracking Number	Problem
4643475124	Apply on Creation rules on table component do not work after upgrading PPM Center to version 9.14.0004. (QCCR1L49698)
N/A	If the subject of mobility access mail has "#" in it, all the characters after the "#" are truncated in Android system. (QCCR1L49296)

Financial Management

Tracking Number	Problem
4641959361	Unable to edit actual cost for labor and non-labor items in the Edit Costs page. (QCCR1L48618) To address this issue, two check boxes have been added in the **Financial Management** section under the Cost and Effort tab of the Project Settings page: • The **Allow manual adjustment on the actual labor cost** check box is added under the **Calculate the actual labor costs from the work plan and time sheets. (Note: Financial Management for the work plan must be enabled.)** check box. • The **Allow manual adjustment on the actual non-labor cost** check box is added under the **Calculate the actual non-labor costs from the work plan. (Note: Financial Management for the work plan must be enabled.)** check box. Selecting both the new check boxes, you can edit actual cost for labor and non-labor items in the Edit Costs page.

Integrations

Tracking Number	Problem
4642542533	Cannot stop showing invalid user/password form in MSP plugin. (QCCR1L49542, QCCR1L49062)
4639563661	Error when opening a PPM Center exported project workplan in Microsoft Project. (QCCR1L49565, QCCR1L47941)

Mobility

Tracking Number	Problem
4642261712	"Reply to" feature of mobility notification email does not capture notes correctly. (QCCR1L49337, QCCR1L49325)

Platform

Tracking Number	Problem
4639211737	(TTL issue) No multicast traffic has been heard from node ppmprd1 on the MULTICAST_PORT port for over 3 minutes even though the node appears to be up. To fix this issue, a new parameter MULTICAST_TTL was introduced to set TTL value in all multicast channels. The default value is 8. (QCCR1L49566, QCCR1L49548)

Project Management

Tracking Number	Problem
4639879381	Error when clicking **Save** on the Project Detail page after modifying some fields. (QCCR1L49219, QCCR1L49216)

Resource Management

Tracking Number	Problem
4641844504	Error when clicking **View Actuals** on the Staffing Profile page linked with assets. (QCCR1L49470, QCCR1L48662)
4611621669	Resource Request portlet shows requests whose unmet hours is zero. (QCCR1L49093, QCCR1L24940)
4641478825	Performance issue with Analyze Assignment Load Data Extract. (QCCR1L49533, QCCR1L48976)

Time Management

Tracking Number	Problem
4637355795	Error when running Actual Time Cost Summary Report. (QCCR1L49443, QCCR1L45405)
4643162663	Issue with time sheet link when clicking it in notification emails or opening it in a browser other than Internet Explorer. (QCCR1L49534, QCCR1L49457)
4643446509	Fail to log on to PPM Center because CPU utilization goes up to 100%. (QCCR1L49693, QCCR1L49676)

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 `COST_ROWS_BATCH_SIZE` has been added. Administrators can change its value in the `server.conf` 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.

Tracking Number	Problem
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)
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)

Tracking Number	Problem
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)

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	Error when importing a new module. (QCCR1L48098, QCCR1L48014)

Tracking Number	Problem
4638724602	

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)
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 PPM Center to version 9.14, the beforehand working procedures suddenly fail. (QCCR1L47867, QCCR1L47770)

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)
4638536089	Forecast information is not rolled up to financial summaries. (QCCR1L47076, QCCR1L46889)

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)
4639007213	Users are not able to reset their passwords in 9.12 when server parameter `LOGON_METHOD` is set to `LOGIN_ID`. (QCCR1L46489, QCCR1L46457)
4633404067	Column text not displaying full text (column text needs to be wrapped) in multiple rows. (QCCR1L47077, QCCR1L43624)
4637415787	Export to PDF error. (QCCR1L47097, QCCR1L46174)

Demand Management

Tracking Number	Problem
4637885017	Problem with unknown trigger when logged in PPM Center with language set to French. (QCCR1L46352, QCCR1L45985)
4638364886	Different behaviors with the same Access Grant between PPM Center version 9.13 and version 7.5. (QCCR1L46393)
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)
4638866763	Problem with "Apply before transition" rules in a request. (QCCR1L46584, QCCR1L46470)
4639586530	Date field is adding time zone. (QCCR1L47100, QCCR1L46812)
4639605483	Wrong Auto Population of date field with Date and Time validation. (QCCR1L47101, QCCR1L46694)
4633449874	KCRT_REQ_HEADER_DETA_30251_1 trigger fails after PPM Center 8.03 installation. (QCCR1L47195, QCCR1L43165)

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)
4637471274	File Chooser displays wrong file name results. (QCCR1L46792)
4638121918	Directory Chooser validation when used in Deployment Reports fails with SCP2. (QCCR1L46794)
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)

