HPE Project and Portfolio Management

Software Version: 9.40

Release Notes

Hewlett Packard Enterprise

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Contents

Installation Notes

Before you install PPM version 9.40, make sure that your system meets the minimum requirements, as described in the *System Requirements and Compatibility Matrix*.

For information about fresh installation of PPM 9.40, see the *Installation and Administration Guide*.

For information about upgrade to PPM 9.40, see the *Upgrade Guide*.

Documentation for PPM Version 9.40

All documentation for PPM version 9.40 can be found in the product as well as at the HPE Software Product Manuals site at the following URL:

(https://softwaresupport.hpe.com/group/softwaresupport).

All of the documentation is available in both Adobe Acrobat (.pdf) format and the majority of the documentation is available in online help format.

You can also access PPM documentation through the links provided under topic areas of your interest on the PPM Help Center page (**Help > Help Center**).

What's New in PPM 9.40

New Features

PPM 9.40 introduced the following new features:

- **Enhanced Program Management**

  Program Management is enhanced in the following aspects for program managers and PMOs to better govern and execute programs created for various business objectives in the organization:

  - Program type

    Upon the creation of a program, it is associated with a program type where the program settings are inherited. Using program types, PMOs can govern the program template for different types of programs to ensure the organization applies standardized format to execute programs. Program types also simplifies the mass update of program settings.

    To create a program type, select **Create** > **Administrative** > **Program Type**.

    To search a program type, select **Search** > **Administrative** > **Program Types**.

    > **Note:** If you upgrade PPM from 9.3x to 9.40, your programs are assigned the out-of-the-box program type "Enterprise". If you want to change the program type, contact Support for help.

  - Program-level request and workflow

    PPM 9.40 introduced the following out-of-the-box entities for Program Management: Program Details (request type), PFM Program (field group), and Program Process (workflow). With these entities, you can customize more information on the program level and control the program lifecycle using the request workflow.

    The request type (along with the request workflow) linked with a program is specified by the **Program process Request Type** field. The value of this field is inherited from the program type the program belongs to, and cannot be changed in the program settings.

    Program-level request details are displayed in the **Details** tab of Program Overview page.

  - Program health tracking

    When tracking program health is enabled for a program, PPM calculates the program health based on program issues, risks, and scope changes.

    When PPM calculates program health and overriding program's calculated health is enabled, program managers are allowed to override the calculated health, select another health for the program, and keep the program in the health status for a specified duration.

    To enable tracking program overall health, select **Track program health for this program** in program settings.

To enable overriding program's calculated health, select **Allow program managers to override the program's calculated health** in program settings.

- Summarized program header

  Program header facilitates you to view the following information in a glance:
  - Program status, associated portfolio, duration and progress
  - Program overall health, issue health, risk health, and scope change health
  - Program budget and actual cost

- Program milestones

  The **Timeline** tab of Program Overview page enables you to:
  - View the program milestones and milestones of projects included in the program.
  - Monitor milestone status
  - Add and edit program milestones.

- Program cost

  The **Cost** tab of Program Overview page provides a central location for you to view program cost, view program content cost, and perform Earned Value Analysis for projects included in the program.

- **User Management Console**

  User Management Console enables you to search, view, edit, and add users from PPM Web pages, saving you the effort to navigate to the PPM Workbench.

  To open User Management Console, select **Open** > **Administrative** > **Open User Management Console**.

- **PPM-AGM integration using Agile Manager Connector 2**

  PPM 9.40 uses Agile Manager Connector 2 for the integration between PPM and Agile Manager. Agile Manager Connector 2 implements the following advantages:

  For the integration between PPM tasks and Agile Manager:
  - You can map a PPM task with a new Agile Manager release, in addition to an existing Agile Manager release.
  - You can select a specific sprint of a release to synchronize, and decide the level of details to synchronize (release level, sprint level, or user story level).
  - When a PPM project is set as a hybrid project, you can still use time management to track actuals against the project as long as time is tracked at task level.
  - When a PPM project is set as a hybrid project, you can still track estimated remaining effort per resource assignment.

  For the integration between PPM time sheets and Agile Manager:
  - If a sprint in Agile Manager does not fall into the PPM time sheet period, instead of the whole sprint efforts are not retrieved into PPM, the efforts in the working days that are within the time sheet period are retrieved into PPM.

- PPM time sheet line cells are filled with daily total effort of all returned tasks in a release, instead of the average of total efforts of all returned tasks in a release.

Enhancements

PPM 9.40 includes the following enhancements:

Resource Management

CR	Summary
QCCR1L59318	**Committing selected resource in resource finder** In previous versions, when you assign a resource to a position, the resource status is soft-booked. In this version, you can choose to commit assigned resource, that is, when a resource is assigned, the resource status becomes committed automatically. **Distributing demand to selected resources evenly in resource finder** In previous versions, when you assign resources to a position, PPM allocates the position demand unevenly. It uses up the remaining capacity of the first resource, then the second resource, and goes on until demand is fulfilled. Starting from 9.32.0003, you can distribute demand to the selected resources evenly.
QCCR1L57692	**Viewing resource pool assignable resources when Forwarding Requests** As a resource manager, you can check the resource availability of any resource pool when forwarding requests. This helps makes sure that you forward requests to effective resource pools that have assignable resources.
QCCR1L59269	**Able to select all resources in resource finder** The **Check All** option is available in the resource finder for you to select all resources by one click.
QCCR1L58412	**Not sending resource requests for positions of Certain statuses** Resource requests for the following positions are not sent any longer: • Requested positions • Fulfilled positions • Softbooked or new positions that have zero unmet demand

QCCR1L58748	**Hiding staffing profile user data field names in Staffing Profile New UI** Staffing profile user data field name can be hidden. When the description of the user data field is started with "!", the user data field name is the value behind the "!". Therefore, to hide a staffing profile user data field name, set the field description to "!" only.
QCCR1L57611	**Enhancements on specifying requested resources for positions** • The Specific Resources Requested column becomes a default column in staffing profile. • You can specify requested resources in inline-edit mode.
QCCR1L58155	**Adding horizontal and vertical totals in Staffing Profile New UI** Horizontal total (Forecast Total and Unmet Total) and vertical totals (Total Hours, Average FTE, or Person Days, depending on display view) are added in Staffing Profile New UI.
QCCR1L58693 QCCR1L59695	**Displaying resource remaining capacity** Resource remaining capacity is displayed in Staffing Profile New UI and Resource Allocation Management Gantt view.
QCCR1L59251	**Filtering positions by unmet demand and over-allocation in Staffing Profile New UI** You are able to filter positions by unmet demand and over-allocation in Staffing Profile New UI, as you do in Staffing Profile Legacy UI.
QCCR1L59284	**Easier way to enter efforts for positions** In the Table view of Staffing Profile New UI, you can use SHIFT + CLICK to copy and paste efforts for positions in the same row.

Project Management

CR	Summary

QCCR1L57425	**More options in Staffing tab of Project Overview Page**
	The following options are added in the **Staffing** tab of Project Overview page to facilitate the use of staffing profile in this tab:
	• **Change Header** or **View Header** button, depending on your access grant.
	• **More** button, which enables you to configure access, configure notifications, delete staffing profile, and view staffing profile audit trail.
	• **Export to Excel** icon.

Platform

CR	Summary
QCCR1L59947	**Tracking user sessions using database table** Using the table PPM_LOGON_SESSIONS, you can track user sessions, including session start and end time, session type, how users logged on to PPM, PPM node on which the session was created, and how the session ended.
QCCR1L60348	**Exporting table component fields and requests search result to xlsx format** Table component fields and request search result are now exported to real Excel file (xlsx file) instead of xls file.
QCCR1L60749	**Enabling PPM Workbench to communicate with PPM Server via HTTPS** In 9.40, PPM workbench will communicate with PPM Server using HTTPS instead of RMIS by default. If you still want PPM Workbench to communicate with PPM Server via RMIS, set the parameter `ENABLE_WORKBENCH_HTTP` is set to `false`.

QCCR1L57430	**Preventing Data Loss Due to Inactivity in Request Details, Project Details, and Edit Time Sheet pages**
	You might spend long time entering data in pages like Edit Time Sheet page and Project Details page. However, PPM would regard this as inactivity and then terminate your session. This causes inconvenience because you have to start all over again.
	PPM now introduces two parameters (`REQUEST_AND_PROJECT_ KEEPALIVE_MAX_IDLE_TIME` and `TIMESHEET_KEEPALIVE_MAX_ IDLE_TIME`) for you to specify the duration you can stay idle in the Request Details page, Project Details page, and Edit Time Sheet page. This helps prevent data loss because of inactivity in these pages.

Certifications

PPM 9.40 includes the following certifications:

- Support for OpenJDK 8
  - For Windows platform, only Azul Zulu (a certified build of OpenJDK 8) is supported.
  - For Linux platform, only OpenJDK 8 built into Linux distributions is supported.
- Support for Red Hat Enterprise Linux 7
- Mozilla Firefox support is extended to 45.0 ESR
- Google Chrome support is extended to 47
- Remove support of Internet Explorer 10

For more details, see the *System Requirements and Compatibility Matrix* for version 9.40.

Fixes

Admin Tools

CR	Problem	Solution
QCCR1L57155	If a day is not only the first day of daylight saving time of the year, but also the end date of a week and the end date of a month, generating fiscal periods including that day reports errors.	Generating fiscal periods reports no errors no matter whether or not it contains daylight saving time days.
QCCR1L59605	In IE 11, the DMS configuration page is covered by blank space.	In IE 11, the DMS configuration page is displayed correctly
QCCR1L59604	In IE 11, multiple scroll bars appear in the Administration Console License page.	In IE 11, only one scroll bar appears in the Administration Console License page.
QCCR1L59607	In IE 11, the Application Configuration page layout issues make it hard to use.	In IE 11, the Application configuration page is displayed normally.
QCCR1L59667	In IE 11, the Browse PPM Server files page in the Administration Console is displayed badly.	In IE 11, the Browse PPM Server files page in the Administration Console is displayed correctly.

