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# HP Project and Portfolio Management Center

## Release Notes

Software version: 9.14.0009 / October 2013

This document provides an overview of the changes made to HP Project and Portfolio Management Center (PPM Center) for version 9.14.0009. It contains important information not included in the manuals.

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### **Important Announcement – PPM Center Patch Release Strategy Change Post 9.14**



Dear Valued PPM Customer,

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

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

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

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

Thank you very much,

HP Software Support  
Project and Portfolio Management Center

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# 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.

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## In This Version

PPM Center version 9.14.0009 includes defect fixes since version 9.14.0008 in addition to PPM Center version 9.14, 9.14.0001, 9.14.0002, 9.14.0003, 9.14.0004, 9.14.0005, 9.14.0006, and 9.14.0007. For details, see the [Fixes](#) section.

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## 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/>**

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# Installation Notes

This procedure includes steps that are valid for PPM Center version 9.14.0009.



PPM Center version 9.14 is required before you can apply version 9.14.0009 on top of it.

To install version 9.14.0009:

- 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-patch0009.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 patch0009
```
- 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 9.14.0009.

### If you intend to upgrade PPM Center to version 9.2x, read the note below:

Defect fixes included in patches (up until 9.14.0004) on top of version 9.14 are rolled into version 9.20. Version 9.21 contains defect fixes included in patches 9.14.0001 through 9.14.0006.



If PPM Center is running at patch 9.14.0005 or 9.14.0006, do not upgrade to and then run at version 9.20. Instead, upgrade from patch 9.14.0005 or 9.14.0006 to version 9.20 temporarily without running PPM Center, and then upgrade **immediately** to version 9.21.

If PPM Center is running at patch 9.14.0007 or later patch on top of version 9.14, do not upgrade to version 9.21 yet, otherwise you may encounter some regression regarding the defect fixes in 9.14.0007 (and later). You must wait, for the next available patch release, which contains the fixes through your current version. This compatibility information can be found in the potential target release notes (table *Supported upgrades for current PPM Center versions*).

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# Enhancements

## Enhancements in Version 9.14.0009

### kDeploy.sh Tool Enhanced to Support More Operating Systems

The `kDeploy.sh` tool was enhanced in version 9.14.0006, however, it can only be run on Windows with Cygwin and Linux.

In version 9.14.0009, the `kDeploy.sh` tool was enhanced and can be run on the following platforms:

- Windows
- Solaris
- SUSE
- Linux
- HP-UX
- AIX

## Enhancements in Version 9.14.0008

### PPM Center External Database DMS

In addition to enhancements to the PPM Center Database DMS, starting from PPM Center version 9.14.0008, you also have the option of leveraging an external Oracle database to store your documents. The PPM Center External Database DMS provides the same features as the PPM Center Database DMS solution, except that the documents are saved in an external database schema, instead of in the PPM Center database schema.

For detailed information about the PPM Center External Database DMS as well as migration instructions, see the updated *Document Management Guide and Reference*.

## Enhancements in Version 9.14.0006

### Enhanced kDepoly.sh Tool

In PPM Center version 9.14.0006, the `kDeploy.sh` script is enhanced in the following functionalities:

- Deploying Hotfix
- Undeploying Hotfix
- Redeploying Hotfix

#### Deploying Hotfix

In previous versions, running the command `sh ./kDeploy.sh -hotfix <hotfix_bundle_name>` deploys a hotfix without checking the information of the hotfixes that have been installed on the current instance. This would cause the newly installed hotfix unable to work, because it might have replaced some files in the previous hotfixes.

The enhanced `kDeploy.sh` tool would perform conflict check before installing a hotfix:

- If the hotfix files do not exist on the current instance, running the deployment command successfully installs the hotfix.
- If the hotfix is checked to be conflicting with some files on the current instance, the installation would fail.

To address the confliction issue and to continue the installation, you can contact HP Software Support, who would provide a new bundle based on your confliction report by running `kSupport.sh` script. You can then run the following command:

```
sh ./kDeploy.sh -supersede <bundle_name>
```

where `<bundle_name>` is the name of the new bundle.

If you encounter further confliction issues when running this deployment command, contact HP Software Support for solutions.

After the hotfix is deployed successfully, the enhanced `kDeploy.sh` tool continues to verify whether or not the hotfix is deployed correctly.

### Undeploying Hotfix

Running the command `sh ./kDeploy.sh -undeploy <hotfix_bundle_name>` undeploys a hotfix, and this command would perform files dependency check before undeploying the hotfix:

- If the hotfix files are not included in any other hotfix, running the command undeploys it directly.
- If some files in the hotfix are also included in the hotfixes that are installed later than it, you should undeploy those hotfixes first by running the above command.

#### Note:

In undeploying a hotfix, running the undeploy command rolls back only DB changes and file changes. It does not roll back DML (Data Modification Language) changes.

### Redeploying Hotfix

If you have successfully deployed a hotfix, and you want to redeploy it, you can run the deployment command `sh ./kDeploy.sh -hotfix <hotfix_bundle_name>` again.

When running this command for redeploying purpose, it would:

- 1 Perform conflict check.
- 2 Perform files dependency check.
- 3 Undeploy the hotfix.
- 4 Deploy the hotfix again.

### Limitations

The enhanced `kDeploy.sh` tool contains the following four limitations:

- This tool can only be run on Windows with Cygwin and Linux. Other Operating Systems are not supported.
- Only DDLs which are used to update a view or a package are fully supported. Other SQLs, like DML or DDL used for altering a table can be deploy successfully but cannot be rolled back by this tool.
- The files contained in the `fs_home` directory are not fully supported by this tool. They can be deployed, but cannot be rolled back.
- This tool does not support a patch that is completely composed of SQLs. You cannot use this tool to deploy, undeploy, or redeploy such patches.

## Enhancements in Version 9.14.0005

The following two 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** checkbox section added on the Generate Support Information page in the Administration Console allows you to search logs by specifying time range and keywords.

Collect all logs and reports: ☐

**Super support information**

Start time:

End time:

Logs search key:

**Super support modules**

<input checked="" type="checkbox"/> Core	PPM Center Core
<input checked="" type="checkbox"/> DBChangeCheck	PPM Center DB object change check, e.g. Package, Trigger, Index, etc.
<input checked="" type="checkbox"/> FileSystemCheck	PPM Center File System Modification Check, e.g. JSPs, JSs, etc.
<input checked="" type="checkbox"/> SeedDataCheck	PPM Center Database Seed Data Check
<input type="checkbox"/> Performance	PPM Center Performance Check
<input type="checkbox"/> ErrorPageCollector	Collect Erroneous PPM Web Page
<input type="checkbox"/> Dashboard	Dashboard
<input type="checkbox"/> DM	Demand Management
<input type="checkbox"/> RM	Resource Management
<input type="checkbox"/> PJM	Project Management
<input type="checkbox"/> PFM	Portfolio Management
<input type="checkbox"/> TM	Time Management
<input type="checkbox"/> FM	Financial Management
<input type="checkbox"/> ALM-OC10	ALM/Quality Center 10 Integration
<input type="checkbox"/> ALM-OC11	ALM/Quality Center 11 Integration
<input type="checkbox"/> DMS	Document Management Solution
<input type="checkbox"/> ALM-SDI	HP Service Manager Integration with PPM request
<input type="checkbox"/> LDAP	LDAP integration
<input type="checkbox"/> SM-RFC	HP Service Manager RFC integration with PPM task
<input type="checkbox"/> uCMDB	Universal CMDB integration
<input type="checkbox"/> WebServer	Web server integration
<input type="checkbox"/> SSO	SSO integration

☐ Run SQLs

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** checkbox section added on the Generate Support Information page in the Administration Console allows you to gather information based on modules.

Collect all logs and reports:

☐ Super support information

Start time:

End time:

Logs search key:

☐ Super support modules

<input checked="" type="checkbox"/> Core	PPM Center Core
<input checked="" type="checkbox"/> DBChangeCheck	PPM Center DB object change check, e.g. Package, Trigger, Index, etc.
<input checked="" type="checkbox"/> FileSystemCheck	PPM Center File System Modification Check, e.g. JSPs, JSs, etc.
<input checked="" type="checkbox"/> SeedDataCheck	PPM Center Database Seed Data Check
<input type="checkbox"/> Performance	PPM Center Performance Check
<input type="checkbox"/> ErrorPageCollector	Collect Erroneous PPM Web Page
<input type="checkbox"/> Dashboard	Dashboard
<input type="checkbox"/> DM	Demand Management
<input type="checkbox"/> RM	Resource Management
<input type="checkbox"/> PJM	Project Management
<input type="checkbox"/> PTM	Portfolio Management
<input type="checkbox"/> TM	Time Management
<input type="checkbox"/> FM	Financial Management
<input type="checkbox"/> ALM-QC10	ALM/Quality Center 10 Integration
<input type="checkbox"/> ALM-QC11	ALM/Quality Center 11 Integration
<input type="checkbox"/> DMS	Document Management Solution
<input type="checkbox"/> ALM-SDI	HP Service Manager Integration with PPM request
<input type="checkbox"/> LDAP	LDAP Integration
<input type="checkbox"/> SM-RFC	HP Service Manager RFC Integration with PPM task
<input type="checkbox"/> uCMDB	Universal CMDB Integration
<input type="checkbox"/> WebServer	Web server integration
<input type="checkbox"/> SSO	SSO Integration

☐ Run SQLs

For example, if you want to gather information for the Demand Management module only, you can just select the **DM** checkbox. 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 checkbox for the corresponding module here.
- The checkboxes 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** checkbox section also helps retrieve some database queries within the time range. For example, if you specify the time range and select the **DMS** checkbox, 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.

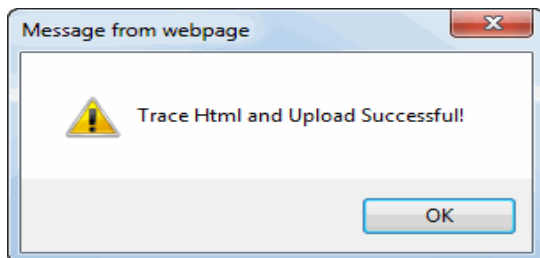
### Collect HTML Source Codes for Error Pages

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:
  - Do not use the Developer Tools when tracing HTML.
  - 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 9.14.0005, 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 11.2.0.2 and 11.2.0.3 (Standard/Enterprise Edition) (RAC and Non-RAC) support for the Center Management for Quality Center solution
- 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
- SAP BusinessObjects Enterprise XI 3.1 Service Pack 5 Fix Patch 3 (BO XI 3.1 SP5 FP3) support for Operational Reporting solution Content Pack 1.3
- VMware ESXi 5.0 support

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

## Fixes

### Fixes in Version 9.14.0009

#### Demand Management

Tracking Number	Problem
4637339629	Web Services issue when a request type contains the On Page Load rules which use a combination of html tags in the SQL function. (QCCR1L52331, QCCR1L48313)
4645549751	The Workflow Step Sources menu has a sorting issue for Sub-workflows in PPM Workbench. (QCCR1L52470)

#### Platform

Tracking Number	Problem
4644493052	PPM cluster instance is running slow with multicast error messages logged in the server log. (QCCR1L52060)
4644249880	An unknown error is shown when trying to create requests via Web Services. (QCCR1L52427)

#### Project Management

Tracking Number	Problem
4645508145	When clicking <b>Collapse All</b> on the Request Details page and going to the Reconfirmation page which has more than 50 fields, you are not able to scroll down the Reconfirmation page. (QCCR1L52247)

## Fixes in Version 9.14.0008

### Costing – FM Web Services

Tracking Number	Problem
4644893295	Error when using Web Services to update benefit line user data field that has a multi-select validation. (QCCR1L51832, QCCR1L51612)

### Demand Management

Tracking Number	Problem
4644867608	If the name of a PPM object contains “&”, the “&” is converted into “&”:”, and the search for the object returns no results. (QCCR1L51370)
4645148015	The security of the request type “Report” is not working correctly. (QCCR1L51820)

### Deployment Management

Tracking Number	Problem
4645015772	Warning when migrating request types. (QCCR1L52253)

### Documentation

Tracking Number	Problem
4645000183	The PMO-CR Level validation is not documented. (QCCR1L51727)
4645226336	The name of the REQUEST_SUB_TYPE_ID token is incorrect. (QCCR1L51902, QCCR1L51901)
4644983945	The steps about how to stop and restart the PPM Server cluster is not documented. (QCCR1L51937)

### Integrations

Tracking Number	Problem
NA	Error when uploading a project created in MSP to PPM Center. (QCCR1L51800, QCCR1L51603)

### Platform

Tracking Number	Problem
4644732655	Unable to run kSupport from Administrator Console and command line after applying version 9.14.0006. (QCCR1L51227)
4645010165	Username and password are displayed in the URL when login fails after PPM Center is upgraded to 9.14. (QCCR1L51646, QCCR1L51505)
4644495796	The Scheduled Start Date and Scheduled Finish Date in the “Project Cost Details” report are not displayed as set. (QCCR1L51811, QCCR1L51810)
4644953804	Heap dumps caused by Out of Memory. (QCCR1L51830)

## Project Management

Tracking Number	Problem
4643228970	Both Scheduled Effort and Actual Effort are displayed in Analyze Assignment Load portlet when the portlet is configured to show Actual Effort only. (QCCR1L50538, QCCR1L49484)
4644900789	Error when clicking workflow action buttons on Project Detail page. (QCCR1L51818, QCCR1L51817)
4643110419	Error when clicking <b>Approve</b> on Project Detail Page. (QCCR1L51800, QCCR1L52218, QCCR1L49612)

## Resource Management

Tracking Number	Problem
4644592768	Analyze Assignment Load portlet is not working correctly. (QCCR1L52066, QCCR1L52065)

## Fixes in Version 9.14.0007

### Costing – Project Cost

Tracking Number	Problem
4639559022	The “&” character is not properly shown in Financial Summary user data field. (QCCR1L46819, QCCR1L51006)

### Demand Management

Tracking Number	Problem
4642945607	Table component of child request does not retain values in table component of parent request. (QCCR1L49310, QCCR1L50291)
4634856289 4642092187	The Active Workflow Step column is missing after the request search is saved. (QCCR1L44227, QCCR1L51065)

### Documentation

Tracking Number	Problem
4644332184	The defect (QCCR1L43838) fixed at 9.14 was not documented. (QCCR1L51502)

### Integrations

Tracking Number	Problem
4643918188 4644125851 4644271413	Error when updating a work plan of the project which is in PPM-MSP shared mode. (QCCR1L50608, QCCR1L50720)

## Platform

Tracking Number	Problem
4644220980	When the upgrade is in process, “rsc_position_forecast_914_1.sql” takes around 30 hours to complete. (QCCR1L50646, QCCR1L50825)
4644249880	Error when creating requests from Web Service calls. (QCCR1L51292)
4643508536	Value of the same user data is displayed differently depending on location of user. (QCCR1L50700, QCCR1L51330)

## Project Management

Tracking Number	Problem
N/A	After you click <b>Open Work Plan in Microsoft® Project</b> on the View Work Plan page, error appears when you click <b>Delete Project</b> . (QCCR1L50701)
3605375245	The “Percent Complete Cannot be 0 when actual Effort>0” message appears when actual effort/scheduled effort is less than 1%. (QCCR1L13487, QCCR1L51240)
4644926509	Task user data is not populated with default value after upgrade to PPM Center version 9.14.0006. (QCCR1L51446, QCCR1L51517)

## Program Management

Tracking Number	Problem
4644592933	When you export the Program Overview page to Excel, the Excel file does not display the Approved Budget field. (QCCR1L51007, QCCR1L51348)

## Fixes in Version 9.14.0006

### Costing

Tracking Number	Problem
4643787466	Performance issue in opening program, budget, and email services. (QCCR1L50418, QCCR1L50417)
4644308303	Unable to edit benefits in the added benefit lines on the Edit Benefits page even when all access grants are obtained. (QCCR1L50668)

### Dashboard

Tracking Number	Problem
N/A	Error when opening Request List portlet with Sort By filter is set as Assigned to Group, Request Type filter is set as Issue, and Department filter is set as Finance. (QCCR1L49854)
N/A	Error when clicking <b>Export to Excel</b> on Request List portlet. (QCCR1L49869)

## Demand Management

Tracking Number	Problem
4643153337	The ksc_copy_request OOTB command does not work properly for “created by” value. (QCCR1L50152)
4638342363	“Returning null for Date” error fills the server logs. (QCCR1L50252, QCCR1L46386)

## Integrations

Tracking Number	Problem
4641346578	When using Load Balancer in SaaS and inputting “.do” https request in browser address field, the url is redirected to http. (QCCR1L49412)
4644054593	NTLM SSO issue with PPM Center. (QCCR1L50432, QCCR1L50402)

## Platform

Tracking Number	Problem
4639593498	Unable to migrate packages using special commands in the clustered environment. (QCCR1L49769, QCCR1L47416)
4636826685	Notification service is not working on Production environment. (QCCR1L49832, QCCR1L47417)
4630015003	<p>PPM Center version 8.02 does not always generate HTTP redirects according to BASE_URL. (QCCR1L50119, QCCR1L44935)</p> <p>To address this issue, a new parameter SCHEME_REDIRECT_FILTER_ENABLED is introduced to enable or disable the SchemeBasedRedirectFilter.</p> <p>Setting the parameter to true in server.conf enables the SchemeBasedRedirectFilter. SchemeBasedRedirectFilter generates a correct redirect URL by adding the BASE_URL value as prefix to the direct URL, so that every redirect URL starts with scheme (http/https) and the same base, and then sends to the correct target.</p> <p>If the parameter is not present in server.conf, the system would treat it as a true condition by default.</p> <p>If you do not use https or reverse proxy, you can disable the SchemeBasedRedirectFilter by setting the SCHEME_REDIRECT_FILTER_ENABLED parameter to false.</p>
N/A	Help Content for request type “Bug” with more than 4,000 characters cannot be saved. (QCCR1L44607, QCCR1L42607)
4638721774 4643892194	Accessing users or security groups in PPM Workbench is slow in PPM Workbench. (QCCR1L50256, QCCR1L50227)
4643983663 4644083514 4644098567 4644080421	JAR resources in JNLP files are not signed by the same certificate. (QCCR1L50450)
4637041649	Join queries are running on tables with Foreign Key constraints, but no index is found on the column. (QCCR1L45264)

Tracking Number	Problem
4643103107	Issues occurred when running AppScan of PPM Center version 9.13. (QCCR1L50040, QCCR1L49834)
4643454560	Error when running Import Users Report. (QCCR1L50062, QCCR1L49798)

## Project Management

Tracking Number	Problem
4639871764	If a summary task depends on a task outside summary task, the scheduled start of the summary task is not calculated based on the task's actual finish. (QCCR1L47285)
4640959544	Project Timeline shows a date exception, which is actually not a date exception and Task Details page does not show any exceptions. (QCCR1L49614)