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 4633006731 4634994807 103433630454	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 "Additional Staffing Profile Assignments". (QCCR1L47208, QCCR1L39719)

Time Management

Tracking Number	Problem
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, 9.14.0003, and 9.14.0005 (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 9.14.0005

Demand Management

LIMITATION	From the Request List portlet on the Dashboard page, you open the last request on the last page of the portlet and cancel the request. When you go back to the Dashboard page, you see no results from the Request List portlet. The portlet works again if you reopen the Dashboard page. (QCCR1L48445)
WORKAROUND	None.
PROBLEM	You use a SQL rule to get a project name and display it on the Request Details page. When the project name contains an ampersand, the ampersand is not displayed and the name gets truncated on the Request Details page. (QCCR1L46993)
WORKAROUND	PPM Center uses `#@#` as a separator. Make sure that: • Values used in SQL rules do not contain `&` or `#@#` • SQL rules do not contain `#@#` You can use `#` and `@` separately.

Document Management System

LIMITATION	It is not possible to attach a document to a request while PPM Center DMS full text index creation is in progress. If you do so, you may receive the following error message: `Error ORA-29861: domain index is marked LOADING/FAILED/UNUSABLE` This is a third-party product limitation. (QCCR1L49386)
WORKAROUND	None.

Project Management

LIMITATION	When you click **Save** on the Project Details tab of the Project Overview page, you receive the following error message: `An Error has Occurred. The parameter (portletNoPreview) is invalid or missing.` (QCCR1L49071)
WORKAROUND	None.

Platform - Workbench

PROBLEM	You may experience problem when trying to export large workflow diagram from PPM Workbench.
WORKAROUND	If you open PPM Workbench by clicking **Open > Administration > Open Workbench**, you may need to increase your heap size from Java Plug-in in order to export large workflow diagram from PPM Workbench. To do so, 1 On Windows platform, click **Start > Control Panel > Java Plug-in**. 2 In the Java Control Panel dialog, select the **Java** tab, and click **View** under **Java Applet Runtime Settings**. 3 Find the most recent **Version** Java runtime line, double click in the **Java Runtime Parameters** field and add $-Xmx<heap\_size>m$. $<heap\_size>$ shall be a number appropriate to your system. For example, $-Xmx300m$, that is, setting Java maximum heap size to 300 MB. 4 Click **OK**. **Note**: Make sure you exit all web browser windows.

Security

LIMITATION	In PPM Workbench, you deselect the checkbox for a product under **Application Licenses** in the User window. However, number of licenses for that product in the License Administration window does not change. This is because when calculating licenses, PPM Center ignores users whose end dates are in the past. (QCCR1L44078, QCCR1L43765)
WORKAROUND	None.

Known Problems, Limitations, and Workaround in Version 9.14.0003

Document Management System

PROBLEM	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 Docbase. (QCCR1L48474)
WORKAROUND	Since PPM Center version 9.13, the DMS Configuration is stored in database, and the file dms.conf is ignored, unless the DMS configuration is missing from database (in which case the configuration will be read from dms.conf and saved in the database on first server startup). For detailed solution, see Warning Regarding DMS Configuration and PPM Center Database Dump and Cloning.

Time Management

PROBLEM	One of PPM Center nodes fails after OutOfMemoryError: `GC overhead limit exceeded error` (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 OutOfMemoryError is returned.) The solution provided for QCCR1L46160 will re-evaluate time sheet line approvers in batches to avoid performance issue and the OutOfMemoryError caused by TM Approver Evaluation Service. 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)

WORKAROUND	Clean Oracle recycle bin periodically.
	
	• To view the Oracle recycle bin content, run the following command from sqlplus:
	`SQL> SHOW RECYCLEBIN;`
	
	• To clean temporary table TM_PENDING_APPROVERS_EVALS_GT from the Oracle recycle bin, run the following command from sqlplus:
	`SQL> PURGE TABLE TM_PENDING_APPROVERS_EVALS_GT;`
	
	• To clean all the content of Oracle recycle bin, run the following command from sqlplus:
	`SQL> PURGE RECYCLEBIN;`
	
	• To get a hot fix for this issue, contact HP Software support.

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	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:
	`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`
	`...`
	(QCCR1L47440)
WORKAROUND	If you want to use the Documentum super user account to perform the upgrade,
	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 `kConfig.sh` 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.

Unclear descriptions about the four filter fields on Add Projects to 'My Items' window

LOCATION:	*Time Management User's Guide,* version 9.10, page 41-42

ERROR:	The descriptions about the following four filter fields on Add Projects to 'My Items' window are not clear enough:

- Scheduled Start From
- Scheduled Start To
- Scheduled Finish From
- Scheduled Finish To

CORRECTION:	The correct descriptions about the above filter fields are as follows:

Scheduled Start From: Limits the list of projects to those whose root tasks start on the date you specify or later.