Costing

CR	Problem	Solution
QCCR1L58639	The resource forecast cost graph in the Cost tab of a project still shows value when all the positions of the project staffing profile are removed.	When all the positions of a project staffing profile are removed, the resource forecast cost graph shows no value.
QCCR1L58842	The format of the Project Cost Details report is corrupted when there is some data in the report. If there is no data, the layout is correct.	The Project Cost Details report is always formatted correctly no matter whether there is data in the report.

QCCR1L59350	Cost Rollup service is running nonstop without getting completed.	The performance issue with the Cost Rollup service is improved.
QCCR1L59525	The Cost Rollup service should sort the pending records in ascending order of the creation date and handle the earliest pending record first.	The Cost Rollup service now processes the earliest pending record first.
QCCR1L59669	In IE11, the input fields in the following pages are compressed and almost on top of each other: -- Analyze Current Cost Metrics for Projects -- Search Cost Rules -- Create Activity -- Create a New Region	In IE11, the input fields in these pages are displayed correctly with appropriate space between each other.
QCCR1L59722	FX Rate Update Service should skip duplicated financial summary lines and handle data in batches.	FX Rate Update Service skips duplicated entities and commit updates one by one.
QCCR1L59877	The table header height of the Edit Cost page is too large in IE 11.	The table header height of the Edit Cost page is reduced to be normal in IE 11.
QCCR1L59878	In the Edit Cost page, if you click the space near the edit icon, the Edit a Cost Line window still pops up but the Category field is blank.	In the Edit Cost page, clicking the space around the edit icon does not open the Edit a Cost Line window.
QCCR1L60209	The Project Cost Detail report prints the same project record for multiple times.	The Project Cost Detail report prints the same project record only once
QCCR1L60245	If while the FX Rate Update service is running, you delete a project and financial summary, the service will fail stating that "Object cannot be found" and will stop running.	FX Rate Update service skips the entities that have already been deleted.

Dashboard

CR	Problem	Solution

QCCR1L59188	Filter fields within portlets are not working if 'WHERE clause' contains 'rownum=x'. Once the rownum clause is removed, the portlet works as expected.	Filter fields whose 'WHERE clause' contains 'rownum=x' now work as expected.
QCCR1L59658	In IE11, if you click Find Portlets button in the Personalize Dashboard page, the table is displayed badly with the rows oversized.	In IE 11, the table in the Find Portlet window is displayed correctly.
QCCR1L59820	Suppose you use a bar chart portlet to group requests by a parameter containing a date value. When you drill down on one of the bars, no rows are retrieved.	Drill-to portlet of a bar chart portlet that groups requests by a date field returns correct records.
QCCR1L59862	In the pop-up window of an ACL field, the size of the Available column is bigger than that of the Selected column.	In the pop-up window of the ACL field, the size of the Available column is equal to that of the Selected column.
QCCR1L60275	When the URL field value in a portlet contains space and you export the portlet to Excel, the Excel file is empty.	When the URL field value in a portlet contains space, exporting the portlet to Excel is successful.
QCCR1L61632	It takes long to open a dashboard page that contains 7 or 8 portlets.	The time it takes to open a Dashboard page is decreased.
QCCR1L62122	Chart portlets cannot be displayed because of the error "Could not initializeclas ilog.views.util.swing.IlvSwingUtil".	Chart portlets can be displayed correctly.
QCCR1L58978	Custom bar chart portlets with only one bar and no portlet title are displayed incorrectly.	Custom bar chart portlets are always displayed correctly regardless of the number of bars.
QCCR1L59001	An error message appears when you try to add a new column in data source and portlet definition and then refreshed the portlet.	You can now add a new column in data source and portlet definition without the error.

QCCR1L59210	The following error appears when you use the Staffing Profile filter in the Resource Requests portlet. "The validation associated with this component produced an error. Please see details. (KNTA-10199)"	The error no longer appears when you use the Staffing Profile filter in the Resource Requests portlet.
QCCR1L59424	Unnecessary queries are called when you export the Request List portlet to Excel.	Only queries that are optimal and need to be executed are called when you export the Request List portlet to Excel.
QCCR1L60741	If a portlet has a column with Link validation and you put the portlet in the Project Overview page, the link column cannot be opened because of javascripterror "gotoUrlRefs is not defined".	If a portlet has a column with Link validation and you put the portlet in the Project Overview page, the link column can be opened without errors.
QCCR1L61300	When exporting a pivot type portlet with more than 3 columns by 3 rows to Excel, the header that expands both columns and rows do not match its body columns.	When exporting a pivot type portlet with more than 3 columns by 3 rows to Excel, the header that expands both columns and rows is in the correct position covering all its body columns.
QCCR1L61519	Exporting pivot portlets to Excel does not work in IE 11.	Exporting pivot portlets to Excel now works in IE 11.

Demand Management

CR	Problem	Solution
QCCR1L47264	The "Apply before transition" rules do not work when you use Mass Update functionality for requests.	The "Apply before transition" rules work as expected when you use Mass Update functionality for requests.

QCCR1L52844	The transition step name is not shown in the graphical view of the request from a particular execution step. This particular execution step uses validation with SQL to derive the transition name. The transition name from that particular execution steps is only visible after the step has been traversed.	When PPM gets the transition name it only gets meaning, but if the transition uses a validation with SQL, there's no meaning. In this case, PPM uses code as the transition name. Therefore, the transition step name will be shown in the graphical view of the request.
QCCR1L53760	When you print a request, some sections are collapsed in the print mode even when they are expanded in the edit mode.	Requests in the print mode are displayed the same as in the edit mode.
QCCR1L57285	When you fill in the mandatory request fields, add resources in the Resource section, and then click an action button, you find the other fields are filled but the resources are not saved.	Both the filled request fields and the added resources are saved when you click an action button.
QCCR1L57752	When more than one user updates a request, the following error message appears: "This Request has been updated by another user. Please refresh the Request and then continue with your changes. (KCRT-40134)" But after clicking the refresh link, it throw another error "The page you requested does not exist."	The refresh link now correctly points to the request page and will refresh it.

QCCR1L57863	The getRequest Web service cannot return the Attachments field in the request details section.	The getRequest Web service can now return the Attachments field in the request details section, as follows: ``` <simpleFields> <common:token>REQD.VP.< tokenname> </common:token>; <stringValue>documentName= <filename>; description=<description> </stringValue> </simpleFields> ```
QCCR1L57864	The getRequests Web service returns empty value for the description of the attachments field in the request reference section.	The getRequest Web service returns the correct value for the description of the attachments field in the request reference section.
QCCR1L59076	When you create a request using the save draft functionality, the resources assigned to the request disappear.	Resources are retained for the requests created using the save draft functionality.
QCCR1L59151	When you export the Request List portlet to Excel, not all the information of the portlet is exported.	When you export the Request List portlet to Excel, all the information of the portlet is exported.
QCCR1L59314	Opening proposals for some users is very slow.	The performance of opening proposals is improved.

QCCR1L59352	When a request begins loading, the workflow action buttons are immediately displayed and available to be clicked. But if you click an action button while the request is not completely loaded, the button stops responding. Therefore, workflow action buttons should be clickable and usable when the page is not fully loaded or the action buttons should be made unclickable until the page is fully loaded.	Workflow action buttons cannot be clicked until the page is fully loaded.
QCCR1L59455	In a customized table component field, users can manually enter the value with "$" followed by space and then a number. The system allows saving the value without prompting users that the format is incorrect but converts the value to another format (for example, "$ 100" is converted to "$,100.00"). This results in the distorted layout of the page.	If there is space between the currency symbol and the number, the system removes the space automatically.
QCCR1L59660	In IE 11, the scroll bars in all the multi-select Auto Complete List dialogs are not visible unless the selection requires it.	The scroll bars in multi-select Auto Complete List dialogs are available in IE11, like in lower versions of IE browser, for example IE 9.
QCCR1L59778	When there is a table component field in a request, "Unsaved filed" warning message prompt is displayed even when no changes are made.	The warning message no longer pops up when no changes are made to a request.
QCCR1L60131	Exporting Request List portlet to Excel fails when there are hyperlinks in any columns.	Exporting Request List portlet to Excel works fine when there are hyperlinks in any columns.

QCCR1L60525	When you export the Request List portlet with empty columns to Excel, the empty columns are not displayed as blank cells in Excel.	When you export the Request List portlet with empty columns to Excel, the empty columns are now displayed as blank cells in Excel.
QCCR1L60708	Scroll bar in ACL dialog is not working for Hierarchical view of ACL fields under IE standard mode.	Scroll bar in ACL dialog can be scrolled up and down well for Hierarchical view of ACL fields under IE standard mode.
QCCR1L60943	When you add a row to a table component field, click Save, and then quickly double-click a workflow action button, duplicate table component rows are created.	When you add a row to a table component field, double-clicking a workflow button will not create duplicate table component rows.
QCCR1L61537	When you create a new request from references section and when the request types of child request and parent request are different, table component of the child request does not retain values in table component of the parent request.	When you create a new request from references section and when the request types of child request and parent request are different, table component of the child request retains values in table component of the parent request.
QCCR1L61753	Table Component stops working when a drop-down list value that is in use is disabled.	Disabled values in the drop-down list do not prevent table component from working.
QCCR1L61865	Errors occur when using the getRequests web service.	The errors no longer occur when using the getRequest web service.
QCCR1L62439	When the project details or request details page is not maximized, the buttons in the upper-right corner (Save, More, and Copy) are moved to the second line if there are many workflow action buttons.	The Save, More, and Copy buttons stays in the first line when there are many workflow action buttons.

