

HP Project and Portfolio Management Center

Software Version: 9.11

Release Notes

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1 Overview of PPM Center Version 9.11

This document provides an overview of the changes made to HP Project and Portfolio Management Center (PPM Center) for version 9.11 (Service Pack 1). It contains important information not included in the manuals. The sections *New Features*, *Enhancements*, *Integrations*, *Certifications*, and *Fixes*, and *Known Problems and Limitations* provide information about the changes introduced with the new features, enhancements, certifications, and fixes for PPM Center version 9.11.

Protecting Your Deployment from Security Vulnerabilities

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

In this Version

The following new features are included in PPM Center version 9.11:

- *Hierarchical Selection*
- *User Data for Resources*

The following enhancement is included in PPM Center version 9.11:

- *User data for positions*

The following certifications are included in PPM Center version 9.11:

- *Support for Universal CMDB versions 9.00 and 9.01*
- *Support for CCRM 9.1*

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

Installation Notes

This procedure includes steps that are valid for the Brand Version 9.11. To install the PPM Center 9.11:

1. Back up your database.
2. Stop the PPM Server. The Service Pack cannot be installed on an active server.
3. Copy the Service Pack file `ppm-911-SP1.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 SP1
```
6. Follow the on-screen instructions to complete the Service Pack installation.
7. Compile the new JSP files using the following command:

```
sh ./kJSPCompiler.sh
```
8. Start the PPM Server.



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.

Software and Hardware Requirements

Before you install PPM Center version 9.11, make sure that your system meets the minimum requirements, as described in the *System Requirements and Compatibility Matrix*, available at the HP Manuals site.

Regenerating Web Service Stubs for Integrating with HP ServiceCenter

If you have integrated your PPM Center deployment with HP ServiceCenter, you can modify which fields are available through Web services, but you must regenerate the Web service stubs for the integration after installing any PPM Center service pack.

After installing the service pack, regenerate the Web service stubs in the PPM Server from the new Web Services Description Language (WSDL) descriptor as follows:

1. Navigate to the `<PPM_Home>/bin/sdi` directory on the PPM Server.
2. Run the script:

```
sh ./kGeneratePeregrineStub.sh <wsdl-url> <PPM_Server_Name>
```

where

- `<wsdl-url>` represents the ServiceCenter WSDL URL for Change Management.
- `<PPM_Server_Name>` represents the subdirectory of `<PPM_Home>/server` specified during installation as the value for the `KINTANA_SERVER_NAME` parameter in the `server.conf` file. (It is not necessarily the actual host name of the server.) When generated, the stubs will be placed under this subdirectory.

For example, run the script:

```
sh ./kGeneratePeregrineStub.sh http://host:12670/  
ChangeManagement?wsdl kintana
```



The stub configuration might fail if the host is not resolvable by name. To resolve the host by name, make an entry in the hosts file for the machine you want to connect. See the documentation for your operating system for the location of the hosts file.

New Features

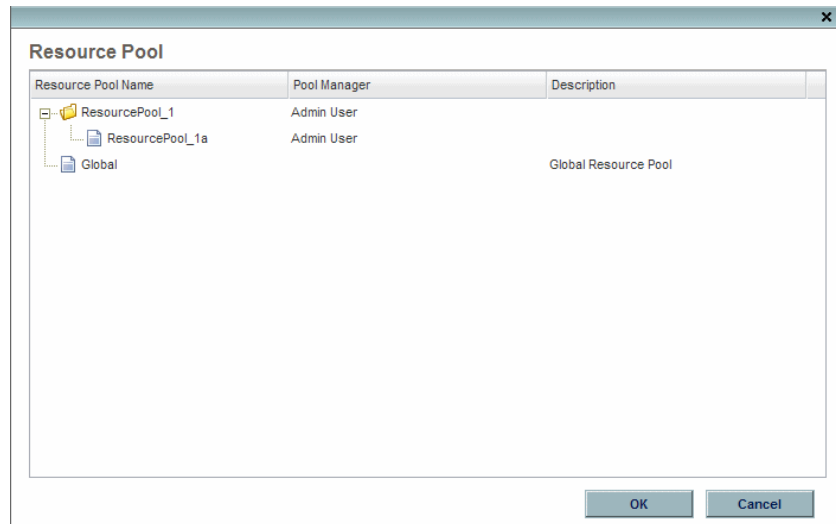
The following new features are included in PPM Center version 9.11:

- *Hierarchical Selection*
- *User Data for Resources*

Hierarchical Selection

Hierarchical selection is the ability to list selectable field values in the form of a hierarchy or tree. If the field values can be defined hierarchically, the selectable field values can be presented to the user in a hierarchical list. For example, when a resource pool (ResourcePool_1a) is created, a parent resource pool can be set. If a parent resource pool (ResourcePool_1) is configured to ResourcePool_1a, in the hierarchical selection, ResourcePool_1a appears as a child to ResourcePool_1.

Figure 1-1. Hierarchical selection example



Hierarchical selection must be enabled by the system administrator and is only available for the Auto Complete List validation.

Upgrade Considerations

Hierarchical selection can be enabled on upgraded Auto Complete List validations. By default, hierarchical selection is disabled.

Enabling Hierarchical Selection

Hierarchical selection can be enabled for Auto Complete List validations only.

To enable hierarchical selection:

1. Log on to PPM Center.
2. From the menu bar, select **Open > Administration > Open Workbench**.

The PPM Workbench opens.

3. On the shortcut bar, click **Configuration > Validations**.

4. From the Validations Workbench,

If you are creating a new validation, click **New Validation**. Enter the required fields (Name and Reference Code). For Component Type, select **Auto Complete List**. For Validation By, select **SQL - Custom**.

If you are updating a validation, click **List**, and then find and double-click on the validation.

5. Select the **Enable Hierarchical Selection?** checkbox. The Hierarchical Display tab is enabled.




If you cannot select the **Enable Hierarchical Selection?** checkbox, hierarchical selection cannot be enabled for the validation.

6. From the Hierarchical Display tab, set the following fields:

Field	Description
Is folder selectable?	<p>In a hierarchical selection, a parent node may be a container for selectable values or the parent node may be a selectable value.</p> <p>Enable this checkbox if the parent node is a selectable value. Selecting this checkbox allows the parent node value to be selected as the field value.</p> <p>Disable this checkbox if the parent node is only a container or folder. Disabling this checkbox does not allow the parent node value to be selected as a field value.</p>
SQL	<p>Provide the Select statement that queries the database information. An ending semicolon is not necessary. See Hierarchical Display Tab Query Example for more information.</p>

7. Enter any other information for the validation.

8. Select **OK**.

If a field uses this validation, the hierarchical selection icon () appears next to the field.

Hierarchical Display Tab Query Example

A basic SQL query used in the Hierarchical Display tab consists of the following:

```

Select <PrimaryIDColumn> id,
<ParentIDColumn> parentId,
<FolderDefinition> isFolder,
<BusinessKeyColumn> name,
<DisplayInfo_1>, <DisplayInfo_2>, ... , <DisplayInfo_n>
from <Table_1>, <Table_2>, ... , <Table_n>
where <Condition_1> and <Condition_2> and ... and <Condition_n>
and NVL(<ParentIDColumn>,0) = :parentId

```

where

<PrimaryIDColumn>

Required. Column name whose data type is numeric. Identifies the object that is displayed in the hierarchical selection list, such as a resource pool
(rpl.resource_pool_id) or skill
(sk.skill_id).

<ParentIDColumn>

Required. Column name whose data type is numeric and is a parent. Identifies the parent of the selected object such as a parent resource pool
(rpl.parent_resource_pool_id) or parent skill (sk.parent_skill_id).

<FolderDefinition>

Required. A column name (such as a flag) or sub-query that determines if the object is a folder. The value or result must be either 'Y' or 'N.'

An example of a column name is:

sk.is_skill_folder_flag

An example of a sub-query is:

```
decode(sign((select  
count(rpl2.resource_pool_id) from  
RSC_RESOURCE_POOLS rpl2 where  
rpl2.enabled_flag='Y' and  
rpl2.parent_resource_pool_id=  
rpl.resource_pool_id)),1,'Y','N')
```

<BusinessKeyColumn>


Required. The user-defined name of the object that is displayed in the hierarchical selection list.

<code><DisplayInfo_1>, ... , <DisplayInfo_n></code>	Optional. Additional information about the object to be displayed in the hierarchical selection list.
<code><Table_1>, ... , <Table_n></code>	Required. The name of the table from which to query. For example, <code>RSC_RESOURCE_POOLS</code> or <code>RSC_SKILLS</code> .
<code><Condition_1></code> and ... and <code><Condition_n></code>	Conditions to be met in order for the object to be selected to display in the hierarchical selection list. At a minimum, you must include the following condition: NVL (<code><ParentIDColumn></code> , 0) = :parentId

The following is the hierarchical display query used by the RSC - Enabled Resource Pools validation:

```
select rpl.resource_pool_id id,
rpl.parent_resource_pool_id parentId,
decode(sign((select count(rp12.resource_pool_id) from
RSC_RESOURCE_POOLS rp12 where rp12.enabled_flag='Y' and
rp12.parent_resource_pool_id=rpl.resource_pool_id)),1,'Y','N')
isFolder,
rpl.resource_pool_name name,
krsc_utils.get_pool_managers_list(rpl.resource_pool_id),
rpl.description
from RSC_RESOURCE_POOLS rp1
where rpl.enabled_flag='Y' and
NVL(rp1.parent_resource_pool_id, 0) = :parentId
```

Using Hierarchical Selection

Hierarchical selection is enabled for a field when the hierarchical selection icon () appears next to the field. Clicking the hierarchical selection icon opens a list of selectable field values in the form of a hierarchy or tree.

If the field allows only one value to be entered, you can choose only one value from the hierarchical selection. If a value exists in the field, the selected value replaces the existing value.

If the field allows more than one value to be entered, you can choose one or more values from the hierarchical selection. If a value exists in the field, the selected values are appended to the existing value.

User Data for Resources

Pages in PPM Center display a set of standard fields for collecting and displaying information. User data is the set of custom fields that can be defined by the system administrator.

If you want to include additional fields in a resource's page, you can define them in the User Data Workbench.

Resource user data are customizable resource attributes that are added to the **Details** tab in a resource's page. The system administrator configures the resource attributes that are displayed in a resource's page and the resource can modify the values of these resource attributes from the **Details** tab.

Resource user data is not available in the Search Resources page nor can they be modified for multiple resources simultaneously.

To configure user data:

1. Log on to PPM Center.
2. Select **Open > Administration > Open Workbench**.
The PPM Workbench opens.
3. From the shortcut bar, select **Configuration > User Data**.
The User Data Workbench opens.
4. Click **List**.
The Results tab opens with the available user data types.
5. To configure resource user data, select **Resource User Data** and click **Open**.

The User Data Context window opens.

6. To add a field, click **New**.

The Field: New window opens.

7. From the Field: New window, do the following:

- a. Configure up to 100 fields. Enter the following information:

- i. In the **Field Prompt** box, type the label to display for the new field.
- ii. In the **Token** box, type an uppercase text string to use to identify this field.

The token name must be unique to the specific user data. An example token name is `ASSIGNED_TO_USER_ID`.

- iii. In the **Description** box, you can enter text that describes what the field captures and how it is to be used.
- iv. To enable the new field, leave **Enabled** selected.
- v. In the **Validation** box, enter or select the validation logic to use to determine the valid values for the field.

This can be a list of user-defined values, a rule that the result must be a number, and so on.

- vi. The **Component Type** field indicates the field type (list, free-form text field, and so on). This read-only field is derived from the validation you selected.