4643176824	Issue with Program Management Web Services after enabling mandatory user data. (QCCR1L50318, QCCR1L49536)
N/A	Two checkboxes added on the Project Settings page are not displayed in the Financial Summary Settings window. (QCCR1L50517)
N/A	Unable to select the checkbox "Allow manual adjustment on the actual non-labor cost" when its parent checkbox is not selected. (QCCR1L50456)

## 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	<b>Notes</b> section on a request details page is not displayed correctly in Firefox 10. (QCCR1L49323)
4641265870	When clicking <b>Change Request Type</b> after clicking <b>Advanced Search</b> on the Search Requests page, fewer request types results than users currently have are displayed. (QCCR1L48046)

Tracking Number	Problem
4642004715	Error when clicking <b>Cancel</b> 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)
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	<p>Unable to edit actual cost for labor and non-labor items in the Edit Costs page. (QCCR1L48618)</p> <p>To address this issue, two checkboxes have been added in the <b>Financial Management</b> section under the <b>Cost and Effort</b> tab of the Project Settings page:</p> <ul style="list-style-type: none"> <li>The <b>Allow manual adjustment on the actual labor cost</b> checkbox is added under the <b>Calculate the actual labor costs from the work plan and time sheets. (Note: Financial Management for the work plan must be enabled.)</b> checkbox.</li> <li>The <b>Allow manual adjustment on the actual non-labor cost</b> checkbox is added under the <b>Calculate the actual non-labor costs from the work plan. (Note: Financial Management for the work plan must be enabled.)</b> checkbox.</li> </ul> <p>Selecting both the new checkboxes, you can edit actual cost for labor and non-labor items in the Edit Costs page.</p> <p>For detailed information about the usage of these two added checkboxes, see <a href="#">Usage of the Two Newly Added Checkboxes on Project Settings page</a>.</p>

## 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 <b>Save</b> on the Project Detail page after modifying some fields. (QCCR1L49219, QCCR1L49216)

## Resource Management

Tracking Number	Problem
4641844504	Error when clicking <b>View Actuals</b> 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 <code>COST_ROWS_BATCH_SIZE</code> has been added. Administrators can change its value in the <code>server.conf</code> file to determine the batch size of Cost Rollup Service. By default, the value is set to 1000. Administrators can set a smaller value if the Cost Rollup Service is consuming too much memory.
4635671810	Financial summaries for assets do not include actual costs from closed time sheets. (QCCR1L45349, QCCR1L45185)

## Demand Management

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

## 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 “#0#” between program names. (QCCR1L48503, QCCR1L48501)
4636205008 4638363192	SPI/CPI is rounded in EV Analysis after upgrading to version 9.12. (QCCR1L48927, QCCR1L45019)

## Project Management

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

## Portfolio Management

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

## Resource Management

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

## Time Management

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

## Fixes in Version 9.14.0003

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

### Dashboard

Tracking Number	Problem
4641677546 4638724602	Error when importing a new module. (QCCR1L48098, QCCR1L48014)

### 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 checkbox 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 <code>utility_portlets.war</code> . (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 <code>OutOfMemoryError: GC overhead limit exceeded</code> 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 <code>dec.</code> , <code>avr.</code> , <code>nov.</code> , <code>oct.</code> , <code>sep.</code> , and so on. (QCCR1L46346, QCCR1L45021, QCCR1L46318)
4639007213	Users are not able to reset their passwords in 9.12 when server parameter <code>LOGON_METHOD</code> is set to <code>LOGIN_ID</code> . (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)

Tracking Number	Problem
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
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4637495636	Error/warning is missing when users update the Activity of an existing task. (QCCR1L46576, QCCR1L45460)
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## Program Management

Tracking Number	Problem
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4640079461	Program Financial Summaries does not show correct Actual Costs. (QCCR1L47107, QCCR1L47106)
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## Resource Management

Tracking Number	Problem
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4637874526	Default search of resource finder not working as expected. (QCCR1L46350, QCCR1L45609)
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4636915903	Search resource pool in the Add Position page of Staffing profile shows a blank page. (QCCR1L46546, QCCR1L46097)
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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)
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## Time Management

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

The following problems and limitations are known to exist in PPM Center version 9.14.0001, 9.14.0003, 9.14.0005, 9.14.0006, and 9.14.0008 (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 9.14.0008

#### Demand Management

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LIMITATION	If a user only has the access grant of a workflow step, when searching requests, the user cannot select the request type that uses this workflow. (QCCR1L44594)
WORKAROUND	None.

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LIMITATION	<p>PPM Center fails to send notifications for a workflow step, when there are many recipients and you configure as follows:</p> <ol style="list-style-type: none"><li>1 In the Add New Recipient window of PPM Workbench, select <b>Enter a User Defined Token</b>.</li><li>2 In the <b>User Defined Token</b> field, enter the token name of a text field.</li><li>3 In the <b>Recipient Type</b> field, select <b>Email Address</b>. (QCCR1L51955)</li></ol>
WORKAROUND	<p>The root cause is that for text fields, the database column used to store email addresses of recipients has a character limitation of 80 (including separators). To resolve the issue, stop PPM server and run the following SQL:</p> <pre>alter table knta_notif_txn_recipients modify email_address varchar(1000 CHAR);</pre> <p>If you encounter errors related with the KNTA_NOTIFICATION package after running the SQL, recompile all packages.</p>

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#### Time Management

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PROBLEM	(Internet Explorer 9 only) Blocking message pops up when exporting time sheets to Excel via HTTPS after upgrading PPM Center to version 9.14.0002. (QCCR1L50117)
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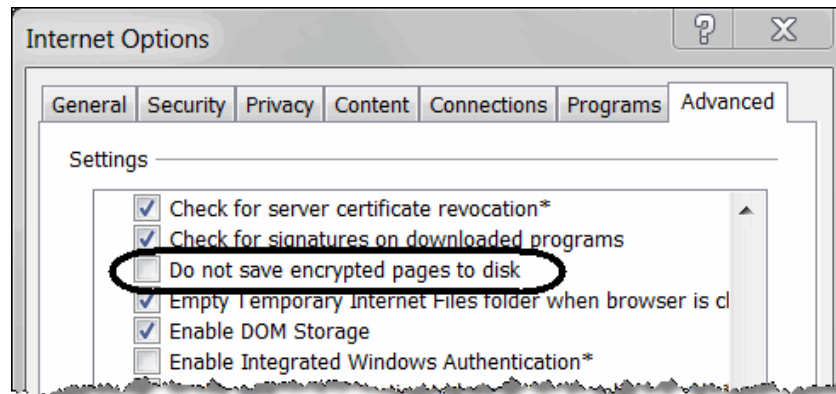
## WORKAROUND

There are two workarounds available.

**Note:** Try Workaround 2 only when Workaround 1 is not allowed by your IT policies.

**Workaround 1:** Uncheck the **Do not save encrypted pages to disk** option in your advanced Internet Explorer settings.

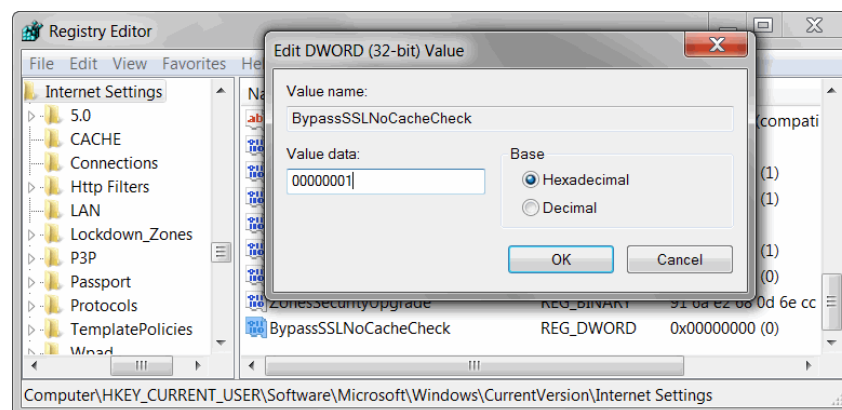
To do so, on the Tools menu in Internet Explorer 9, click **Internet Options**, click the **Advanced** tab, click to clear the check mark from the **Do not save encrypted pages to disk** check box in the **Security** area, and then click **OK**. (This is the default Internet Explorer setting.)



**Workaround 2:** Edit registry key.

To do so,

- 1 Start Registry Editor.
- 2 Locate the desired registry key.
  - For a per-user setting, locate the following registry key:  
HKEY\_CURRENT\_USER\SOFTWARE\Microsoft\Windows\CurrentVersion\Internet Settings
  - For a per-computer setting, locate the following registry key:  
HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Internet Settings
- 3 On the **Edit** menu bar, click **New > DWORD (32-bit) Value**, and then add the following value name: **BypassSSLNoCacheCheck**.
- 4 Right click on BypassSSLNoCacheCheck and click **Modify**.
- 5 In the **Value data** field, enter 00000001 and click **OK**.



## Known Problems, Limitations, and Workaround in Version 9.14.0006

### Dashboard

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PROBLEM	The <code>PORTLET_MAX_ROWS_RETURNED</code> parameter is ignored in building portlets, but works for Java portlets. (QCCR1L50358)
WORKAROUND	None.

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## Known Problems, Limitations, and Workaround in Version 9.14.0005

### Demand Management

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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 <code>#@#</code> as a separator. Make sure that: <ul style="list-style-type: none"><li>• Values used in SQL rules do not contain <code>&amp;#</code> or <code>#@#</code></li><li>• SQL rules do not contain <code>#@#</code></li></ul> You can use <code>#</code> and <code>@</code> separately.

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### Document Management System

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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.

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### Project Management

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LIMITATION	When you click <b>Save</b> 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.

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## Platform - Workbench

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PROBLEM	You may experience problem when trying to export large workflow diagram from PPM Workbench.
WORKAROUND	<p>If you open PPM Workbench by clicking <b>Open &gt; Administration &gt; Open Workbench</b>, you may need to increase your heap size from Java Plug-in in order to export large workflow diagram from PPM Workbench.</p> <p>To do so,</p> <ol style="list-style-type: none"><li>1 On Windows platform, click <b>Start &gt; Control Panel &gt; Java Plug-in</b>.</li><li>2 In the Java Control Panel dialog, select the <b>Java</b> tab, and click <b>View</b> under <b>Java Applet Runtime Settings</b>.</li><li>3 Find the most recent <b>Version</b> Java runtime line, double click in the <b>Java Runtime Parameters</b> field and add <code>-Xmx&lt;heap_size&gt;m</code>. <code>&lt;heap_size&gt;</code> shall be a number appropriate to your system. For example, <code>-Xmx300m</code>, that is, setting Java maximum heap size to 300 MB.</li><li>4 Click <b>OK</b>.</li></ol> <p><b>Note:</b> Make sure you exit all web browser windows.</p>

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## Security

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LIMITATION	In PPM Workbench, you deselect the checkbox for a product under <b>Application Licenses</b> 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.

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## Known Problems, Limitations, and Workaround in Version 9.14.0003

### Document Management System

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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 Doabase. (QCCR1L48474)
WORKAROUND	Since PPM Center version 9.13, the DMS Configuration is stored in database, and the file <code>dms.conf</code> is ignored, unless the DMS configuration is missing from database (in which case the configuration will be read from <code>dms.conf</code> and saved in the database on first server startup). For detailed solution, see <a href="#">Warning Regarding DMS Configuration and PPM Center Database Dump and Cloning</a> .

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### Time Management

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

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## Known Problems, Limitations, and Workaround in Version 9.14.0001

### Dashboard

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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.

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### Integrations – Documentum

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

---

---

## Documentation Errata

The following items are listed incorrectly in the documentation.

### Outdated information about the JAVA\_PLUGIN\_XPI\_PATH parameter

LOCATION:        *Installation and Administration Guide*, versions 9.10, third edition, page 134

---

ERROR:            The document says the JAVA\_PLUGIN\_XPI\_PATH parameter “specifies the Web location for downloading the cross-platform Java plug-in installer for Firefox browsers. The default setting for this parameter is `java.com/en/download/windows_xpi.jsp`.” This information is outdated.

---

CORRECTION:    The correct information shall be as follows:  
The JAVA\_PLUGIN\_XPI\_PATH parameter specifies the Web location for downloading the cross-platform Java plug-in installer for Firefox browsers. The default setting for this parameter is  
[http://javadl.sun.com/webapps/download/GetFile/1.7.0\\_11-b21/windows-i586/xpiinstall.exe](http://javadl.sun.com/webapps/download/GetFile/1.7.0_11-b21/windows-i586/xpiinstall.exe).  
**Note:**  
Normally it is not recommended to set this parameter. The XPI is installed if you install JRE. To download and install JRE, go to  
<http://www.oracle.com/technetwork/java/javase/downloads/index.html>.  
However, if needed, you can go to the following address to find the specific web location for downloading the `.xpi` file for your Firefox browser:  
<http://www.oracle.com/technetwork/java/javase/autodownload-140472.html>.

---

### Incomplete description of installing Unicode fonts for export to PDF

LOCATION:        *Multilingual User Interface Guide*, versions 9.10, page 49

---

ERROR:            The description of “Installing Unicode Fonts for Export to PDF” is incomplete.

---

CORRECTION:    The following information shall be added to the description:  
The dashboard settings do not apply to exporting translated work plans to PDF files. For work plans containing multiple languages, you must update the  
`<PPM_Home>/server/<PPM_Server_Name>/deploy/itg.war/WEB-INF/conf/FontOptions_<language>.properties` file and change the font to one that supports all the languages used in your work plan.

---

## Instructions about LDAP password encryption procedures are confusing

LOCATION: *Installation and Administration Guide*, versions 9.10, third edition, page 209

---

ERROR: The instructions about KINTANA\_LDAP\_PASSWORD encryption procedures are confusing.

---

CORRECTION: Replace the text for the KINTANA\_LDAP\_PASSWORD parameter with the following:

- KINTANA\_LDAP\_PASSWORD. The KINTANA\_LDAP\_PASSWORD parameter in the `server.conf` file is an encrypted string enclosed with `#!#` character delimiters.

### Example