Deployment Management

CR	Problem	Solution
QCCR1L57101	Release Detail Report is failing with the following error: "Error: ORA-00904: "PM"."UTILS"."GET_PROJECT_RESOURCE_LIST": invalid identifier{KNTA_REPORT-3000}"	The Release Detail Report now runs successfully without the error.
QCCR1L60142	Error messages appear when you migrate request types.	The errors no longer appear when you migrate request types.
QCCR1L60593	Unable to migrate dashboard entities such as modules and portlet definitions, because these dashboard entity IDs are longer than the maximum Java integer (2147483647).	PPM now treats dashboard entity IDs as long values instead of integers.

Documentation

CR	Problem	Solution
QCCR1L58861	The server configuration parameters SERVER_LOCALE_COUNTRY_CODE and SERVER_LOCALE_LANGUAGE_CODE are mandatory, or the notification emails will not be sent to the external email addresses.	Added the following in the document: The parameters SERVER_LOCALE_COUNTRY_CODE and SERVER_LOCALE_LANGUAGE_CODE should not be null, or email notifications cannot be sent to external email addresses.
QCCR1L58378	At most 20 items can be added to the Personalized Dashboard page. This limitation should be added to PPM guides.	Add the following note in the Getting Started guide: You can add no more than 20 items (pages or groups) in the Private pages folder of the Personalized Dashboard page. It is recommended that you group some pages if you exceed the limit and still want to add items.

QCCR1L61993	In Installation and Administration guide, the description of parameter PORTLET_MONITOR_PERSIST_STATE is not correct.	Update the description of the parameter as follows: If the parameter PORTLET_MONITOR_PERSIST_STATE is set to true, portlet monitor logs portlet load information in the table PPM_PERFORMANCE_LOG.
QCCR1L59453	The RESTful Web service getRequests returns at most 10000 requests of a certain type. This limitation is not included in PPM guides.	Add the limitation in the Getting Requests of a Certain Type section of the RESTful Web Services guide.
QCCR1L61487	The document about DMS_INSECURE_FILE_EXTENSION_CHECK and DMS_INSECURE_FILE_EXTENSIONS is misleading. It gives users an impression that only executable file extensions can be added to parameter DMS_INSECURE_FILE_EXTENSIONS, but actually any file extensions can be added to DMS_INSECURE_FILE_EXTENSIONS.	Update the descriptions of DMS_INSECURE_FILE_EXTENSION_CHECKand DMS_INSECURE_FILE_EXTENSIONS in the Installation and Administration Guide and Document Management Guide and Reference. For details, see "Incorrect description of DMS_INSECURE_FILE_EXTENSION_CHECK and DMS_INSECURE_FILE_EXTENSIONS" on page 57.
QCCR1L59171	The Installation and Administration Guide states the following: "On the License Install page, click Browse to locate the license file you saved, and then click Submit. The license file is installed and becomes effective right away, with a message popping up showing how many licenses are installed." However, in fact there is only an Install button instead of a Submit button.	Correct the button name in the Installation and Administration Guide .

QCCR1L59885	The below listed tables are newly added in 9.3 but are not in the entity relationship diagram. RSC_SIMPLE_ASK_EFFORTS PPM_FM_COST_SNAP_SHOT PPM_FM_COST_AUDIT PPM_FM_COST_AUDIT_RATE PPM_FM_PLAN_VALUE	Staffing Profiles diagram is updated in the Data Model Guide for version 9.40.
QCCR1L61995	Oracle 12 Known issue should be documented in the Installation and Administration Guide or the Upgrade Guide.	Added the workaround for Oracle 12 known issue in the support matrix guide.

Integrations

CR	Problem	Solution
QCCR1L59515	PPM notes format is broken when the notes are sent to ALM.	PPM keeps notes format when sending notes to ALM.
QCCR1L59591	After the synchronizing from MSP to PPM , the values of the columns EARNED_VALUE_BSE and PLANNED_VALUE_BSE of the table WP_TASK_COSTS are null.	The values of the columns EARNED_VALUE_BSE and PLANNED_VALUE_BSE of the table WP_TASK_COSTS are not reset after the synchronization from MSP to PPM.
QCCR1L59864	In IE 11, there are blank lines between table title and table rows in Manage Application Change and View Project Quality tabs of the Integration Configurations page.	In IE 11, the blank lines between the table title and table rows disappear in these two tabs of the Integration Configurations page.
QCCR1L60272	In the Broker In Use Sessions report, some DB sessions persist for more than 2 days.	The DB sessions are closed after SQL execution.
QCCR1L61457	When trying to download an attachment from ALM in PPM, the downloaded file is empty. This happens only for attachments where the file name contains space.	You can now download ALM attachments in PPM when the file name contains space.

Platform

CR	Problem	Solution
QCCR1L56759	When you are in Spanish session, the following strings in the Cost tab of project are still in English: • Warnings in the Earned Value Analysis • "Click to view more months" in Financial Summary	These strings are translated into Spanish.
QCCR1L57072	An error appears when a parameter field for a report has more than 200 characters.	The error disappears because PPM increases the character string buffer from 200 to 4000 for parameter fields.
QCCR1L57149	Excel reports do not work in French language session.	Updated the Excel Reports Cookbook to explain the scenario where you use more than one language in PPM instance.
QCCR1L57170	The portlet monitor is still active after setting the following parameters to false. • ENABLE_ALL_PERFORMANCE_ MONITOR • ENABLE_PORTLET_MONITOR	The portlet monitor is disabled when you set the following parameters to false: • ENABLE_ALL_PERFORMANCE_ MONITOR • ENABLE_PORTLET_MONITOR
QCCR1L57444	An SQL exception appears when installing PPM 9.31.	The exception disappears by increasing the length of Version column in KNTA_ARCHIVES table.
QCCR1L58199	The index KNTA_REPORT_ SUBMISSIONS_N1 needs to be changed to address the performance issue with submitting reports.	Added the CREATED_BY column in the KNTA_REPORT_SUBMISSIONS_ N1 index, and the performance issue with submitting reports is solved.
QCCR1L58206	Date and link validation fields are not working in table component fields in Chrome.	n/a

QCCR1L58895	In the Project Exceptions tab of Project Overview page, the Portuguese translations of SPI and CPI are swapped.	The Portuguese translations of SPI and CPI in Project Exceptions tab have been corrected.
QCCR1L58904	You cannot search @Request_ID in the quick search box in the top right corner of the staffing profile Gantt view, Resource Allocation Management page, and work plan Quick view. Debug Console is not enabled in the Staffing Profile page, Resource Allocation Management page, Integration Center, and work plan.	You can now search @Request_ID in the quick search box in the staffing profile Gantt view, Resource Allocation Management page, and work plan Quick view. Debug Console can be enabled in the Staffing Profile page, Resource Allocation Management page, Integration Center, and work plan.
QCCR1L59221	The standard tokens [RP.REPORT_LOG_URL] and [AS.BASE_URL] return different results, which makes report links inaccessible. Sometimes the links include /itg/ part and sometime they don't.	The standard tokens [RP.REPORT_LOG_URL] and [AS.BASE_URL] return consistent results. Report links are accessible now.
QCCR1L59254	Blocking sessions issue with the ActiveMQ tables occurs during the peak load period.	Missing indexes are added to fix the performance issue: • The PPM_FISCAL_PERIODS_NLS_N2 index (with the columns PERIOD_TYPE,START_DATE, END_DATE, and FISCAL_PERIOD_ID) is added for the PPM_FISCAL_PERIODS_NLS table. • The RSC_POSITION_FORECAST_N7 index (with the columns POSITION_ID,UNMET_DEMAND, and FORECAST_DATE) is added for the RSC_POSITION_FORECAST table.

QCCR1L59264	The option **Open** > **Administrative** > **Open Workbench** does not work in Chrome.	This issue is due to NPAPI deprecation. You can open PPM Workbench in Chrome by clicking **Open** > **Administrative** > **Open Workbench on Desktop** or use Internet Explorer.
QCCR1L59315	kStart.sh causes stability issue when ulimit values are too low.	The default ulimit values in kStart.sh has been changed as follows: • ulimit -n is changed to 4096 • ulimit -u is changed to 20000 If the ulimit values in kStart.sh do not take effect, you should set bigger limitations in OS settings.
QCCR1L59394	When you run the Import Users report to import resources from the RSC_RESOURCES_INT table, the resource roles are not updated completely. The report only updates the roles in the RSC_RESOURCES table. The roles in the RSC_RESOURCE_ROLES table are not updated. It results in the wrong data when you export search resource page to Excel.	Resource roles in both the RSC_RESOURCES table and the RSC_RESOURCE_ROLES table are updated when you run the Import Users report.
QCCR1L59499	In cluster configuration environment, the CPU load of one node stays high and becomes increasingly high.	The CPU load of the node is normal now.
QCCR1L59532	Notifications cannot be sent to multiple email addresses which are separated by semicolons (;).	Notifications can now be sent to multiple email addresses which are separated by semicolons. Invalid email addresses are skipped.