- vii. If the field lists selectable items, and you want users to be able to select more than one of these, select **Multiselect**.

If you select **Multiselect**, the PPM Workbench displays a dialog box that lists limitations imposed on multiselect user fields.

If you selected **Multiselect**, make a note of the limitations, and then click **Yes**.

- b. On the **Attributes** tab, enter the following information:

- i. In the **User Data Col** list, select the internal column in which the field value is to be stored.

You can store information in up to 100 columns, which means that you can create up to 100 custom fields for resources. No two fields in user data can use the same column.

- ii. To make the new field read-only at all times, in the **Display Only** list, select **Always**. To make the field editable at all times, select **Never**.
 - iii. To make the field visible to users, next to **Display**, leave **Yes** selected. To hide the field, select **No**.
 - iv. To make the field required (the user must specify a value) at all times, in the **Required** list, select **Always**. To make the field optional at all times, select **Never**.
- c. To configure a default value for the user data field, open the **Default** tab and enter the following information:
 - i. To indicate that the field is to have a default value, in the **Default Type** list, do one of the following:
 - To specify that the field default is to be a constant value, select **Constant**.
 - To specify that the field default is to have no default, select **None**.
 - ii. If you specified a constant default type, then in the **Visible Value** list, select the constant value.

8. To save your changes and create another field, click **Add**. The Field window clears so that you can create another new field. Repeat [step 7](#), as needed.

To save your changes and close the Field window, click **OK**.

9. From the User Data Context window, use the **Layout** tab to rearrange the fields as you want the user to view them from the **Details** tab.
10. Click **OK**.

Enhancements, Integrations, Certifications, and Fixes

This section includes information about the enhancements, integrations, certifications, and fixes in PPM Center version 9.11.

Enhancements

The following enhancement is included in PPM Center version 9.11:

- User data for positions

With this enhancement, users now may add up to 100 fields.

Certifications

The following certifications are included in PPM Center version 9.11:

- *Support for Universal CMDB versions 9.00 and 9.01*
- *Support for CCRM 9.1*

Support for Universal CMDB versions 9.00 and 9.01

This certification provides Universal CMDB versions 9.00 and 9.01 support for the following PPM Center integration solutions:

- PPM Center integration with Universal CMDB for Service Portfolio

Note the following impact to configuration:

- Define the `UCMDB_SERVER_VERSION` parameter in the `server.conf` file with the proper value. For example, `9.00`.

For more information about this integration solution, see the *HP Solution Integrations Guide*.

- PPM Center integration with Universal CMDB (using ALM)

Note the following impacts to installation and configuration:

- PPM server must have the same domain name as the Universal CMDB server. For example, if the Universal CMDB server domain name is *abc.chn.hp.com*, the PPM server must be *xyz.chn.hp.com*, such as *anbo.chn.hp.com*.
- PPM server must be running on the save protocol as the Universal CMDB server. For example, if the Universal CMDB server is running on HTTPS, the PPM server must be running on HTTPS as well.
- Define the `UCMDB_SERVER_VERSION` parameter in the `server.conf` file with the proper value. For example, `9.00`.
- Consult your Universal CMDB server administrator and define the following new parameters in the `server.conf` file for impact analysis report:

Parameter	Description
<code>IMPACT_ANALYSIS_REPORT_CATEGORY</code>	Impact analysis report category, for example, <code>UCMDB</code>
<code>IMPACT_ANALYSIS_REPORT_SEVERITY</code>	impact analysis report severity, for example, <code>Warning(1)</code>
<code>UCMDB_NAME_FIELD</code>	The field that stores the CI name, for example, <code>name</code>

- Starting from PPM Center version 9.11, you can encrypt the Universal CMDB password with PPM's encryption tool `kEncrypt.sh`.

To encrypt the password,

- Go to `<PPM_Home>/bin/ucmdb` directory.
- Run the following:

```
sh kEncrypt.sh -t admin
```

The encrypted text returns.

- Copy and paste the encrypted text as the value for parameter `UCMDB_PASSWORD` in the `server.conf` file.

For more information about the integration solution, see the *HP Solution Integrations Guide*.

Support for CCRM 9.1

This certification provides Change Configuration and Release Management (CCRM) 9.1 support for the following PPM Center extensions:

- PPM Project Task to SM RFC Integration
- SM RFC to PPM Project Task Integration



Make sure that these two extensions support Service Manager 9.20, which is required for CCRM 9.1 support.

Fixes

The following fixes are included in PPM Center version 9.11:

Costing - Staffing Profile Budget Synch

Global ID	Problem Description
N/A	Exception appears when editing header of any Staffing Profile that was synchronized with Financial Summary (budget) before upgrade. (QCCR1L27897)

Dashboard

Global ID	Problem Description
N/A	Discrepancies in indexes between upgrade and fresh. (QCCR1L27989)

Integrations - SM RFC

Global ID	Problem Description
N/A	Task finish date is changed after synchronization to SM RFC. (QCCR1L28357)

Platform

Global ID	Problem Description
N/A	Discrepancies in indexes between upgrade and fresh. (QCCR1L27408)
N/A	Cannot add security group to users from workbench. (QCCR1L27785)

Resource Management

Global ID	Problem Description
QCIM1L28292 4620109634	Error occurs when adding resources to a project or saving tasks in work plan on a PPM Center instance with French (Canada) Formatting Options in User Profile and CAD currency. (QCCR1L28441)
N/A	Discrepancies in indexes between upgrade and fresh. (QCCR1L27990)

Time Management

Global ID	Problem Description
N/A	Discrepancies (missing) in indexes from fresh install to upgraded instance for TM_TIME_SHEET_LINES and PM_WORK_PLANS. (QCCR1L27986)

Known Problems and Limitations

The following problems and limitations are known to exist in PPM Center version 9.11 (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.

Center Management for Quality Center

LIMITATION	CMQC bundle does not support Oracle 11.2.0.1. Deployment of the bundle using that environment will result in an error. (QCCR1L27892)
WORKAROUND	Oracle 11.1.0.7 is supported.

Installation

LIMITATION	Because the PPM Center installation and configuration wizards are not fully localized in Chinese and Portuguese (Brazilian) languages, some of the text in wizard steps are shown in English only during installation or system configuration. (QCCR1L27173)
WORKAROUND	None.
LIMITATION	After you install PPM Center and then install language packs, the Import Notifications section of all of the language pack deployment logs saved to the <code><PPM_Home>\logs\Lang_Pack\</code> directory contain the error "Fail to deploy NotifBody..." These error messages have no functional significance and can be ignored. (QCCR1L27539)
WORKAROUND	None.

Dashboard

PROBLEM	Any PPM Center portlets that contain the word “program” do not display the new Chinese translation for “program” and instead display the old Chinese translation for “program”. (QCCR1L27636)
WORKAROUND	None.

Integrations

PROBLEM	Using Internet Explorer and Microsoft Project 2007, opening a work plan in Microsoft Project from PPM Center generates a lock file for the Microsoft Project file. However, after closing the Microsoft Project file, the lock file is not reset. When opening the same work plan in Microsoft Project from PPM Center (without restarting Internet Explorer), the File in Use message is displayed and the Microsoft Project file can only be opened in read-only mode (you may also choose to be notified when the file is no longer in use). (QCCR1L25812)
WORKAROUND	After closing the Microsoft Project file you can reset the lock file by doing one of the following: <ul style="list-style-type: none">• Delete the lock file. From any Internet Explorer window, do the following:<ol style="list-style-type: none">1. Select Tools > Internet Options.2. In the General tabbed area, in the Temporary Internet files section, click Delete Files.3. From the Delete Files dialog, click OK.4. From the Internet Options dialog, click OK.• Restart Internet Explorer• Restart the system on which Internet Explorer is running.