Scheduled Start To: Limits the list of projects to those whose root tasks start on the date you specify or earlier.

Scheduled Finish From: Limits the list of projects to those whose root tasks are finished on the date you specify or later.

Scheduled Finish To: Limits the list of projects to those whose root tasks are finished on the date you specify or earlier.

Insufficient information about integrating PPM Center tasks with Service Manager RFCs

LOCATION:	*Solution Integrations Guide,* version 9.10, page 22 and page 251

ERROR:	A warning message is needed to inform users when PPM Center tasks cannot be integrated with Service Manager RFCs.

CORRECTION:	Add a warning as follows on page 22 and page 251 of this guide:

This integration is not available for projects in which MSP integration is set to **Microsoft controls all shared work plan information**.

Insufficient information about deprecated validations

LOCATION:	*Commands, Tokens, and Validations Guide and Reference,* version 9.10, page 71
ERROR:	PPM Center does not support deprecated validations, but it is not clearly documented in the guide.
CORRECTION:	Add a note as follows on page 71 of this guide: PPM Center does not support deprecated validations. The user-defined fields and workflow steps that are created by using these validations may not work.

Issue causing the error message "An Error has occurred.The parameter (portletNoPreview) is invalid or missing." Partially fixed

LOCATION:	*Release Notes,* versions 9.14, third edition, page 109
ERROR:	Issue causing the error message "An Error has occurred. The parameter (portletNoPreview) is invalid or missing." (under the tracking number 4629313349 or defect number QCCR1L42882) was only partially fixed.
CORRECTION:	Move the description for the issue from the *Fixes* section of the document to the *Known Problems and Limitations in PPM Center 9.14* section.

Insufficient information about the best way to collect thread dumps

LOCATION:	*Installation and Administration Guide,* version 9.10, third edition, page 332
ERROR:	There are insufficient information about the best way to collect thread dumps in the *Using the Watchdog Tool* section of this guide.
CORRECTION:	Add a tip as follows in the *Using the Watchdog Tool* section: To collect thread dumps when a threshold value is not desired, you can,

- Use the Watchdog Tool and set `memory_threadhold` to `0`. Or,

- (Recommended) Use Stack Trace Tool jstack to create all thread dumps on all operating systems.
  For example, **jstack pid >a.log**
  The jstack tool is present in the *<JDK_HOME>*/bin directory

Incorrect statement about support for compressed tables or tablespaces in Release Notes

LOCATION:	*Release Notes,* versions 8.04, 9.10~9.14, and 9.14.0001~9.14.0003

ERROR:	The following statement at the end of the *Installation Notes* section of the concerning Release Notes is incorrect: The current release of PPM Center does not support table or tablespace compression in Oracle. If you use compressed tables or compressed tablespaces, the upgrade scripts will fail.

CORRECTION:	Remove the statement.

REHL clone Oracle Enterprise Linux (OEL) 5 supported instead of Unbreakable Enterprise Kernel

LOCATION:	*System Requirements and Compatibility Matrix Guide,* version 9.14, third edition, page 32

ERROR:	The document says Oracle Enterprise Linux (OEL) 5 with Unbreakable Enterprise Kernel is supported, which is incorrect.

CORRECTION:	The supported version is REHL clone OEL 5.

SOAP 1.2 incorrectly documented as supported

LOCATION:	*Web Services Guide,* version 9.10, page 46

ERROR:	The document says that Web services support SOAP 1.1 and 1.2 standards, which is incorrect. Only SOAP 1.1 standard is supported.

CORRECTION:	Remove 1.2 from the document.

Confusing definition of the table KNTA_USER_SESSIONS

LOCATION:	*Data Model Guide,* versions 9.13, Second Edition, page 726

ERROR:	The definition of the KNTA_USER_SESSIONS table provided the document is confusing.

CORRECTION:	The correct definition shall be as follows: When the WEB_SESSION_TRACKING parameter is set to `true` in the `server.conf` file, this table stores information about user sessions when errors or exceptions are thrown during user logon, user access to portlets and Scenario Comparison pages.

Confusing kStart.sh commands in the *Installation and Administration Guide*

LOCATION:	*Installation and Administration Guide (Third Edition),* version 9.10, page 197
ERROR:	The two kStart.sh commands provided on page 197 of the document are inconsistent with the commands provided on page 560, where the "=" shall be removed.
CORRECTION:	Remove "=" from the two commands on page 197. The correct commands shall be the follows:

To start a secondary node, use the `-name server-name` argument in the `kStart.sh` script, as follows:

```
sh ./kStart.sh –name <PPM_Server_Name>
```

To stop a secondary node, run the `kStop.sh` script, as follows:

```
sh ./kStop.sh –name <PPM_Server_Name> -now -user <User_Name>
```

Insufficient description about how to create a parent skill folder

LOCATION:	*Release Notes,* version 9.11, page 15, or *Release Notes,* version 9.12, page 230, or *Release Notes,* version 9.13, page 274, or *Release Notes,* version 9.14, page 382
ERROR:	In *Release Notes* for versions since 9.11, the example about how to set up hierarchical selection displays parent skill information, but there are no descriptions about how to create a parent skill folder in these guides.
CORRECTION:	Add the *Create Skills with Hierarchical Selection* section as follows in the *Resource Management User's Guide* as well as the *Release Notes* to explain how to create parent skill folders.