QCCR1L59563	Suppose you have a validation (component type: auto-complete list with SQLqueries, using the [TSK.TASK_ID] token), and create a user data field with the validation. When you click the field in the work plan Quick view, you get the following error: "One of the tokens in the validation was unparseable. This can be caused by aninvalid token name or missing data from the field the token represents.(KNTA-10073)"	The error no longer appears when you click a user data field that uses such validations in work plan Quick view.
QCCR1L59574	If you use BusinessObject on PPM, extra steps should be performed when using the PPM Purging Tool.	Add the following steps in the Purge Stale Data Using the PPM Purge Tool section of the Installation and Administration guide: Step 2: (Required if you useBusinessObject on PPM) Stop the capture process of Oracle Streams. Step 23:(Required if you use BusinessObject on PPM) After the purging is done, perform afull ETL.
QCCR1L59664	If you have DebugFilter enabled, an unknown error appears when you log on to PPM.	The error no longer appears when you log on to PPM with DebugFilter enabled.
QCCR1L59786	Clicking a staffing profile link in the Request List portlet points to the next staffing profile in the list.	Clicking a staffing profile link in the Request List portlet points to the correct staffing profile.
QCCR1L59972	Several request send multiple email notification (50-100 at different time intervals) after the upgrade to PPM 9.31.	This issue occurs because the default language and country code are null. Email notifications are not sent repeatedly as PPM sets the default language and country code to en/US.
QCCR1L60071	After the upgrade to 9.31, there is a substantial increase in logging activities in the thresholdLog.txt file.	The thresholdLog.txt file now only contains the information that meets the predefined threshold.

QCCR1L60590	If you click 4 px above or below a menu label, the menu closes without opening any page.	When you click a menu label, as long as it is highlighted, it takes you to where it should.
QCCR1L60700	When you add a predecessor for a task, with the predecessor being a task from another project, an error occurs.	When you add a predecessor for a task, with the predecessor being a task from another project, the error no longer occurs.
QCCR1L60827	When a custom pivot portlet is added to the dashboard page, an pop-up window opens asking for credentials under SSO environment.	Adding custom pivot portlets to the dashboard page does not ask for credentials.
QCCR1L61112	When the project is created using ksc_create_project, the REF_RELATIONSHIP_ID is 16, but when a request, from which the project gets created, is saved after creation, the REF_RELATIONSHIP_ID is getting changed to 400.	REF_RELATIONSHIP_ID is correct when you create project using ksc_create_project.
QCCR1L61447	On the Stafing Profile resource assignment dialog box the word "dotted" was translated to "pontulhada". The correct spelling is "pontilhada".	"pontulhada" is updated to "pontilhada"
QCCR1L61898	There are exceptions about the Cost Rate Rule Update Service (while the Cost Rate Rule Update service attempts to recalculate a staffing profile that has been already deleted). Cost rate rule update service should ignore the invalid pending entities.	Cost rate rule update service ignores the invalid pending entities.

Portfolio Management

CR	Problem	Solution

QCCR1L59211	The "Last Updated by" and "Last Updated on" values are changed in scenario comparison when you only change the Graph Period Interval value.	The "Last Updated by" and "Last Updated on" values are not changed in scenario comparison when you only change the Graph Period Interval value.
QCCR1L59763	View Portfolio page is not rendered correctly in IE 11	The View Portfolio page is displayed correctly in IE 11
QCCR1L59750	The Scenario Comparison page is not rendered correctly in IE 11.	The Scenario Comparison page is displayed correctly in IE 11.

Project Management

CR	Problem	Solution
QCCR1L53058	When opening a project risk from the Project Overview page, it opens in the same browser page. When opening a project issue from the Project Overview page, it opens in a new window. Opening a project issue and opening a project risk from the Project Overview page should behave the same.	When you open a project issue from the Project Overview page, it now opens in the same browser page.
QCCR1L55353	In work plan Gantt view, when you click Zoom Gantt Out twice, the timeline of the project is wrong although the tooltip shows the correct scheduled start and finish dates. This happens only in Swedish regional settings.	In Swedish regional settings, the timeline of the project displays correct project duration when you click Zoom Gantt Out twice in work plan Gantt view.
QCCR1L59063	When using the Activity column in a project work plan, if you enter a value andcpress Enter, the value is copied to the rows below, and if you then click Save, the original value is deleted and the copied value is saved.	When using the Activity column in a project work plan, if you enter a value and press Enter, the value will be saved to the current row successfully.

QCCR1L59111	A line in the Project Cost portlet of the Project Summary page gets interrupted.	The layout issue of Project Cost portlet in the Project Summary page no longer appears.
QCCR1L59139	The error "java.sql.SQLException: ORA-01489: result of string concatenation istoo long" occurs when you view the Project List portlet.	This error no longer occurs when you view the Project List portlet, because when the Project Manager field contains more than 4,000 characters, PPM truncates the exceeded characters in the tooltip.
QCCR1L59490	In IE 11, you cannot resize work plan columns because mouse cursor cannot be located in some areas of the column delimiters.	You can now resize work plan columns wherever you put the cursor on the column delimiter in IE 11.
QCCR1L59867	In IE11, in the Task Detail page, the input boxes in the Resources tab are not in the same line.	In IE11, in the Task Detail page, the input boxes in the Resources tab are now in the same line.
QCCR1L59880	It takes long to close the project settings page after you click Done.	A new server.conf parameter `ENABLE_SP_LABOR_COST_UPDATE` is added to fix this issue. This parameter controls whether PPM calculates staffing profile labor cost when you save project settings. By default, it is set to `true`. And PPM suggests that you do not change the default setting. If you find saving project settings takes longer than you expect, you can set the parameter to false.
QCCR1L60521	PPM should keep the original budget value in DB instead of rounded-up value.	Original approved budget will not be truncated to integer automatically and PPM keeps the original budget value in DB.
QCCR1L60905	The exception "AuthorizationException" occurs when Integration SDK Sync serviceis running.	The exception no longer occurs when the service is running.

QCCR1L61125	For projects that use a different currency than base currency, the currency symbol and currency value in the tooltips for the graph in Resource Forecast Cost under project Cost tab are inconsistent.	The tooltips for the table in Resource Forecast Cost under project Cost tab display consistent currency symbol and currency value.

Resource Management

CR	Problem	Solution
QCCR1L56946	In Spanish session, Gantt Legend for staffing profile is not displayed in Spanish.	In Spanish session, Gantt Legend for staffing profile is displayed in Spanish.
QCCR1L58416	When you export the Analyze Assignment Load portlet to Excel, the data in the Excel file is inconsistent with that in the dashboard page for some users whose profile regional settings is Dutch (Netherlands).	The data of the Analyze Assignment Load portlet in the exported Excel file is consistent with that in the dashboard page for all users regardless of their profile regional settings.
QCCR1L58430	When you access skill search from a staffing profile, you cannot scroll up/down in a hierarchical list.	When you access skill search from a staffing profile, you can now scroll up/down in a hierarchical list.
QCCR1L58908	After the upgrade to 9.31, project managers get access error while accessing staffing profiles.	Project managers can access staffing profiles successfully.
QCCR1L59207	In the Legacy UI or the New UI of staffing profile page, when you change a position forecast demand containing zeros without first removing the value, the new value entered is reverted to the previously stored value.	In the Legacy UI and the New UI of staffing profile page, you can change a position forecast demand without having to first remove the old value.

QCCR1L59390	The Save Scenario pop-up window for RMO is not displayed correctly in German	The Save Scenario pop-up window for RMO is displayed in German correctly.
QCCR1L59423	When you try to update the forecast value for the resource assigned to a position, the value is not updated correctly.	The forecast value for the resource assigned to a position can be updated correctly.
QCCR1L59471	The Gantt chart in the Resource Management Optimization window cannot be displayed.	The Gantt chart is displayed in the Resource Management Optimization window.
QCCR1L59613	When you add a request item in a time sheet and add some time against it, the Analyze Assignment Load portlet displays the effort with JS errors.	The Analyze Assignment Load portlet displays the effort with no JS errors.
QCCR1L59659	In IE 11, when you click the skill icon in the Search Resources page, the scroll bar is disabled in skill hierarchy dialog. This issue happens in all skill hierarchy dialogs.	In IE 11, when you click the skill icon in the Search Resources page, the scroll bar is enabled in skill hierarchy dialog.
QCCR1L59668	In IE 11 and Chrome, there is white space in the middle of the Modify Resource Calendar page.	In IE 11 and Chrome, there is no white space in the middle of the Modify Resource Calendar page.
QCCR1L59662	In IE 11, a small scroll bar is visible for each field label in the Search Positions page (Open > Project Management > Staffing Profiles > Manage Forecast).	In IE 11, the fields in the Search Positions page do not have scroll bars.
QCCR1L59663	In IE 11, the table lines in the pop-up position details window get misaligned, which makes it impossible to know how each resource is allocated.	In IE 11, the table lines in the pop-up position details window are aligned.

QCCR1L59690	Default values of staffing profile user data fields are not set when you create staffing profile from the Staffing tab of the project overview page.	User data fields are filled with default values when you create staffing profile from the Staffing tab of the project overview page.
QCCR1L59721	Errors appear intermittently when you add time sheet delegates.	Adding time sheet delegates works fine without the errors.
QCCR1L59875	Some input fields are too close to each other in the Resource Mass Update page.	Add space between these fields.
QCCR1L60054	When the end date of a staffing profile is the last month of PPM fiscal period, you cannot update period and effort in the weekly view.	This issue occurs because the last date cannot be found in the weekly view. It is beyond PPM fiscal period. Now a message will appear asking you to extend PPM fiscal period when the issue occurs.
QCCR1L60709	If project managers submit a resource request of a position without providing any demand value for it, resource pool managers should be able to reject the request, however, there is no button to reject the request.	Resource request for positions with zero demand will not be sent out.
QCCR1L60846	Suppose you set the server configuration parameter RESOURCE_FINDER_SEARCH_ MAX_USERS to 20. When the resource finder finds more than 19 resources, you get the following warning message: "The search you are about to run is returning 20 results. You must provide additional filters to limit the size of the result set to 19."	Suppose you set the server configuration parameter RESOURCE_FINDER_ SEARCH_MAX_USERS to 20. When the resource finder finds 20 resources, you will see 20 resources in the result. When the resource finder finds more than 20 resources, for example 21, your will see the warning message "The search you are about to run is returning 21 results. You must provide additional filters to limit the size of the result set to 20."