Integration with Quality Center (ALM)

LIMITATION	Synchronization of workflows is not supported. PPM Center and Quality Center each has its own workflow to manage the process of defect handling. When driving the workflows from both sides, and moving a defect to another step in PPM Center's workflow, it cannot be reflected in Quality Center's workflow, and vice versa.
WORKAROUND	None available at this time.
LIMITATION	Bi-directional synchronization of drop-down list values is not supported. (QCCR1L25919)

WORKAROUND	None available at this time.
LIMITATION	Comments and description format tags are displayed in PPM Center directly in normal text. (QCCR1L25815)
WORKAROUND	None available at this time.
LIMITATION	If a date-type field in Quality Center has a special format, the mapping field in PPM Center must have the same format, otherwise the date will not be synchronized to PPM Center correctly. (QCCR1L25917)
WORKAROUND	None available at this time.
LIMITATION	Quality Center support multi-value fields, such as target release and target cycle. However, current design of PPM Center does not support mapping a PPM field to a multi-valued Quality Center field.
WORKAROUND	None available at this time.

Integration with Universal CMDB (ALM)

PROBLEM	If a user selects more CIs than the maximum allowed CI number, an error message will pop up and it returns to the CI selector, but the selected CIs are gone. The user needs to select them again.
WORKAROUND	None available at this time.
PROBLEM	View Type, View Tree Name, and View TQL Name are deprecated in Universal CMDB 9.0, thus their values are not available.
WORKAROUND	None available at this time.
LIMITATION	Due to Universal CMDB 9.0 limitation, PPM server must have the same domain name as the Universal CMDB server. For example, if the Universal CMDB server domain name is abc.chn.hp.com, the PPM server must be xyz.chn.hp.com, such as anbo.chn.hp.com.
WORKAROUND	None available at this time.
LIMITATION	Due to Universal CMDB 9.0 limitation, PPM server must be running on the save protocol as the Universal CMDB server. For example, if the Universal CMDB server is running on HTTPS, the PPM server need to be running on HTTPS too.
WORKAROUND	None available at this time.

HP Demand Management

PROBLEM	If a request contains a rule that uses <code>KNTA_MULTI.Find_User_full_names ([SYS.USER_ID]) from sys.dual</code> , saving the request may fail or removing associated entities from the request may fail. (QCCR1L24349)
WORKAROUND	Use <code>KNTA_MULTI.Find_UserNames ([SYS.USER_ID]) from sys.dual</code> instead.
LIMITATION	A token unparseable error occurs when creating a request of a request type, where its validation referenced a non-existing token. (QCCR1L27418)
WORKAROUND	When you specify a validation for your request type, report type, or object type, make sure that the token(s) referenced by the validation already exist.
LIMITATION	When Text Field is set to “is equal to” the value of an Auto Complete List or Drop Down List value in the Dependencies section of the Rules tab in the request type workbench, the dependencies do not work; However, if the Text Field is set to match the code of the Auto Complete List or Drop Down List, the dependencies work well. (QCCR1L27020)
WORKAROUND	Considering the fact that Auto Complete List and/or Drop Down List values can be localized, which will then cause consistency issue for the dependencies, HP recommends you to match Text Field code to the code of Auto Complete List or Drop Down List when you set up request type field dependencies.

HP Deployment Management

PROBLEM

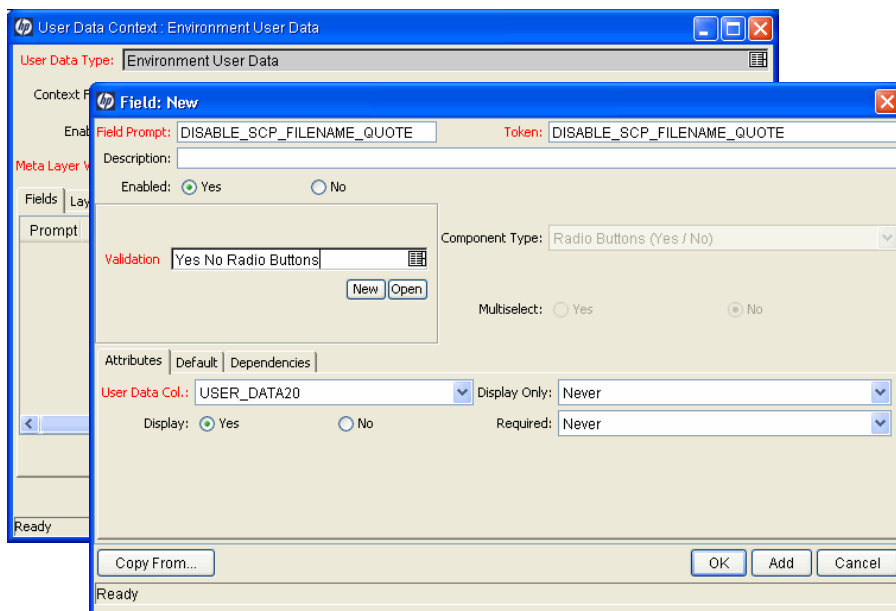
File transfer from source environment to destination environment using Reflection for Secure IT for Unix (version 7.1) server fails when the environments were configured in a workflow execution step. (QCCR1L24976)

WORKAROUND

To use Reflection for Secure IT for Unix server to transfer files successfully,

1. Create a new Environment User Data using the following values:

- **Field Prompt:** DISABLE_SCP_FILENAME_QUOTE