To create skills with hierarchical selection:

1 Open createSkills Web Service to create a parent skill and set **folders** to `true`.

2 Create some sub-skills and set **parent name** to the name of the parent skill you created.

   Note: You can set **folders** to true when creating a new skill, but you cannot set **folders** to true when updating an existing skill

For more information about Web Services, see *Web Services Programmer's Guide.*

Commands for exporting and importing Oracle 11g database schema are incorrect

LOCATION: *Installation and Administration Guide (Third Edition),* version 9.10, pages 394~395

ERROR: The commands for exporting and importing Oracle 11g database schema described in step 2 on page 394 and step 6 on page 395 are incorrect.

CORRECTION: Correct information for step 2 and step 6 are as follows:

2. Export the PPM Center database schema to a file by running the `expdp` command as shown in the following example.

```
$ORACLE_HOME/bin/expdp USERID=system/<Password>@<DB>
DUMPFILE=<Export_Filename> DIRECTORY=<Dump_Dir>
schema=<Source_SCHEMA> LOG=export_knta_920.log
```

where

`<Password>` represents the password for the system user on the Oracle database

`<DB>` represents the database connect string

`<Export_Filename>` represents the name of the file that is to contain the export. The filename must have the `dmp` extension (for example, `kntaExport.dmp`).

`<Dump_Dir>` represents database dump directory. To create the directory, run the following: **create directory DUMP_DIR as 'c:/dump_dir';**

`<Source_Schema>` represents the name of the PPM Center database schema to export.

6. To import data from the export file that you created earlier into the new empty PPM Center database schema, run the `impdp` command, as shown in the following example.

```
$ ORACLE_HOME/bin/impdp USERID=system/<Password>@<DB>
DIRECTORY=<Dump_Dir> REMAP_SCHEMA=<Source_Schema>:<Target_Schema>
DUMPFILE=<Export_Filename> LOG=import_knta_920.log
```

where

`<Password>` represents the password for the system user on the Oracle database

`<DB>` represents the database connect string

`<Dump_Dir>` represents database dump directory.

`<Source_Schema>` represents the name of the PPM Center database schema previously exported.

`<Target_Schema>` represents the name of the new PPM Center database schema

`<Export_Filename>` represents the name of the file that contains the export. The filename must have the `dmp` extension (for example, `kntaExport.dmp`).

Insufficient explanation about the use of parent type of staffing profile

LOCATION: *Web Services Programmer's Guide,* version 9.10, page 289
                  Web Services Programmer's Guide, version 9.13, page 335

ERROR: The explanation about how to use the parent type of staffing profile is not sufficient.

CORRECTION: The following note is added under the parentType table in the guide:

                  Though PPM Center Web Services support Multilingual User Interface, parent type listed in the above table should not be translated into other languages.

                  For example, if you want to create a staffing profile linked with a project, you can only use "`Project`" as the parent type of the staffing profile even if you are using languages other than English.

Empty tables are not exported when running the exp command described in *Installation and Administration Guide*

LOCATION: *Installation and Administration Guide (Third Edition),* version 9.10, page 394 and page 395

ERROR: When using Oracle 11g Enterprise Edition 11.2 and running the exp command as described on page 394 of the document, it may occur that empty tables are not exported.

CORRECTION: Add the following note to Step 2 on page 394 of the document:

                  When using Oracle 11g Enterprise Edition 11.2, run the following command:

```
$ORACLE_HOME/bin/expdp USERID=system/<Password>@<DB>
FILE=<Export_Filename> OWNER=<PPM_Username>
LOG=c:/export_knta_910.log
```

                  Add the following note to Step 6 on page 395:

                  When using Oracle 11g Enterprise Edition 11.2, run the following command:

```
$ ORACLE_HOME/bin/impdp USERID=system/<Password>@<DB>
FILE=<Export_Filename> IGNORE=Y TOUSER=<New_PPM_Username>
FROMUSER=<PPM_Username> LOG=c:/import_knta_910.log
```

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 description 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 form 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,

1   Log on to PPM Center, and open a page.

For example, the Search Request page.

2   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.

3   Set trace ID.

a   From the right end of the Debugging Console, click **show** link.

The DB Stats list displays.

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.

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.

4 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.

5　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.

　　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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