```
com.kintana.core.server.KINTANA_LDAP_PASSWORD=#!#encryptedstring  
#!#
```

You may set the KINTANA\_LDAP\_PASSWORD parameter in two ways:

- Run the `kConfig.sh` script and provide the plaintext LDAP password when prompted. The script will write out the `server.conf` file with the KINTANA\_LDAP\_PASSWORD entry encrypted as above. Or,
- If the LDAP password change is the only change you want to make to the `server.conf` file, then do the following:
  - Run `kEncrypt.sh`, and provide the plaintext LDAP password when prompted.
  - Paste the encrypted string output into the `server.conf` file KINTANA\_LDAP\_PASSWORD entry enclosed with the `#!#` character delimiters as in the example above.

---

## Limitation of special characters on configuring SQL rules not documented

LOCATION: *HP Demand Management Configuration Guide*, versions 9.10, page 198

---

ERROR: Limitation of special characters on configuring SQL rules is not documented.

---

CORRECTION: The following information about configuring SQL rules shall be added to the document:

PPM Center uses `#@#` as a separator. Make sure that:

- Values used in SQL rules do not contain `&amp;` or `#@#`
- SQL rules do not contain `#@#`

You can use `#` and `@` separately.

---



## Outdated default values or examples for Java Plug-in parameters

LOCATION: *Installation and Administration Guide*, versions 9.10, third edition, page 435

---

ERROR: The default values provided for Java Plug-in related parameters are outdated.

---

CORRECTION: The correct default values or examples should be as follows:

Parameter Name	Description, Usage	Default and Valid Values
JAVA_PLUGIN_CLASSID	Class ID for the Java plugin used for the PPM Workbench.	Default: CAFEEDFAC-0017-0000-FFFF-ABCDEFFEDCBA
JAVA_PLUGIN_PATH_IE	Web location for downloading the cross-platform Java plug-in bundle for Internet Explorer browsers. <b>Warning:</b> Internet Explorer versions 7 and 8 display a warning if the JAVA_PLUGIN_PATH_IE value contains the protocol identifier "http:". If you override the default setting for this parameter, make sure that you remove the protocol identifier "http:"	Default: <a href="http://java.sun.com/update/1.7.0/jinstall-7u11-windows-i586.cab">//java.sun.com/update/1.7.0/jinstall-7u11-windows-i586.cab</a>
JAVA_PLUGIN_PATH_NS	Web location for downloading the cross-platform Java plug-in installer for Netscape browsers.	Default: <a href="http://www.oracle.com/technetwork/java/javase/downloads/index.htm">http://www.oracle.com/technetwork/java/javase/downloads/index.htm</a>
JAVA_PLUGIN_VERSION	Earliest version of the Oracle Java plug-in used to start the PPM Workbench.	Default: 1.7.0_11
JAVA_PLUGIN_XPI_PATH	Web location for downloading the cross-platform Java plug-in installer for Firefox browsers.	Example: <a href="http://javadl.sun.com/webapps/download/GetFile/1.7.0_11-b21/windows-i586/xpiinstall.exe">http://javadl.sun.com/webapps/download/GetFile/1.7.0_11-b21/windows-i586/xpiinstall.exe</a>

---

## The WEB\_CACHE\_DIR parameter was not documented

LOCATION: *Installation and Administration Guide*, versions 9.10, third edition

---

ERROR: The WEB\_CACHE\_DIR parameter was not documented in the guide.

---

CORRECTION: Add the definition of the WEB\_CACHE\_DIR parameter to the guide as follows:

Parameter Name (*Required, **Required If)	Description, Usage	Default and Valid Values
**WEB_CACHE_DIR	<p>Specifies web cache directory.</p> <p>Add this parameter to the <code>server.conf</code> file if it is not there, and make sure to use a shared folder in clustered configuration so that whenever a chart in portlet is loaded by PPM Dashboard, it creates charts pictures into this shared folder. Then, the Directory Cleanup Service can automatically clean up the older pictures files.</p> <p>Required only if all the nodes of the cluster are not located on the same physical machine AND in the same <code>&lt;PPM_Home&gt;</code> folder.</p>	<p>Examples:</p> <pre>//&lt;IP_Address&gt;/&lt;Local_Drive_Letter&gt;\$/&lt;Shared_Folder&gt;/</pre> <p>or</p> <pre>&lt;File_Server_Name&gt;/\$/ &lt;Shared_Folder&gt;</pre>

---

## Documentation does not clearly state that when language packs are applied, integrations will not work

LOCATION: *System Requirements and Compatibility Matrix*, versions 7.5, 8.x, 9.10

---

ERROR: The document does not clearly state that when language packs are applied, PPM Center integrations will not work.

---

CORRECTION: The following note need to be added to the An Overview of Language Support section of the document:

From version 7.5 to version 9.10, PPM Center integrations with other HP Software products or third-party products will not work if language packs are applied.

---

## Inaccurate description of the RM\_OVERRIDE\_ASSIGNMENT\_CONTROLS parameter

LOCATION: *Installation and Administration Guide*, versions 9.10, third edition, page 463

---

ERROR: The description provided for the RM\_OVERRIDE\_ASSIGNMENT\_CONTROLS parameter in Table A-1 is inaccurate.

---

CORRECTION: The correct description of the RM\_OVERRIDE\_ASSIGNMENT\_CONTROLS parameter is as follows:

If set to `true`, this parameter turns off security during allocation of a resource to a staffing profile or during assignment of a resource to a work plan. Any user with “Edit/View Staffing Profiles” or “Edit/View All Staffing Profiles” access grant can then directly perform the following actions:

- Assign any resource (in a resource pool) to the staffing profile or the work plan, or to both.
- Reject unmet resource demand for one or more staffing profile lines.
- Forward unmet resource demand for one or more staffing profile lines to a different resource pool.

The user can also use the resource finder to locate and assign resources in all resource pools.

---

## Missing description for the WF\_DISABLE\_DELEGATE\_DECISION\_STEP parameter

LOCATION: *Installation and Administration Guide*, versions 9.10, third edition

---

ERROR: The description for the WF\_DISABLE\_DELEGATE\_DECISION\_STEP parameter is missing.

---

CORRECTION: Add the following line to the document:

Parameter Name (*Required, **Required If)	Description, Usage	Default and Valid Values
WF_DISABLE_DELEGATE_DECISION_STEP	By adding this parameter to the <code>server.conf</code> file and setting it to <code>true</code> , you can hide the <b>Delegate Decision</b> button for workflow steps where the <b>Decision Required</b> option is set to <b>At Least One</b> or <b>All</b> . If this parameter is not set or set to <code>false</code> , the <b>Delegate Decision</b> button will be displayed.	Default: <code>false</code> Valid Values: <code>true</code> , <code>false</code>

---

## Default permissions for PPM Center schemas not documented

LOCATION: *Installation and Administration Guide*, versions 9.10, third edition, page 71

---

ERROR: The following two permissions are not documented:

- grant create job
  - grant execute on ctxsys.ctx\_ddl
- 

CORRECTION: Add the following two permissions to the document:

- grant create job
  - grant execute on ctxsys.ctx\_ddl
- 

## Missing information about Total Assignment Calculation

LOCATION: *HP Resource Management User's Guide*, versions 9.10, page 115

---

ERROR: The information about Total Assignment Calculation is missing.

---

CORRECTION: Add a table note as follows for "Total Assignment" on page 115 of this guide:

**Note:**

- If “Staffing Profile represents the work load imposed by the project” is selected, Total Assignment includes the sum of effort scheduled in the related staffing profiles.
  - If “Work plan task assignments represents the work load imposed by the project” is selected, Total Assignment includes the sum of the effort scheduled in the related work plan.
-

## The PMO - CR Level validation not documented

LOCATION: *HP Program Management Configuration Guide*, versions 9.10, page 26

---

ERROR: The PMO - CR Level validation is not documented.

---

CORRECTION: The following information shall be added as a warning on page 26:  
Do not edit the PMO - CR Level validation because it is seed data. Editing it can cause both the KPMO\_PROGRAM\_SCOPE\_CHANGE\_V view and the Program Scope Change List portlet to fail.

---

## Incorrect name of the REQUEST\_SUB\_TYPE\_ID token

LOCATION: *Commands, Tokens, and Validations Guide and Reference*, versions 9.10, page 188

---

ERROR: The name of the REQUEST\_SUB\_TYPE\_ID token in Table A-29 is incorrect.

---

CORRECTION: The correct name of the REQUEST\_SUB\_TYPE\_ID token is REQUEST\_SUBTYPE\_ID.

---

## Insufficient description about the cost factor "role" that applies to the entity "task planned cost"

LOCATION: *Financial Management User's Guide*, version 9.10, page 23

---

ERROR: The description about the cost factor "role" that applies to the entity "task planned cost" is insufficient.

---


CORRECTION: Add a note as follows after the description about "role" on page 23 of this guide:  
**Note:** If, for the assigned portion of the task, the assigned resource does not have a role, PPM Center uses the task role by default.

---

LOCATION: *HP Project Management User's Guide*, versions 9.10, page 106














ERROR: Legend of work plan Gantt view is not documented.

CORRECTION: The following information shall be added:

To view the Gantt legend of a work plan, click the  icon next to the **Edit** drop-down list on the Work Plan page. The icon appears only when you select **Gantt View** for the **View** drop-down list.

To view the Gantt legend of a Project Gantt portlet, select the **Show Legend** checkbox in the **Display Options** section on the Edit Portlet Preferences page.

Table below provides detailed information about items included in the Gantt legend.

Legend Item	Description
	Status of the task is ready.
	Status of the task is in progress.
 or 	Status of the task is complete.
	Status of the task is pending predecessor.
	Status of the task is cancelled.
 or 	The task is on the critical path of a work plan.
	The task contains one or more exceptions.
	The task is marked as a milestone.
	The task is a summary task. Its color indicates the schedule health of the task.
	The pointed task has a predecessor. The arrow starts from the preceding task and points to the pending task.
	The pointed task has an external predecessor.

## Confusing requirement about password when using Private Key Authentication with Secure Shell with RSA keys

LOCATION: *Installation and Administration Guide*, version 9.10, page 108-109

---

ERROR: Step 2 says “You should not be prompted for the password. It should log on to the remote host using the RSA key files”, but step 8.d requires a value to be provided in the **Password** field. These two steps are confusing as they seem conflicting with each other.

---

CORRECTION: The password required in step 8.d for the `<User_ID>` in step 2 is designed to provide backup authentication if the RSA key file fails. Therefore, the note in step 8.d shall be modified as follows to clearly state the purpose of the requirement:

**Note:** The PPM Workbench requires that you provide a password, regardless of whether the authentication uses RSA. If authentication with RSA fails, the password you provide here will be used instead to connect to the remote host.

---

## Best practice on periodically stopping and restarting the PPM Server cluster

LOCATION: *Installation and Administration Guide*, versions 9.10, third edition, page 293

---

ERROR: The document describes how to start and stop PPM Server on a single-server system, but does not describe how to stop and restart the PPM Server cluster. (QCCR1L51937)

---

CORRECTION: The following content shall be added to the document under the “Periodically Stopping and Restarting the Server” heading:

To stop and restart a cluster,

- 1 While the cluster is running, from the command line, change to the `<PPM_Home>/bin` directory, and run the following command:  
**sh ./kRunCacheManager.sh A**  
where parameter A means Flush All Caches.
- 2 Stop all nodes in the cluster.
- 3 Clear all your browser's cache.
- 4 Delete all the content of the following folders on each node:
  - `<PPM_HOME>/server/SERVER_NAME/tmp`
  - `<PPM_HOME>/server/SERVER_NAME/work`
- 5 From the `<PPM_Home>/bin` directory, run the following command:  
`sh ./kUpdateHtml.sh`
- 6 Restart all nodes in your cluster.

**Note:** Wait for a few seconds between each node startup.

For information about starting and stopping the PPM Server on a single-server system, see "Starting and Stopping the PPM Server" on page 96.

---

## Oracle database parameter optimizer\_mode not documented

LOCATION:	<i>Installation and Administration Guide</i> , versions 9.10, third edition, page 120
ERROR:	Oracle database parameter optimizer_mode is not documented in the document, which may cause performance issues when the parameter is not set to ALL_ROWS. (QCCR1L50935)
CORRECTION:	<p>The following content shall be added to the document under the “Database Parameters” heading:</p> <p><b>OPTIMIZER_MODE</b></p> <p>The OPTIMIZER_MODE parameter establishes the default behavior for choosing an optimization approach for the instance.</p> <p>Values:</p> <ul style="list-style-type: none"><li>• <code>first_rows_n</code> The optimizer uses a cost-based approach and optimizes with a goal of best response time to return the first <i>n</i> rows (where <i>n</i> = 1, 10, 100, 1000).</li><li>• <code>first_rows</code> The optimizer uses a mix of costs and heuristics to find a best plan for fast delivery of the first few rows.</li><li>• <code>all_rows</code> The optimizer uses a cost-based approach for all SQL statements in the session and optimizes with a goal of best throughput (minimum resource use to complete the entire statement).</li></ul> <p><b>Recommended Setting</b></p> <p>Set this parameter to <code>all_rows</code>.</p>

## Information on how to configure the Microsoft Telnet server missing

LOCATION:	<i>Installation and Administration Guide</i> , versions 9.10, third edition, page 68
ERROR:	The document does not mention how to configure the Microsoft Telnet server on Windows 2003 and 2008 servers. (QCCR1L51668)
CORRECTION:	Add a new section to the document under the "Installing a UNIX Emulator and Telnet Server (Windows)" heading. For details, see <a href="#">Configuring Microsoft Telnet Server in Windows 2003 and 2008 Servers</a> .



## Information about setting JAVA\_HOME in Cygwin missing

LOCATION: *Installation and Administration Guide*, versions 9.10, third edition, page 66

---

ERROR: The document does not mention how to set JAVA\_HOME in Cygwin.

---

CORRECTION: Add the following content to the guide:

### **Setting the JAVA\_HOME value in Cygwin**

To set the JAVA\_HOME value in Cygwin,

- 1 Add the JAVA\_HOME parameter to System Variables.  
For detailed instruction, you may refer to the "Setting the JAVA\_HOME Value in Windows" section on page 64 of the document.
  - 2 (Optional, but recommended) Set the .bash\_profile file.
    - a. Open the <Cygwin\_HOME>/.bash\_profile file in a text editor.
    - b. Add the following to the end of the file:  