- **Token:** DISABLE_SCP_FILENAME_QUOTE
- **Enabled:** Yes
- **Validation:** Yes No Radio Buttons
- **User Data Column:** Select a value from the drop down list.
- **Display:** Yes
- **Display Only:** Never
- **Required:** Never



Then, in the Environment you want to use, enable the newly created user data.

For more information about creating and enabling user data, see the *HP Deployment Management Configuration Guide*.

2. Note down the Server environment and Client environment values you used in [step 1](#).
3. Configure the workflow execution step and use the Server environment and Client environment values you noted down earlier for **Source Environment** and **Dest Environment** fields.

PROBLEM	If you used environment tokens in Object Type with special command <code>ksc_copy_server_server</code> and set the Source and Destination environments as its parameters, file transfer from source environment to destination environment with Reflection for Secure IT for Unix (version 7.1) server fails. (QCCR1L27758)
WORKAROUND	Modify the environment settings by following the instructions described in the WORKAROUND for QCCR1L24976.

HP Portfolio Management

PROBLEM	Transaction History and Notes History cannot be enabled in the Associated Programs field of a PFM - Asset, PFM - Project, or PFM - Proposal request header type or a copy of one of these request header types. Selecting Yes or No does not enable these auditing features. (QCCR1L26865)
WORKAROUND	None available at this time.

HP Program Management

PROBLEM	Program risk request types are not available.
WORKAROUND	Program risk request types are part of the Best Practices content. Best Practices must be installed/re-installed in order to use this content.

Multilingual User Interface (MLU)

PROBLEM	When deploying language packs, the logs will show the following error for all languages, except for the system language: <pre>[java] java.sql.SQLIntegrityConstraintViolationException: ORA-02291: Integrity-Constraint (GEEK_01.KNTA_NOTIFICATIONS_ LOC_FK) violated</pre> This error has no functional impact. (QCCR1L27539).
WORKAROUND	None.

HP Project Management

PROBLEM	When using Internet Explorer, using tooltips in the work plan may display a message about the page containing secure and nonsecure items, prompting you to continue. Each time a work plan is redrawn or refreshed, using tooltips in the work plan displays this message. (QCCR1L24383)
WORKAROUND	<p>This message may be disabled from the Security Settings of the browser.</p> <p>From Internet Explorer:</p> <ol style="list-style-type: none"> 1. Select Tools > Internet Options. 2. Select the Security tab. 3. Select the Internet Web content zone. 4. Click Custom Level. 5. Under Miscellaneous and Display mixed content, select Enable. 6. Click OK. 7. Click OK. 8. Restart Internet Explorer.
PROBLEM	When a user (such as a project manager or summary task owner) edits a task's resources directly from the work plan page, resources who are already assigned to the task are deleted if they do not belong to a resource pool managed by that user. Resources who have entered actual efforts for the task are not deleted. (QCCR1L26798)
WORKAROUND	Assign all users who manage resource assignments for the project as a resource pool manager to all resource pools that are associated with the project.
PROBLEM	If a user edits a task's external predecessor from the work plan page, when the task is saved, the external predecessor is deleted. (QCCR1L27616)
WORKAROUND	Use the Task Details page to edit a task's external predecessors. Do not edit external predecessors from the work plan page.
PROBLEM	When exporting a work plan to both PDF and Excel, if the work plan has a task with a name that contains double-byte numbers, the exported PDF differs from the exported Excel. In the exported PDF, the task name does not contain the doublebyte numbers. (QCCR1L14109)
WORKAROUND	None.

Operational Reporting

PROBLEM	Opening a linked report from the parent WEB Intelligence report results in the removal of data from the parent report results. This happens only if you open a linked report after you export the parent report to Excel and save it. Thereafter, if you click the refresh button on the parent report prompt, saved filter values are lost. (QCCR1L16514)