QCCR1L60961	For projects that use a different currency than base currency, the currency symbol and currency value are not consistent in the table of Resource Forecast Cost under project Cost tab.	The table of Resource Forecast Cost under project Cost tab displays consistent currency symbol and currency value.
QCCR1L61096	When you use staffing profile web service to add position lines, the web service cannot search resource pools whose names contain special Turkish characters.	Staffing profile web service can search resource pools whose names contain special Turkish characters.
QCCR1L61173	If you click the "More" link multiple times in a short time, there will be duplicate resources in the result.	When you click the "More" link multiple times in a short time, there will be no duplicate resources in the result.
QCCR1L61486	Toggle Unmet button in Staffing Profile Table View is not persistent. It is always returning to its default setting when you switch back to the Table view.	The Toggle Unmet button will not revert to its default setting when you switch back to the Table view.
QCCR1L62396	Cannot save changes to staffing profile notification settings.	Changes to staffing profile notification settings are can now be saved.

Time Management

CR	Problem	Solution
QCCR1L59149	In the time sheet details page, the task path below the task name does not display the character ">".	The task path in time sheet details page now displays the character ">".

QCCR1L59426	If there is a time sheet with unapproved lines (excluding Misc. items), and the approver tries to approve the time sheet using the bulk approval functionality, an error is thrown by the system. This is because there are time sheet lines that cannot be approved by the approver.	Approvers can approve the time sheet using the bulk approval functionality without the error, and the time sheet lines that cannot be approved by the approvers are unapproved.
QCCR1L59558	The exception "You can not approve timesheet" appears when you try to use time sheet bulk approval.	The exception no longer occurs when you use time sheet bulk approval.
QCCR1L59557	A project manager's delegate is not able to approve time sheet lines as he/she cannot see the option.	Project Manager's delegate can approve the time sheet lines.
QCCR1L59740	The elapse time of an out-of-the-box time sheet SQL per execution is more than 2 hours as per AWR report.	The time sheet search (on both search page and portlet) will now time out when it exceeds the number of seconds defined in the server parameter SEARCH_ TIMEOUT.Thisparameter now controls the time out of both the request search and time sheet search.
QCCR1L59847	The last day of a specific week is missing in time sheet.	The last day is not missing for the week in newly created time sheets.
QCCR1L60026	The updateTimeSheet web service automatically fills the "% Complete" field with incorrect value.	Using the updateTime Sheet web service to update time sheets has the same behavior as you update time sheets in the web client. If "Require resources to enter % Complete along with actual effort" and "Track Estimated Remaining Effort per resource assignment" options are not checked in project settings, the"% Complete" is not updated in time sheets.

QCCR1L60074	The tooltips in the graphs of the Project Cost tab are not consistent with the months you put the cursor over.	The tooltips now show fiscal month short name, start date, and end date.
QCCR1L60128	You cannot submit time sheets using Mobile Website Client when the time entered is equal to the minimum hours specified by the time sheet policy. However, you can submit time sheets in this case in front end.	You can submit time sheets using Mobile Website Client when the time entered is equal to the minimum hours specified by the time sheet policy.
QCCR1L60210	When you create time sheets using the CreateTimeSheet time web service, and then submit them using the submitTimeSheet web service, the time sheets are in the status of pending approval instead of approved even though you have enabled automatic time approval.	Add code in submitting function to judge if a time sheet can be auto-approved. If yes, it is approved automatically.
QCCR1L61151	When you submit an empty note in the Notes tab of Time Sheet Line Details, the tab is saved as "null".	Empty notes in Time Sheet Line Details are saved as empty notes instead of "null".

Known Problems and Limitations

The following problems and limitations are known to exist in PPM version 9.40 (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.

Admin Tools

Problem: If Windows system language is Chinese, Japanese, or Korean, and the system has JDK 8 installed, PPM kConfig wizard does not display language list where you can select one for the wizard display. (QCCR1L62596)

Workaround: None.

Dashboard

Problem: When a request contains HTML related characters in its request description, the request is not displayed in the **My Requests** portlet. (QCCR1L42543)

Workaround: Make sure not to include any HTML related characters in the description of a request.

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.

Problem: When the length of a word in a portlet name exceeds 30 characters (without aspace), after you click **Find Portlets** in the **Add Portlets** window, the Portlet Namecolumn in the resulting list is resized automatically, other columns are pushed to theright side, and no horizontal scrollbar is available. If the word is really long (say, 100 characters), the buttons in the right side of the window may disappear. (QCCR1L41717)

Workaround: Maximize the Add Portlets window.

Demand Management

Limitation: If you use the same token in both the WHERE clause of an ACL validation's SQL statement and the SQL statement of the validation's filter field, PPM may return no value for the

ACL field when you change the value of the field associated with the token in PPM Web pages. (QCCR1L54208)

Workaround: This is because the value of the token used in the WHERE clause of the ACL validation's SQL statement is retrieved from the Web pages, while the value of the token used in the SQL statement of the validation's filter field is retrieved from PPM database.

To avoid this issue, PPM recommends that you not use the same token in the WHERE clause of an ACL validation's SQL statement and the SQL statement of the validation's filter field.

Problem: The maximum entry number allowed for fields of table component type is 500. (QCCR1L55387)

Workaround: None.

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.

Limitation: On the Request Search Results page, when you select several requests and click the **Edit > Quick Edit** button, you receive the following error message:

```
An unknown error has occurred. For more information, please contact your PPM
administrator and provide the following GUID number...
```

(QCCR1L50677)

Workaround: To resolve this issue, do one of the following:

- Select fewer requests and then click the **Edit > Quick Edit** button.
- Configure as follows:
  a. Stop PPM Server.
  b. Open the *<PPM_Home>*/server/*<PPM_Server_Name>*/deploy/jbossweb-tomcat55.sar/server.xml file, and add `maxPostSize="0"` right after `maxThreads="150"`.
  c. Click **Save** to save your changes.
  d. Clean up the *<PPM_Home>*/server/*<PPM_Server_Name>*/tmp and the*<PPM_Home>*/server/*<PPM_Server_Name>*/work directories.
  e. Restart PPM Server.

Limitation: PPM fails to send notifications for a workflow step, when there are many recipients and you configure as follows:

1. In the Add New Recipient window of PPM Workbench, select **Enter a User Defined Token**.
2. In the **User Defined Token** field, enter the token name of a text field.

3. In the **Recipient Type** field, select **Email Address**. (QCCR1L51955)

Workaround: 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:

```
alter table knta_notif_txn_recipients modify email_address varchar(1000 CHAR);
```

If you encounter errors related with the KNTA_NOTIFICATION package after running the SQL, recompile all packages.

Limitation: When using the Request Browser to search requests (**Open** > **Demand Management** > **Request Browser** > **Browse Requests**), a user can select a maximum of 8 values for the **Column Values** field in the **Choose Additional Column to Display in Request Browser Tree** section. (QCCR1L51965)

Workaround: Starting from PPM version 9.22, a user can select a maximum of 12 values for the **Column Values** field.

Problem: When sending notifications of a workflow step or request field change, PPM behaves as follows:

- For recipients who are PPM users and have already logged on to PPM at least once, PPM groups them together according to their user locales (user locale includes regional settings and display language).
- For recipients who are not PPM users and who have PPM user accounts but have never logged on to PPM, PPM groups them together.

As a result, recipients in different groups receive different notification emails. (QCCR1L52110, QCCR1L52245)

Workaround: This is because only PPM users who have already logged on to PPM at least once have locales. To resolve this issue, do the following to define a default locale for all non-PPM users and PPM users who have never logged on to PPM:

1. Set the USE_SERVER_LOCALE_FOR_NOTIFICATIONS server configuration parameter value to true.

2. Set a value for the SERVER_LOCALE_COUNTRY_CODE server configuration parameter. The default value is null. Valid values are any two-letter abbreviation of a country in uppercase.

   For example, if you want to set the default regional settings to United States, set the SERVER_ LOCALE_COUNTRY_CODE server configuration parameter to US.

3. Set a value for the SERVER_LOCALE_LANGUAGE_CODE server configuration parameter. The default value is null. Valid values are any two-letter abbreviation of a language in lowercase.

   For example, if you want to set the default display language to English, set the SERVER_ LOCALE_LANGUAGE_CODE server configuration parameter to en.

This ensures that PPM groups all PPM users and non-PPM users together when sending notifications.

Problem: On the **Timeout** tab of the Workflow Step window in the PPM Workbench, you set a timeout for a workflow step to make PPM send notifications when the step gets timed out. However, it does not work. (QCCR1L47224)

Workaround: The root cause is that the `p_step_txn_group_IN_list` variable used to store `step_transaction_id` has a character limitation, which can contain around 4000 transaction ids.