```
export JAVA_HOME=/cygdrive/<Drive_Letter>/<JDK_HOME>
export PATH=$JAVA_HOME/bin:$PATH
```
    - c. Save the .bash\_profile file and quit.
- 

## The document does not clearly indicate whether 32-bit or 64-bit of Microsoft Project 2010 is supported

LOCATION: *System Requirements and Compatibility Matrix*, version 9.12 (page 20), version 9.14 (page 21)

---

ERROR: The document does not clearly indicate whether 32-bit or 64-bit or both of Microsoft Project 2010 (Standard/Professional) are supported.

---

CORRECTION: Both 32- and 64-bit of Microsoft Project 2010 (Standard/Professional) are supported.

---

## Insufficient information about the Security tab of Report Type window in PPM Workbench

LOCATION: *Reports Guide and Reference*, version 9.10, page 189

---

ERROR: The information about the Restricted Security Groups field and Allowed Security Groups field under the **Security Tab** of Report Type window is insufficient.

---

CORRECTION: Add a note as follows in the Security Tab section of this guide:

Only security groups that have Edit Report Types AND View Report Types access grant can be shown in Restricted Security Groups field and Allowed Security Groups field.

---

## Improper Oracle database settings recommended

LOCATION: *Language Pack Release Notes*, version 9.10, page 1

---

ERROR: The document recommends improper settings for Oracle database properties as follows:

- Set the following Oracle database properties in addition to the standard PPM settings:
  - NLS\_LENGTH SEMANTICS = CHAR
  - NLS\_CHARACTERSET = UTF8
  - NLS\_NCHAR\_CHARACTERSET = UTF8

---

CORRECTION: The correct settings shall be as follows:

- Set the following Oracle database properties in addition to the standard PPM settings:
  - NLS\_LENGTH SEMANTICS = CHAR
  - NLS\_CHARACTERSET = AL32UTF8
  - NLS\_NCHAR\_CHARACTERSET = AL16UTF16.

---

## Inaccurate description of the RM\_OVERRIDE\_ASSIGNMENT\_CONTROLS parameter

LOCATION: *Installation and Administration Guide*, versions 9.10, third edition, page 463

---

ERROR: The description provided for the RM\_OVERRIDE\_ASSIGNMENT\_CONTROLS parameter in Table A-1 is inaccurate.

---

CORRECTION: The correct description of the RM\_OVERRIDE\_ASSIGNMENT\_CONTROLS parameter is as follows:  
If set to `true`, this parameter turns off security during allocation of a resource to a staffing profile or during assignment of a resource to a work plan. Any user with “Edit/View Staffing Profiles” or “Edit/View All Staffing Profiles” access grant can then directly perform the following actions:

- Assign any resource (in a resource pool) to the staffing profile or the work plan, or to both.
- Reject unmet resource demand for one or more staffing profile lines.
- Forward unmet resource demand for one or more staffing profile lines to a different resource pool.

The user can also use the resource finder to locate and assign resources in all resource pools.

---

## Insufficient information about the enhanced kDepoly.sh tool

LOCATION: *Release Notes*, version 9.14.0006, page 4-5

---

ERROR: Some information is insufficient about the enhanced `kDeploy.sh` tool.

---

CORRECTION: Add the following content at the end of the **Enhanced kDepoly.sh Tool** section:

### Limitations

The enhanced `kDepoly.sh` tool contains the following four limitations:

- This tool can only be run on window+Cygwin and Linux. Other Operating Systems are not supported.
  - Only DDLs which are used to update a view or a package are fully supported. Other SQLs, like DML or DDL used for altering a table can be deploy successfully but cannot be rolled back by this tool.
  - The files contained in the `fs_home` directory are not fully supported by this tool. They can be deployed, but cannot be rolled back.
  - This tool does not support a patch that is completely composed of SQLs. You cannot use this tool to deploy, undeploy, or redeploy such patches.
- 

## Confusing JDK and Java™ Plug-In version

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

---

ERROR: The documents state that the following JDK and Java plug-in versions are supported:

- (JDK version) Java Platform Standard Edition 6 Development Kit (JDK) 1.6.0\_07 (6.0 Update 7) or later (32-bit only)
- (Java plug-in version) 1.6.0\_07 (6.0 update 7) or later (32-bit only)

These statements are confusing.

---

CORRECTION: The correct statements shall be as follows:

- (JDK version) Java Platform Standard Edition 6 Development Kit (JDK) 1.6.0\_07 (6.0 Update 7) or later 1.6.0\_x (6.0 updates) (32-bit only)
- (Java plug-in version) 1.6.0\_07 (6.0 update 7) or later 1.6.0\_x (6.0 updates) (32-bit only)

These statements apply to PPM Center versions 9.1x and 8.0x.

---

### Issue causing error message when saving search preferences partially fixed

LOCATION:	<i>Release Notes</i> , versions 9.14, third edition, page 88 and page 119
ERROR:	Issue causing error message when you try to save your search preferences (under the tracking number 4624615199 or defect number QCCR1L39090) was only partially fixed.
CORRECTION:	Remove the description for the issue from the <i>Fixes</i> section on page 88. Replace the workaround for the issue in the <i>Known Problems and Limitations in PPM Center 9.14</i> section on page 119 with the following: Do not include too many items in the <b>Request Types</b> field or the <b>Selected Columns</b> list on the <b>Search Requests</b> page. For better performance, HP recommends that you limit the total size of the <b>Request Types</b> field and the <b>Selected Columns</b> list to 4000 characters (including separators).

### Insufficient information about rule event behavior on the look-ahead page

LOCATION:	<i>HP Demand Management Configuration Guide</i> , version 9.10, page 194
ERROR:	The information about rule event behavior on the look-ahead page is insufficient.
CORRECTION:	Add a note as follows on page 194 of this guide: When a user clicks either <b>Save Progress</b> or <b>Continue Workflow Action</b> on the look-ahead page, only "Apply before save" rules are triggered. This is because when the user clicks the workflow "action" button on the Request Details page before going to the look-ahead page, PPM Center has executed "Apply before transition" rules.

### Incomplete description of installing Unicode fonts for exports to PDF

LOCATION:	<i>Multilingual User Interface Guide</i> , version 9.10, page 49
ERROR:	The description of "Installing Unicode Fonts for Export to PDF" is incomplete.
CORRECTION:	The following information shall be added to the description: The dashboard settings do not apply to exporting translated work plans to PDF files. For work plans containing multiple languages, you must update the <PPM_Home>/server/<PPM_Server_Name>/deploy/itg.war/WEB-INF/conf/FontOptions_<Language>.properties file and change the font to one that supports all the languages used in your work plan.

## Outdated limitation for CMQC solution

LOCATION: *HP Center Management for Quality Center Guide*, version 9.10, page 24

---

ERROR: The limitation note on page 24 that says “CMQC is not supported with Oracle database version 11.2.0.1” is outdated.

---

CORRECTION: Oracle 11.2.0.2 and 11.2.0.3 (Standard/Enterprise Edition) (RAC and Non-RAC) support for the Center Management for Quality Center solution are added.

---

## Incorrect definition for the PPM\_SERVICE\_RECORDS table

LOCATION: *Data Model Guide*, version 9.13, page 1059

---

ERROR: The document specifies that the PPM\_SERVICE\_RECORDS table is populated with the last 50 runs of each background service. However, this table contains no rows.

---

CORRECTION: The following text should be added to the table definition for the PPM\_SERVICE\_RECORDS table:  
To see the data populated in the PPM\_SERVICE\_RECORDS table, PPM Server administrators need to set the `com.kintana.core.server.LOG_EXCEPTIONS_TO_DB` parameter to `true` in the `server.conf` file.

---

## Insufficient information about the two newly added checkboxes on Project Settings page

LOCATION: *Release Notes*, version 9.14.0005, page 9

---

ERROR: In Financial Management part of Fixes in Version 9.14.0005 section, information provided for the two newly added checkboxes on Project Settings page is insufficient.

---

CORRECTION: Add the following statement in this part:  
For more information about the usage of these two added checkboxes, see [Usage of the Two Newly Added Checkboxes on Project Settings Page](#).  
  
Add the section “Usage of the Two Newly Added Checkboxes on Project Settings Page” at the end of the Documentation Errata section.

---

## Incorrect description of HP Demand Management notifications

LOCATION: *Multilingual User Interface Guide*, version 9.10, page 23

---

ERROR: The description of “HP Demand Management notifications” contains incorrect information.

---

CORRECTION: The correct description of “HP Demand Management notifications” is as follows:  
HP Demand Management notifications are sent to recipients in the system language of the PPM Center instance (as selected for the PPM Center installation). The formatting of dates and numbers displayed in notification messages is based on each recipient’s formatting locale (as specified on the **Regional Settings** tab of the Edit My Profile page).

---

## Incorrect access grants names: View All Requests and Edit All Requests

LOCATION: *Release Notes*, version 9.14, third edition, page 106

---

ERROR: The access grants View All Requests and Edit All Requests should be View Requests and Edit Requests.

---

CORRECTION: Change View All Requests into View Requests, and Edit All Requests into Edit Requests.

---

## 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**.

---

## 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 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.

---



## 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 login, 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>
```