WORKAROUND	After you export a parent report to Excel, re-run the report with new prompt values, and then open the linked report without exporting it to Excel.
PROBLEM	Although you can run the operational reports that HP supplies, you cannot create or edit reports in InfoView without security risk. If you attempt to create or edit a Web Intelligence document in InfoView, a dialog box displays the message, "The application's digital signal has an error. Do you want to run the application?" (QCCR1L25229)
WORKAROUND	Do not attempt to create or edit a Web Intelligence document in InfoView. If you do, then after the message, "The application's digital signal has an error. Do you want to run the application?" is displayed, click Cancel .
PROBLEM	A database error occurs if you provide a query prompt value that contains a backslash (\) character. (QCCR1L16066)
WORKAROUND	If you provide the prompt value manually, type two backslash characters instead of just one.
PROBLEM	If you export a Web Intelligence document that contains Asian characters to PDF format, the Asian characters are not exported. (QCCR1L25538)
WORKAROUND	None.
PROBLEM	In order to display a long text string so that it wraps to fit the width of a cell, InfoView adds a hyphen to the string in Web Intelligence documents. If a text string such as this contains Asian or particular European (Russian, Turkish) characters, InfoView places the hyphen(s) incorrectly so that some characters are not displayed in report results. This can occur in the Time Sheet Compliance report if the resource pool names are long and contain Asian characters. (QCCR1L25537)
WORKAROUND	Increase the width of cells in the report.
PROBLEM	If you modify the fiscal period definition in PPM Center after you set up the Operational Reporting schema and load PPM Center data, the changes to the fiscal period definition are not brought into in the Operational Reporting schema during subsequent incremental ETL operations. (QCCR1L27596)

WORKAROUND	Re-run the setup and load scripts to bring your changes to the fiscal period definition into the Operational Reporting schema.
PROBLEM	HP-supplied operational reports can sometimes omit result rows or incorrectly total row values if the results require a large number of rows to display. If you run an HP-supplied operational report and you specify query filter options that include a wide range of data that generate a large number of result rows, the last few rows and totals may be hidden by the Query Filter options text in the report results displayed. (QCCR1L26958)
WORKAROUND	Run the report from a new Web browser session.
PROBLEM	If the PPM Center database schema is restored from a data dump in which BusinessObjects was already configured, and the BusinessObjects scripts are re-run on the restored dump, the setup script cannot automatically drop the Oracle Change Data Capture (CDC) tables.
WORKAROUND	If the PPM Center database schema is restored from a data dump in which BusinessObjects was already configured, and you must re-run the BusinessObjects scripts on the restored dump, make sure that you manually drop all of the CDC tables before you re-run the BusinessObjects setup script.
PROBLEM	HP has noticed Oracle Internal Errors (Ora 600) for certain test data sets when accessing the HP PPM Operational Reports or during the process of ETL in the HP PPM Operational Reports.
WORKAROUND	If you encounter such errors, upgrade your Oracle Database software to version 11.2.0.1 or later to fix the problem.



After you install PPM Center version 9.11, you can locate the packages `rpt_sync_objects.plb` and `rpt_request_update_dimension.plb` under the `OpsReporting` folder, and then deploy these two packages on your Reporting DB schema to replace the previous version.

Other

LIMITATION	Because Oracle Enterprise DB Server is not supported on VMware, PPM Center (including the Operational Reporting solution) does not work with Oracle Enterprise DB Server on VMware.
WORKAROUND	None.