To solve the issue, use the following query to check if there are too many transactions pending notification:

`select step_transaction_id FROM KWFL_PENDING_STEP_TIMEOUTS_V`

If the number of returned rows exceeds 4000, update the `timeout_date` column of the `KWFL_Step_Transactions` table. For example, you may run the following SQL:

```
update KWFL_STEP_TRANSACTIONS
set TIMEOUT_DATE = sysdate +floor(rownum / 3000)
where STEP_TRANSACTION_ID in
(select STEP_TrANSACTION_ID from KWFL_PENDING_STEP_TIMEOUTS_V)
```

After you run the SQL, the timeout dates of every 3000 rows are updated in batches. The date of the first batch is set to the current date and is one day later every time the batch number increases. As a result, PPM will send notifications of 3000 transactions per day, thus avoid exceeding the character limitation.

Limitation: You have a request type whose Request Header Type (RHT) contains an attachment field. You submit a request using this request type and attach a file in the field. On the request details page, you change the request type to the one using a different RHT and save the change. If attachment fields in both target and original RHTs use the same parameter, you receive the following error message when clicking the link of the attached file: `You do no have access to this page...`(KNTA-11013)

If you change the request type back to the original one, you can access the attached file again. (QCCR1L50552)

Workaround: None.

Limitation: PPM does not support using UI rule `setFieldEditable()` to set table component validations as editable or read-only. (QCCR1L51073)

Workaround: None.

Limitation: When there are several groups of workflow steps on the Request Details page and the browser cannot display all workflow steps, the **More Actions** buttons appear. However, one or

more groups of workflow steps may disappear when you resize or restore down your browser window. This is because the resized browser window is not wide enough to display the **More Actions** buttons. (QCCR1L52165)

Workaround: To resolve this issue, do one of the following:

- Maximize your browser.
- From the Control Panel, select a higher screen resolution.
- Press `ctrl` and − to zoom out your browser.

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

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

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

Problem: If the previous step is an execution step and the Processing Type is set to **Immediate**, the status dependencies, such as Clear, will not be triggered in the current step. It requires user interaction for these types of status dependencies (QCCR1L12363).

Workaround: None .

Limitation: PPM Center stores Request Header Type (RHT) fields in the KCRT_REQ_HEADER_DETAILS table, which has only 50 columns available. (QCCR1L13835)

Workaround: None.

Problem: If a request contains a rule that uses `KNTA_MULTI.Find_User_full_ names([SYS.USER_ID])` from `sys.dual`, saving the request may fail or removing associated entities from the request may fail.

Workaround: Use `KNTA_MULTI.Find_UserNames([SYS.USER_ID])` from `sys.dual` instead.

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, PPM recommends you

match Text Field code to the code of Auto Complete List or Drop Down List when you set up request type field dependencies.

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: If you have included too many items in the **Request Type** field or the **Selected Columns** list on the Search Requests page, an error might occur when you try to save your search preferences. (QCCR1L39090, QCCR1L47244)

Workaround: Do not include too many items in the **Request Types** field or the **Selected Columns** list on the Search Requests page. For better performance, PPM recommends that you limit the total size of the **Request Types** field and the **Selected Columns** list to 1500 characters.

Limitation: When applying advanced rules on requests with "Printable Version" and the Print function, the previewed and printed data does not match with what is displayed on the screen. (QCCR1L39873)

Workaround: Now rules can be executed on the printable version of Request Details, but with the following limitations:

- Only SQL rules and UI Rule setFieldVisible()will be executed.
- Only Apply on page load rule event is supported.
- The printable version should be opened from Request Details page instead of by entering the URL address directly.

Limitation: If a field is set to "Display = No" or invisible by status dependency, you can not make it visible on the web UI by using UI rules. (QCCR1L40010)

Workaround: None.

Limitation: SQL for Hierarchical Display (tree validation) now supports resolving such static tokens as [SYS.USERNAME] and [SYS.USER_ID].

Other types of tokens, such as Request Details or Context related tokens, are not supported. (QCCR1L40379)

Workaround: None.

Limitation: Auto-complete component's valid value list is not in client UI, so when using rule to set values for auto-complete component, the values are not validated and invalid values can be

set. As a result, when users create a request, a value that is not in auto-complete list can be inserted and saved in an auto-complete field as triggered by the SQL rule. (QCCR1L41050)

Workaround: PPM administrators who configure SQL rules to set values for auto-complete list should make sure that only valid values are set.

Problem: After you enable field group Program Issue: **Allows Requests to be considered as Issues In a Program** for a request header type, no Program Issue section is added to the Fields tab of the request header type.(QCCR1L41722)

Workaround: This behavior is by design and it has no functional impact. Request types using this request header type can still be used as program issue type and it works fine for program issue tracking.

Limitation: Rule dependency is not supported if the dependency field is using the () pattern to present negative numbers. For example, using (1000) to represent -1000. (QCCR1L42478)

Workaround: None.

Problem: An error occurs when performing Quick Edit or Mass Update on requests of non-PFM-Proposal request types that use PFM - Finish Period by Month validation. This is because the PFM - Finish Period by Month validation requires a field with token KNTA_PLAN_START_DATE for the SQL to be executed, while for most of non-PFM-Proposal request types, there is no such field. (QCCR1L43340)

Workaround: Do not use PFM - Finish Period by Month validation for non-PFM-Proposal request types.

Limitation: When using a jump/receive workflow, you add a new package line to a package after you have submitted all the package lines and started the package workflow for any one of them. As a result, the package and the request are not in synchronization. (QCCR1L45417)

Workaround: Add all package lines before you start the package workflow for any one of them.

Problem: (Sun Solaris only) You submit a request using the workflow whose initial step is an execution workflow step. The workflow cannot proceed to the next step and you see an error message similar to the follows on the Request Execution Log page:

```
The attachment file could not be downloaded. The file: REQ_
XXXX/REQ_XXXX_BID_XXXXX.html no longer exists on the server…
```

This is due to a system limitation with Sun Solaris that one directory can only contain 32k 32768 sub-directories (maybe 64k 65536 in some versions). When PPM workflow in a request execute a command, it creates a folder for each request to log the execution information, so it may exceed

the limitation if there are many requests that will execute a command in workflows. (QCCR1L47984)

Workaround: A task is added to the Directory Cleanup Service to delete the request log files periodically. The default value of the WEB_FILE_CACHE_LIFETIME_IN_DAYS server configuration parameter is 7. Therefore, request log files created 7 days ago are deleted. You can increase or decrease the server configuration parameter value as needed.

Problem: When a request is created in a non-English-speaking region with a regional language other than English, users cannot receive email approval notifications. (QCCR1L48350)

Workaround: Install Multilingual User Interface (MLU) in PPM Center.

Problem: There is only one request on the last page of the Request List portlet on the Dashboard page. You open the request and cancel it. 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.

Deployment Management

Problem: Transfer of bundle to Destination environment fails as the ksc_copy command is not working for the Request Type Migrator. (QCCR1L40858)

Workaround: Set variable **DISABLE_SCP_FILENAME_QUOTE** in the Environment User Data.

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

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 ksc_copy_server_server and set the Source and Destination environments as its arameters, 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.

Financial Management

Limitation: A resource is assigned to a position. When the resource's full name is changed, the change is reflected in the Staffing Profile page, but not reflected in the Resource Forecast Cost chart of the Cost tab on the Project Overview page. (QCCR1L56260)

Workaround: None.

Limitation: When you set a task as a milestone, the schedule duration and schedule effort change to 0. After the Cost Rollup Service is run, the planned labor cost becomes 0, however, the EVM data keeps the old values. (QCCR1L55619)

Workaround: None.

Portfolio Management

Limitation: The COST_CAPITALIZATION_ENABLED server.conf parameter cannot be changed using the Administration Console. (QCCR1L41323)

Workaround: The flag can be changed directly in the server.conf parameters as needed. However, PPM strongly recommends not disabling cost capitalization if it has been enabled.

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.

Project Management

Limitation: If you use Firefox browser and click **Modify Search** on the Add Projects/Tasks/Requests/Packages to Time Sheet window, the previously provided search criteria are wiped out. (QCCR1L53555, QCCR1L53570)

Workaround: Use Internet Explorer browser instead, or complete the filter fields again in Firefox browser.

Problem: When exporting a financial summary to an Excel file, the data format in Excel differs from that in PPM Center. (QCCR1L44632)

Workaround: Change the regional settings of your operating system from the Control Panel, so that they are the same as your current regional settings set on the Regional Settings tab of the Edit My Profile page (**Open > Administration > Edit My Profile > Regional Settings**).

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 double-byte numbers. (QCCR1L14109)

Workaround: None.

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 installing the Plug-in for PPM for all users, the installation finishes but the HP PPM Center menu is not visible in Microsoft Project. This is because Microsoft Office 2007 Hotfix 976811 only supports operating systems Windows Vista and Windows XP. (QCCR1L39188)

Workaround: Install the Plug-in for PPM for current user only.

Problem: When exporting a financial summary to an Excel file, the data format in Excel differs from that in PPM Center. (QCCR1L44632)

Workaround: Change the regional settings of your operating system from the Control Panel, so that they are the same as your current regional settings set on the Regional Settings tab of the Edit My Profile page (**Open > Administration > Edit My Profile > Regional Settings**).

Problem: When the structure of a work plan has been changed, the values for Planned Value, Earned Value, CPI, and SPI become 0 after the Cost Rollup Service runs. (QCCR1L56155, QCCR1L55737)

Workaround: To obtain values for Planned Value, Earned Value, CPI, and SPI for earned value analysis purpose, after any work plan structure change, recreate a new baseline for your project.

Problem: On the Cost tab of the Project Overview page, when you adjust the scope in the Earned Value Analysis view to model impact to the project, the diagram in the Earned Value Analysis chart may display out of the frame if the EACT value covers months earlier than the starting month on X-axis. (QCCR1L55862)

Workaround: None.