---

## 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.

---

#### 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*.

---

#### 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.

---

## 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 uriworkmap.properties file are not complete

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

---

ERROR: Under the heading *Configuring the uriworkmap.properties File on Microsoft IIS and Apache-Based Servers*, contents of the sample uriworkmap.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.

---

## 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.

The screenshot shows the Debugging Console interface. At the top, there's a navigation bar with 'Dashboard', 'Open', 'Search', 'Create', 'My Links', and 'History'. Below this, a search bar contains 'Search menus or entities...'. The main area is titled 'Debugging Console' and shows '10 entries' with links for 'show' and 'clear'. On the right, 'DB Stats' shows '38 ms' and '11 SQLs (9 uniques)' with a 'show' link. Below this, there's an 'Export to Excel' button and a 'Save this search as:' field with a 'Save' button. The main content is a table titled 'Request Search Results' with columns: 'Req #', 'Request Type', 'Description', 'Status', 'Assigned To', 'Priority', and 'Created By'. The table contains 10 rows of data. At the bottom, there are buttons for 'Check All', 'Clear All', 'Edit', and 'Delete', and a pagination bar showing 'Showing 1 - 9 of 22' with 'Prev' and 'Next' links.

Req #	Request Type	Description	Status	Assigned To	Priority	Created By
30342	PFM - Asset		Review Application Data			David Johns
30341	Project Details		In Planning			Admin User
30340	PFM - Proposal		New			David Johns
30338	PFM - Asset		Need More Info			David Johns
30337	Project Details		In Planning			Joseph Banks
30336	PFM - Proposal		High-Level Business Case			Joseph Banks
30335	PFM - Proposal		1st Level Review			Joseph Banks
30334	Project Details		In Planning			Admin User
30333	PFM - Asset		Review Application Data			Admin User

- 3 Set trace ID.
  - a From the right end of the Debugging Console, click **show** link.

The DB Stats list displays.

The screenshot shows the Debugging Console interface with the 'DB Stats' tab selected. The 'DB Stats' section displays '38 ms' and '11 SQLs (9 uniques)' with a 'hide' link. Below this, there's a 'Show this search as:' field with a 'Save' button. The main content is a table titled 'Request Search Results' with columns: 'Req #', 'Request Type', 'Description', and 'Status'. The table contains 10 rows of data. At the bottom, there are buttons for 'Check All', 'Clear All', 'Edit', and 'Delete', and a pagination bar showing 'Showing 1 - 9 of 22' with 'Prev' and 'Next' links.

Req #	Request Type	Description	Status
30342	PFM - Asset		Review Application Data
30341	Project Details		In Planning
30340	PFM - Proposal		New
30338	PFM - Asset		Need More Info
30337	Project Details		In Planning
30336	PFM - Proposal		High-Level Business Case
30335	PFM - Proposal		1st Level Review
30334	Project Details		In Planning
30333	PFM - Asset		Review Application Data

- b Click the latest record from the DB Stats list.

In this example, click `/itg/web/knta/crt/RequestSearchResults.jsp`.

The DB Statistics page opens in a new window.

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

Total DB time: 38 ms.

TraceID:  ☒ Trace This Page

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

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

- 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.

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

Total DB time: 1686 ms.

TraceID:  ☒ Trace This Page

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

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

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

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

SQL	Count	Duration	Action
SELECT SAVED_SEARCH_ID, CREATION_DATE, CREATED_BY, LAST_UPDATE_DATE,	3	23	<a href="#">Detail</a>
SELECT ouv.ORG_UNIT_ID, ouv.CREATED_BY, ouv.CREATION_DATE, ouv.LAST_UPDATE_DATE,	1	164	<a href="#">Detail</a>

- 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](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.

### Usage of the Two Newly Added Checkboxes on Project Settings page

The following checkboxes are added in the **Financial Management** section under the Cost and Effort tab on the Project Settings page:

- The **Allow manual adjustment on the actual labor cost** checkbox 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.)** checkbox.
- The **Allow manual adjustment on the actual non-labor cost** checkbox is added under the **Calculate the actual non-labor costs from the work plan. (Note: Financial Management for the work plan must be enabled.)** checkbox.

**Financial Management**

☒ Enable Financial Management for work plan

**Planned labor costs on the work plan will be:**

☒ Automatically calculated based on scheduled effort and rates  
☐ Manually entered on tasks and rolled up to summary tasks

**Actual labor costs on the work plan will be:**

☒ Automatically calculated based on actual effort and rates  
☐ Manually entered on tasks and rolled up to summary tasks

**Costs on the Financial Summary**

☐ Calculate the forecasted labor costs from the staffing profile.  
☐ Calculate the actual labor costs from the work plan and time sheets. (Note: Financial Management for the work plan must be enabled.)  
☐ **Allow manual adjustment on the actual labor cost**  
☐ Calculate the actual non-labor costs from the work plan. (Note: Financial Management for the work plan must be enabled.)  
☐ **Allow manual adjustment on actual non-labor cost**

Selecting the **Enable Financial Management for work plan** checkbox enables the two newly added checkboxes and their parent ones.

Selecting the parent checkboxes of the two newly added ones enables the child checkboxes.

If you create new projects after applying PPM Center version 9.14.0005, refer to the following scenarios to decide when you need to select these checkboxes:

- If you have the following checkboxes unselected,

- ☐ Calculate the actual labor costs from the work plan and time sheets. (Note: Financial Management for the work plan must be enabled.)
- ☐ Allow manual adjustment on the actual labor cost

Actual labor cost cannot be calculated from the work plan and time sheets, but you can edit the actual labor cost in the cost lines you have added.

- If you have the following checkbox selected,

- ☒ Calculate the actual labor costs from the work plan and time sheets. (Note: Financial Management for the work plan must be enabled.)
- ☐ Allow manual adjustment on the actual labor cost

Actual labor cost can be calculated from the work plan and time sheets, but you cannot edit the actual labor cost in the cost lines you have added.

- If you have the following checkboxes selected,

- ☒ Calculate the actual labor costs from the work plan and time sheets. (Note: Financial Management for the work plan must be enabled.)
- ☒ Allow manual adjustment on the actual labor cost

Actual labor cost can be calculated from the work plan and time sheets, and you can edit the actual labor cost in the cost lines you have added.

- If you have the following checkboxes unselected,

- ☐ Calculate the actual non-labor costs from the work plan. (Note: Financial Management for the work plan must be enabled.)
- ☐ Allow manual adjustment on actual non-labor cost

Actual non-labor cost cannot be calculated from the work plan, but you can edit the actual non-labor cost in the cost lines you have added.

- If you have the following checkboxes selected,

- ☒ Calculate the actual labor costs from the work plan and time sheets. (Note: Financial Management for the work plan must be enabled.)
- ☐ Allow manual adjustment on the actual labor cost
- ☒ Calculate the actual non-labor costs from the work plan. (Note: Financial Management for the work plan must be enabled.)
- ☐ Allow manual adjustment on actual non-labor cost

Actual non-labor cost can be calculated from the work plan, but you cannot edit the actual non-labor cost in the cost lines you have added.

In this case, neither actual labor cost nor actual non-labor cost in the cost lines you have added can be edited.

**Note:** Error message window would pop up if you select the checkbox **Calculate the actual non-labor costs from the work plan. (Note: Financial Management for the work plan must be enabled.)** without selecting the checkbox **Calculate the actual labor costs from the work plan and time sheets. (Note: Financial Management for the work plan must be enabled.)**.

- If you have the following checkboxes selected,

- ☒ Calculate the actual labor costs from the work plan and time sheets. (Note: Financial Management for the work plan must be enabled.)
- ☐ Allow manual adjustment on the actual labor cost
- ☒ Calculate the actual non-labor costs from the work plan. (Note: Financial Management for the work plan must be enabled.)
- ☒ Allow manual adjustment on actual non-labor cost

Actual non-labor cost can be calculated from the work plan, and you can edit the actual non-labor cost in the cost lines you have added.

In this case, you cannot edit the actual labor cost in the cost lines you have added.

- If you have the following checkboxes selected,
  - ☒ Calculate the actual labor costs from the work plan and time sheets. (Note: Financial Management for the work plan must be enabled.)
  - ☒ Allow manual adjustment on the actual labor cost
  - ☒ Calculate the actual non-labor costs from the work plan. (Note: Financial Management for the work plan must be enabled.)
  - ☒ Allow manual adjustment on actual non-labor cost

Actual labor cost can be calculated from the work plan and time sheets, actual non-labor cost can be calculated from the work plan, and you can edit both actual labor cost and actual non-labor cost in the cost lines you have added.

By default, the two new checkboxes and their parent checkboxes are not enabled. In this case, actual labor cost and actual non-labor cost can only be manually entered.

If you upgrade PPM Center to version 9.14.0006 from versions earlier than 9.14.0005, you should run an additional upgrade script `batch_update_cost_edit.sql` located in the `<PPM_Home>/bin` directory, so that you can have the same behavior in project financial summaries as you had before the upgrade. After running the script, the settings of these checkboxes would be changed automatically as follows:

- If the parent checkboxes of the added checkboxes were not selected before the upgrade, the two added checkboxes would not be selected neither after the upgrade.
- If the parent checkboxes of the added checkboxes were selected before the upgrade, the two added checkboxes would also be selected after the upgrade.
- If only one of the parent checkboxes was selected before the upgrade, only its corresponding child checkbox would be selected after the upgrade.

If you upgrade PPM Center to version 9.14.0006 from version 9.14.0005, HP recommends that you should not run the additional script in case of overriding your previous settings.

## Configuring Microsoft Telnet Server in Windows 2003 and 2008 Servers

Microsoft Telnet server configuration involves the following tasks:

- [Configure the Shell Startup and Login Scripts](#)
- [Configure the Telnet Server](#)
- [Set the JAVA\\_HOME value in Cygwin](#)
- [Start the MS Telnet server service](#)

### Configure the Shell Startup and Login Scripts

For the MS Telnet server to successfully invoke the BASH shell as the command shell, the following two scripts must be created:

- Shell startup script: `cygnus.bat`
- Login script: `login.cmd`

### Configure the shell startup script `cygnus.bat`

- 1 Choose a location for the startup script.

Convention dictates that this script be located in the Cygwin root directory. In this example, assume the Cygwin root directory is located at `C:\Program Files\cygwin\`.

**Note:** You will also need the path to the `Cygwin\bin\` directory. In this example, assume the `Cygwin\bin\` directory is located at `C:\Program Files\cygwin\H-i586-cygwin32\bin\`.

- 2 In the Cygwin root directory, create a batch file named **`cygnus.bat`**, with the following contents:

```
@ECHO OFF
SET MAKE_MODE=UNIX
SET PATH=C:\PROGRA~1\cygwin\H-I586~1\bin;%PATH%
echo thank you bill >nul
bash -login -noediting -noprofile -i
```

#### Notes:

- It is important to specify the PATH in this script, even if the system environment path already includes the Cygwin\bin\ directory.
- The line “echo thank you bill >nul” is a trick to get around a bug that prohibited the shell from starting. For more information, visit <http://www.cygwin.com/ml/cygwin/2002-01/msg01395.html>.
- It is recommended to type the above text manually into the cygnus.bat file using a standard ASCII text editor like Notepad or VI, rather than copying and pasting. Some Microsoft Word non-ASCII characters are not recognized by the command shell, and can lead to mysterious errors.

#### Configure the login script login.cmd

A login cmd script is required during Telnet session initiation. This can be as simple as a single-line “echo” statement, or it can perform additional functionality upon session startup if desired.