Integrations - Quality Center (ALM)

Limitation: If you provide a value for the QC/ALM Synchronization Control field, this value is the field in ALM that controls whether the QC/ALM end users want to create a defect in PPM Center as a result of creating a defect in ALM. However, if you set this field in ALM as a required field, errors appear no matter whether or not you build field mapping for this field. (QCCR1L56956)

Workaround: Do not set the field selected in the QC/ALM Synchronization Control field as required in ALM.

Limitation: Integration fails when QC/ALM project names contain non-Latin characters (for example, Russian). (QCCR1L47799)

Workaround: Use Latin characters only for QC/ALM project names. The QC/ALM RESTful API does not support non-Latin characters.

Problem: (Integration with Quality Center version 10.00 only) After upgrading PPM Center, if you reload the "QC/ALM Defect Information" field group (it is Quality Center Defect Information in PPM Center version 9.14 or earlier) in a Request Header Type of a request type (by unchecking the field group first and then checking it again), and create a defect in Quality Center to create a new request in PPM Center, errors may occur. (QCCR1L46633)

Workaround: Modify the Request Header Type by restoring the layout of the field group fields on the Layout tab to the default. For example, make sure that QC/ALM Instance the first field, QC/ALM Domain the second, QC/ALM Project the third, and so on.

Limitation: Cannot synchronize status of defects or requirements from Quality Center 10.00 or HP ALM 11.x when the value of the status in QC or ALM is in a non-English language, for example, Chinese. (QCCR1L47995)

Workaround: None.

Integrations - View Project Quality

Problem: (IE only) When adding an integration configuration on the View Project Quality integration landing page, entering a long name in the **QC/ALM Server Name** field may cause display alignment issue with the list of View Project Quality integration configurations.

Workaround: Enter a shorter name instead.

Limitation: When mapping a PPM task to an ALM release, if the values in the target HP ALM server are in German or Korean, after you added a filter and specified an **ALM Criteria**, and then clicked the selector icon for **Criteria Value**, the available values retrieved by ALM REST API from ALM may display as garbled characters in the pop-up window, for example, "???".

Workaround: None.

Limitation: When mapping a PPM task to an ALM release and adding filters, some invisible fields in ALM are also retrieved by the ALM REST API and are displayed in the **ALM Criteria** column on the Quality tab of the Task Details page. Such invisible fields include:

- For Defect: **To Mail**
- For Requirement: Some fields that start with **RBQM**.

Workaround: None.

Problem: When mapping a PPM task to an ALM release and adding filters, though the **Subject** field value is empty in the Criteria Value column on the Quality tab of the Task Details page, the ALM REST APIs get test plan folder name as available values for this field from ALM.

Workaround: None.

Integrations - Universal CMDB

Problem: (PPM version 9.20 and later) When you integrate PPM with Universal CMDB for impact analysis, the ";" character is not supported. If a UCMDB CI name contains a ";" character, it would be treated as a separator and two entries would show up in the **Impacted Configuration Items** section of the PPM request after you loaded selected CIs into the request. (QCCR1L52964)

Workaround: None.

Integrations - Agile Manager

Limitation: If you indent or outdent unmapped tasks to make them become the leaf tasks of the tasks mapped with waterfall projects or agile projects, the unmapped tasks may be deleted after synchronization. (QCCR1L55750)

Workaround: PPM Recommend that you do not indent or outdent unmapped tasks to make them become the leaf tasks of the tasks mapped with waterfall projects or agile projects.

Integrations - Service Manager

Problem: If you are PPM 9.40 fresh user, when you select the **Create an Operational Request for Change (RFC) upon task save** check box in the **Operational RFC** tab on the Task Details page and click Save or Done, the check box is unselected after you refresh the page. (QCCR1L62789)

Workaround: You can either wait for the patch release on top of PPM 9.40 where this issue is fixed or run the following SQL:

```
CREATE SEQUENCE SM_RFC_S INCREMENT BY 1
MINVALUE 1 MAXVALUE 99999999999999999999999999 START WITH 30000
CACHE 20 NOORDER NOCYCLE;

commit;
```

Installation

Limitation: If Windows system language is Chinese, Japanese, or Korean, and the system has JDK 8 installed, PPM installer wizard does not display language list where you can select one for the installation steps. (QCCR1L62233)

Workaround: This is the limitation of the third-party software InstallAnywhere. To work around this issue, run the following command to set the locale for the PPM installer wizard:

```
sh install.sh -l <language_code>
```

where language codes for Chinese, Japanese, and Korean are `zh_CN`, `ja`, and `ko` respectively.

Limitation: (AIX system only) When you perform upgrade on AIX system, if you choose a double-type language (for example, Simplified Chinese, Korean, or Japanese), and you use MobaXterm as client side tool to connect to AIX, you may experience the issue that some labels names are not shown as well as an upgrade error.(QCCR1L49613)

Workaround: To resolve the issue, clear data from the KINS_ACTIONS table, and retry the step where you got an upgrade error earlier.

iPad Certification

Problem: In the My Tasks portlet on the PPM Dashboard page, after you click **Edit Effort Breakdown**, input fields in the pop-up window are too narrow to display the inputted data.

Workaround: None.

Problem: You cannot click the column headings to change the sort order of the table on the following pages:

- The **Subportfolios**, **Programs**, and **Proposal/Project/Asset** tabs of the View Portfolio page
- The **Scenario Content** section of the Scenario Comparison page.

Workaround: None.

Limitation: After you add a reference in the **References** section of the Program Overview page or on the **References** tab of the Task Details page, the newly added reference is not displayed in the **References to be added on Save** field. (QCCR1L49441)

Workaround: None.

Problem: The View Work Plan page and the Project Settings page may not work properly. For example, when you click the **Name** or the **Predecessors** column on the View Work Plan page, the work plan gets truncated.

Workaround: HPE recommends that you perform such actions on your computer.

Problem: You cannot perform any action on the Administration Console page.

Workaround: None.

Problem: You cannot use features related to right-clicking on PPM pages. This is because iPad does not support right-clicking.

Workaround: None.

Problem: You may encounter style problems when using PPM. For example, table on the Manage Resource Pool page exceeds the right boarder of the page.

Workaround: None.

Problem: You cannot export PPM pages to PDF/EXCEL files.

Workaround: None.

Limitation: You cannot see tooltips on PPM pages. This is because Apple Safari in mobile devices does not support Alt/Title attribute.

Workaround: None.

Limitation: (Apple IOS 5.0 only) You cannot upload files on PPM pages, this is because Apple IOS 5.0 does not support uploading files.

Workaround: None.

Limitation: Due to iPad limitations, you cannot use features utilizing Microsoft Silverlight, or download/upload EXCEL files in Application Portfolio Management.

Workaround: None.

Multilingual User Interface (MLU)

Limitation: The Arabic language is not available in the PPM upgrade wizard. (QCCR1L55950)

Workaround: None.

Limitation: You can not save scenarios with special characters, such as Chinese characters. (QCCR1L55863)

Workaround: None.

Problem: When deploying language packs, the logs will show the following error for all languages, except for the system language:

```
[java] java.sql.SQLIntegrityConstraintViolationException:
ORA-02291: Integrity-Constraint (GEEK_01.KNTA_NOTIFICATIONS_ LOC_FK) violated
```

This error has no functional impact. (QCCR1L27539).

Workaround: None.

Problem: When installing PPM on a localized (for example, Swedish) Windows platform, at the MLU step of the installer wizard, English and the language of the system (in this case, Swedish) are selected by default. When you launch PPM after the installation, only English language is available in the Language drop-down list on the PPM logon page. The default selected language of the system was not installed.

If, at the MLU step of the installer wizard, you select a third language (say, Korean) in addition to English and the language of the system (in this case, Swedish) which are selected by default. When you launch PPM after the installation, only English and the third language (in this case, Korean) you selected during the installation are available in the Language drop-down list on the PPM logon page. The default selected language of the system was not installed.

(QCCR1L55604)

Workaround: After the installation of PPM instance, run the kDeploy script as follows to redeploy the desired language pack:

sh ./kDeploy.sh -lang *\<locale\>*

In this case, run the following to deploy the Swedish language pack:

```
sh ./kDeploy.sh -lang sv
```

Problem: Some language names still display in English instead of in Arabic at the MLU step of the Install Wizard during PPM server installation for Arabic. (QCCR1L55838)

Workaround: None.

Limitation: PPM can not display Arabic strings properly in the following situations:

- After applying the Arabic language pack, on some pages (for example, the Request Search Result page and the Project Overview page), PPM could not display Arabic strings properly if the strings (say, project names) contain any of the following combinations:

  - Number + Arabic + non-Arabic language (with or without space)
  - Number + Arabic + Number (with or without space)
  - Non-Arabic language + Arabic + Number (with or without space)
  - Arabic + non-Arabic language +Number (with or without space)
  - Arabic + Number + non-Arabic language (with or without space)

  The Arabic word is always moved to the right side in the output display. (QCCR1L54179, QCCR1L54453, QCCR1L54300, QCCR1L54292, QCCR1L54519, QCCR1L54258)

- Left alignment issue of UI elements. PPM UI elements are still left-aligned after applying the Arabic language pack.

- Hard-coded UI elements display issue. If a PPM page contains hard-coded UI elements (for example, punctuation symbols like full stop and comma, and **Yes/No** radio buttons), there are display issues when the page is accessed in Arabic language:

  - Full stop and comma display issue. The locations for full stop and comma are hard-coded, therefore you see them stay where they are even after applying the Arabic language pack. For example, the full stop stays at the beginning of an Arabic sentence, instead of moving to the left end, which is the correct location for the full stop.