In the Cygwin root directory, create a .cmd file named **login.cmd**, with the following contents (replace the echo string with any desired message):

```
echo 'welcome to <machine name>'
```

#### Configure the Telnet Server

To do so,

- 1 Edit the Microsoft Telnet server registry to specify the shell startup.

There is no interface provided for specifying the shell startup script, so this must be done directly in the windows registry. This is a simple operation - only two parameters need to be updated.

- a Go to **Start > Run**, enter **regedt32**, and click **OK**.

The Registry Editor window opens.

- b Go to **HKEY\_LOCAL\_MACHINE > SOFTWARE > Microsoft > TelnetServer > 1.0**.

When you highlight the **1.0** folder, the parameter list is displayed in the right-hand panel of the registry window.

- c Double-click the **DefaultShell** entry.

Enter the full path to the **bash.exe** file and then click **OK** to apply the change.

In this example, it is **C:\cygwin\bin\bash.exe**.

- d Double-click the **Shell** entry and clear the existing value.

- e Double-click the **SwitchToKeepShellRunning** entry and clear the existing value.

- f Double-click the **LoginScript** entry and change the value to

**-login -noediting -noprofile -i**

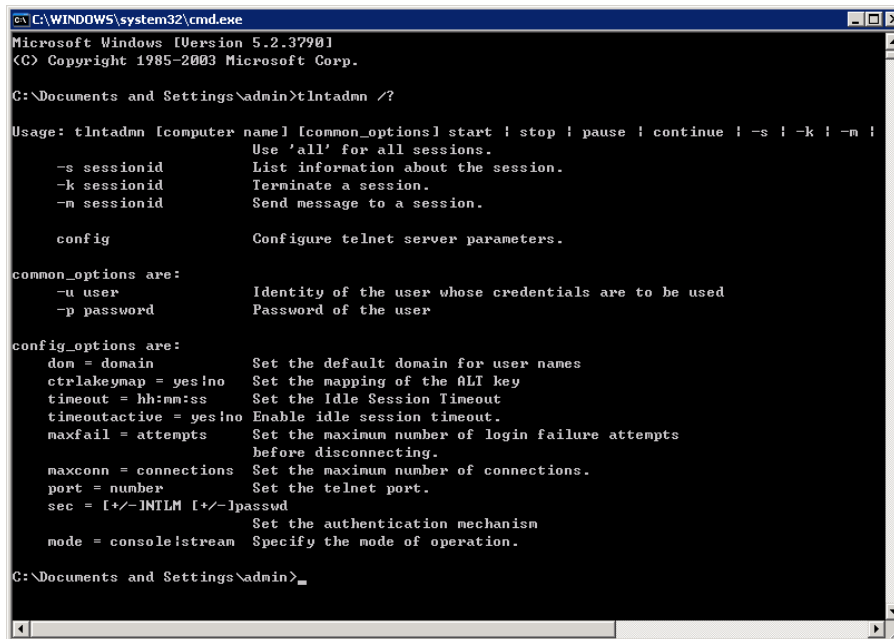
- 2 Run the Telnet administration utility to configure the Telnet server settings.

A command-line utility called **tlntadm** is provided for administering properties of the Telnet server such as the authentication mode, port number, number of simultaneous sessions allowed, and so on.

The authentication mode must be configured to use **Password** authentication, not NTLM authentication. The port must be set to the default value 23.

To do so,

- a In a DOS command shell, you can view the current Telnet server settings by simply running `tlntadmn` with no arguments. The help screen can be displayed by typing `tlntadmn /?` at the command line.



```
C:\WINDOWS\system32\cmd.exe
Microsoft Windows [Version 5.2.3790]
(C) Copyright 1985-2003 Microsoft Corp.

C:\Documents and Settings\admin>tlntadmn /?

Usage: tlntadmn [computer name] [common_options] start | stop | pause | continue | -s | -k | -m |
        Use 'all' for all sessions.
        List information about the session.
        Terminate a session.
        Send message to a session.

        -s sessionid
        -k sessionid
        -m sessionid

        config                Configure telnet server parameters.

common_options are:
        -u user                Identity of the user whose credentials are to be used
        -p password            Password of the user

config_options are:
        dom = domain           Set the default domain for user names
        ctrlakeymap = yes|no   Set the mapping of the ALT key
        timeout = hh:mm:ss     Set the Idle Session Timeout
        timeoutactive = yes|no Enable idle session timeout.
        maxfail = attempts     Set the maximum number of login failure attempts
                                before disconnecting.
        maxconn = connections Set the maximum number of connections.
        port = number          Set the telnet port.
        sec = [+/-]NTLM [+/-]passwd Set the authentication mechanism
        mode = console|stream  Specify the mode of operation.

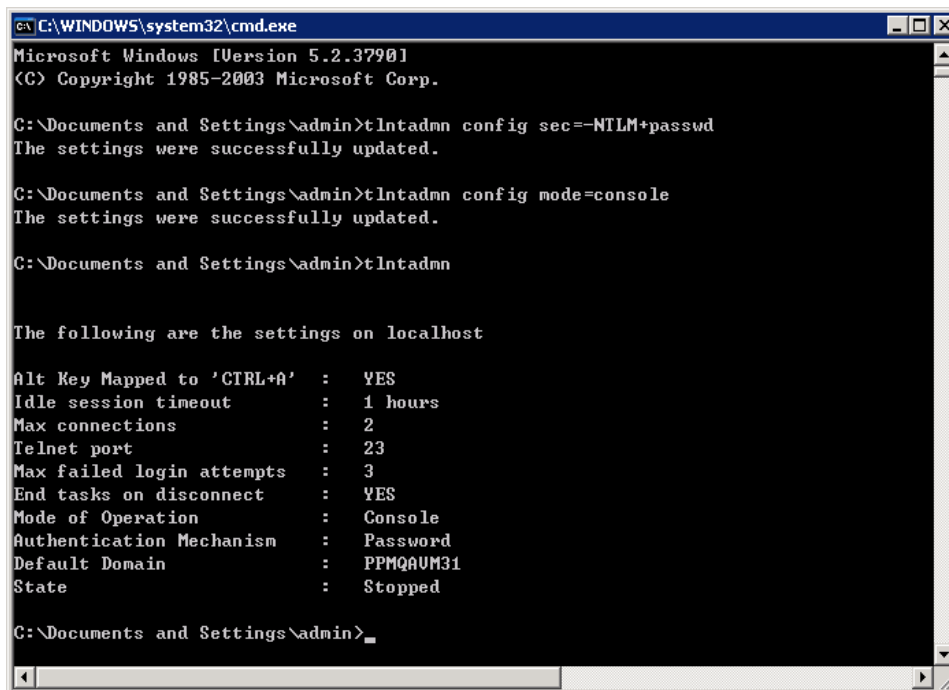
C:\Documents and Settings\admin>
```

- b To configure the Telnet server for **Password** authentication, use the following command:

```
tlntadmn config sec=-NTLM+passwd
```

- c To configure the Telnet server for **console** mode, use the following command:

```
tlntadmn config mode=console
```



```
C:\WINDOWS\system32\cmd.exe
Microsoft Windows [Version 5.2.3790]
(C) Copyright 1985-2003 Microsoft Corp.

C:\Documents and Settings\admin>tlntadmn config sec=-NTLM+passwd
The settings were successfully updated.

C:\Documents and Settings\admin>tlntadmn config mode=console
The settings were successfully updated.

C:\Documents and Settings\admin>tlntadmn

The following are the settings on localhost

Alt Key Mapped to 'CTRL+A' : YES
Idle session timeout      : 1 hours
Max connections           : 2
Telnet port                : 23
Max failed login attempts : 3
End tasks on disconnect   : YES
Mode of Operation         : Console
Authentication Mechanism  : Password
Default Domain            : PPMQAUM31
State                     : Stopped

C:\Documents and Settings\admin>
```

**Tip:** The mode of operation can be set to either of the two available options, **Console** or **Stream**. If you will also be supporting manual Telnet sessions, then the **Console** setting provides additional output formatting to facilitate a human user setting, and is thus recommended.



**Note:** Make sure that the Telnet port is set to 23.

- 3 To change the `PATH` settings if all the UNIX commands are not working,
  - a Go to **Control Panel > System > Advanced > Environment Variables > System variables > Path**, and click **Edit**.  
The Edit System Variable dialog opens.
  - b In the **Variable value** field, add the following entry:  
`;C:\<cygwin_base_path>\usr\bin`  
where `<cygwin_base_path>` is the path where Cygwin is installed.
  - c Click **OK** three times.

#### Set the `JAVA_HOME` value in Cygwin

To set the `JAVA_HOME` value in Cygwin,

- 1 Add the `JAVA_HOME` parameter to System Variables.  
For detailed instruction, you may refer to the “Setting the `JAVA_HOME` Value in Windows” section on page 64 of *Installation and Administration Guide*.
- 2 (Optional, but recommended) Set the `.bash_profile` file.
  - a Open the `<Cygwin_HOME>/.bash_profile` file in a text editor.
  - b Add the following to the end of the file:  
`export JAVA_HOME=/cygdrive/<Drive_Letter>/<JDK_HOME>`  
`export PATH=$JAVA_HOME/bin:$PATH`
  - c Save the `.bash_profile` file and quit.

#### Start the MS Telnet server service

Starting and stopping the Microsoft Telnet server is done in the same manner as starting and stopping any other Windows Service.

- 1 Go to **Start > Control Panel > Administrative Tools > Services**.  
The Services control panel opens.
- 2 To start the service, highlight the row containing **Telnet Server**, and click the **Start** button.
- 3 To stop the service, highlight the same row and click the **Stop** button.



---

## 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>.

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# Support

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**[www.hp.com/go/hpsoftwaresupport](http://www.hp.com/go/hpsoftwaresupport)**

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

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- 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](http://h20230.www2.hp.com/new_access_levels.jsp)**

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

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