- Radio buttons display issue. The layout of the radio buttons with Arabic translations on the page look confusing. (QCCR1L54181, QCCR1L54319)
- Parentheses display issue. When an Arabic string contains parentheses, that is, "(" and ")", PPM can not display the string properly. (QCCR1L54259, QCCR1L54518)

Workaround: None.

Problem: A JavaScript error message (`Errors on this webpage might cause it to work incorrectly`) pops up in the following scenarios:

- Loging in to PPM
- Loading PPM Dashboard
- Opening the Project Overview page
- Deleting a request
- Opening or customizing a portlet

Workaround: You can click **Close** in the message window to safely ignore the Java script error. No functional impact found so far.

Limitation: PPM does not support lunar calendars, therefore you cannot find Islamic (or Hijri) calendar for Arabic countries. (QCCR1L54422)

Workaround: None.

Problem: The **Done** icon is truncated on Arabic PPM Center pages. (QCCR1L54321, QCCR1L54271)

Workaround: None.

Problem: When creating an entity (say, a request) without filling all required fields, links to required fields are missing from the warning message that displays when you save the entity.

Workaround: None.

Problem: After exporting a page or a portlet to PDF in Arabic session, the exported PDF file is almost empty, it cannot display Arabic strings.

Workaround: None.

Platform

Problem: In PPM Workbench, the changes made to a user in one language are not maintained in another language. (QCCR1L62003)

Workaround: None.

Limitation: When PPM Workbench communicates with PPM Server via HTTP(S) and PPM is run in the SSO mode, you can only open workbench in Internet Explorer using the PPM menu **Open > Administration > Open Workbench**. (QCCR1L60749)

Workaround: None.

Limitation: If you install language packs after the fresh installation of PPM Center or the upgrade to PPM Center, some strings on the Submit Report page may not be translated. (QCCR1L56840)
Workaround: None.

Limitation: Error appears if you use NT Service on Windows platform to restart PPM Server.

Workaround: If you want to restart PPM Server with NT Service, do the following:

1. Click the Stop button to stop PPM Server.

2. Run the `kStatus.sh` script to check and make sure PPM Server is stopped.

3. Click the Start button to restart PPM Server.

Problem: In previous versions, if no port number is specified for LDAP server URL, the default port number 389 is used. In version 9.30, an error occurs if no port number is specified for LDAP server URL, even when you use SSL-enabled LDAP server. (QCCR1L56232).

Workaround: Add the port number 389 in the LDAP URL if you use the default port number, no matter whether or not you use SSL-enabled LDAP server.

Limitation: For the drop-down list validations that are used in workflow steps, PPM Center does not deal with tokens with the prefix `REQ`, `REQD`, or `WF`. (QCCR1L53969).

Workaround: None.

Limitation: When there is no shared folder in a cluster for the `server.conf` file, changes made to the server configuration parameters through Admin Console when logged into a specific node in the cluster are not propagated to the `server.conf` file in other nodes. (QCCR1L45580)

Workaround: There are two workarounds:

- Make sure you make changes to server configuration parameters for each node in the cluster manually. Or,

- Create a shared folder for the `server.conf` file to give all nodes in the cluster access to the same `server.conf` file.

Limitation: You may encounter an error when opening a subworkflow in Graphical View: `java.io.IOException: too many colors for a GIF` (QCCR1L48353)

Workaround: Do the following:

1. Set the **com.kintana.core.server.LOW_COLOR_WF_IMAGE** parameter to **true** in `server.conf`.
2. Go to the `<PPM_Home>/bin` directory and run the following command:

   `sh ./kUpdateHtml.sh`

3. Restart PPM server.

Problem: (Non-Windows platforms) When a non-root user starts PPM Server on a non-Windows platform, some warning messages may pop up. (QCCR1L55730)

Workaround: Simply ignore these warning messages as they have no impact to the system.

Resource Management

Problem: When the number of resources is greater than 1000 on the Resource Usage page, the performance is not desirable when you open the page from the work plan. (QCCR1L56507)
Workaround: You can use the Analyze Assignment Load portlet if there are large number of resources in one work plan.

Limitation: If you select a resource pool and time periods in the Gantt view of the Resource Allocation Management page, and then refresh the page, your selected resource pool and time periods disappear. (QCCR1L56573)

Workaround: Go to the Table view of the Resource Allocation Management page if you want to refresh the page after selecting the resource pool and time periods.

Problem: Data display format inconsistency between the staffing profile page and the Analyze Assignment Load portlet: the staffing profile page displays data by hours in the format of one decimal place, while the Analyze Assignment Load portlet displays data in the format of two decimal places.

Workaround: None.

Time Management

Problem: You may get the following session error while trying to open a time sheet using the hyperlink on the spreadsheet created from the Approve Time Sheet portlet.

```
Your session has timed out due to inactivity. Any unsaved changes have been lost.
Please reload the Time Sheet to continue with your changes.
```

(QCCR1L45610)

Workaround: To fix the issue, use the workaround provided by Microsoft:
http://support.microsoft.com/kb/218153

PPM Workbench

Problem: You cannot open PPM Workbench in Google Chrome through the **Open > Administration > Open Workbench** menu as a result of NPAPI deprecation.

Workaround: Open PPM Workbench in Google Chrome through the menu **Open > Administration > Open Workbench on Desktop**.

Problem: You may experience problem when trying to export large workflow diagram from PPM Workbench.

Workaround: If you open PPM Workbench by clicking **Open > Administration > Open Workbench**, you may need to increase your heap size from Java Plug-in in order to export large workflow diagram from PPM Workbench.

To do so,

1. On Windows platform, click **Start > Control Panel > Java Plug-in**.

2. In the Java Control Panel dialog, select the Java tab, and click **View** under **Java Applet Runtime Settings**.

3. Find the most recent Version Java runtime line, double click in the Java Runtime Parameters field and add **-Xmx<heap_size>m. <heap_size> shall** be a number appropriate to your system. For example, **-Xmx300m**, that is, setting Java maximum heap size to 300 MB.

4. Click **OK**.

> **Note:** Make sure you exit all web browser windows.

Limitation: When users open PPM Workbench in 64-bit Internet Explorer by clicking **Open > Administration > Open Workbench**, they are prompted to install Java plug-in 1.7.0. After installing the Java Plug-in by following the screen instructions, they still receive prompt asking them to install Java plug-in 1.7.0.

Workaround: Oracle provides automatic installation kit for 32-bit Java Plug-in 1.7.0 only. To install the 64-bit Java plug-in 1.7.0, go to Oracle website, manually download and install the 64-bit Java plug-in 1.7.0.

Problem: PPM Workbench cannot open after installing JRE7u25. This is caused by change in Java applet made by Oracle with the latest Java plug-in. For more details, see http://www.oracle.com/technetwork/java/javase/7u25-relnotes-1955741.html. (QCCR1L52313)

Workaround 1: Uninstall JRE7u25, then reinstall and use JRE7u11.

The latest Java plug-in causes the issue with the PPM Workbench, therefore it is recommended to use JRE7u11.

Workaround 2: Clear Java cache settings and disable certificate revocation checking. To do so,

1. Go to **Start > Control Panel > Java**.

   The Java Control Panel window opens.

2. Clear Java cache settings.

   a. On the **General** tab, click **Settings** in the Temporary Internet Files section. The Temporary Files Settings dialog opens.

   b. Click **Delete Files**.The Delete Files and Applications dialog opens.

   c. Select **Cached Applications and Applets** and click **OK**.

3. Disable certificate revocation checking.

   a. Go to the **Advanced** tab of the Java Control Panel window.

   b. Expand **Security > General**, uncheck the **Check certificates for revocation using Certificate Revocation Lists (CRLs)** option, and click **OK**.

4. Open the PPM Workbench again.

Caution: Disabling on line revocation checking should only be considered in managed environments as it decreases security protections.

User Management

Problem: If a user's name exceeds 100 characters, you cannot edit the user as the edit icon is blocked by the user's name.

Workaround: None.

Documentation Errata

The following documentation items are incorrect.

Installation and Administration Guide

Incorrect description of PORTLET_MONITOR_PERSIST_STATE

Location: *Installation and Administration Guide,* version 9.30

Error: The description of the parameter PORTLET_MONITOR_PERSIST_STATE is incorrect in the guide.

Correction: Update the description of the parameter as follows:

If the parameter PORTLET_MONITOR_PERSIST_STATE is set to true, portlet monitor logs portlet load information in the table PPM_PERFORMANCE_LOG.

Document Management Guide and Reference

Incorrect description of DMS_INSECURE_FILE_EXTENSION_CHECK and DMS_INSECURE_ FILE_EXTENSIONS

Location: *Document Management Guide and Reference,* version 9.30

Error: The descriptions about DMS_INSECURE_FILE_EXTENSION_CHECK and DMS_ INSECURE_FILE_EXTENSIONS are misleading. It gives users an impression that only executable file extensions can be added to parameter DMS_INSECURE_FILE_EXTENSIONS, but actually any file extensions can be added to DMS_INSECURE_FILE_EXTENSIONS.

Correction: Update the descriptions of the parameters as follows:

DMS_INSECURE_FILE_EXTENSION_CHECK: If set to true, it prevents uploading files of the extensions defined in the DMS_INSECURE_FILE_EXTENDSIONS parameter. For example, if the value of the DMS_INSECURE_FILE_EXTENDSIONS parameter is

`exe,com,bat,reg,jar,cmd,lnk,htm,html,js`, you cannot upload files of these extensions to PPM.

Send Us Feedback

Let us know how we can improve your experience with the Release Notes.

Send your email to: docteam@hpe.com