HP Project and Portfolio Management Center Software Version 7.5 Service Pack 7

Release Notes

Software version: 7.5 SP7 / November 2010 (updated February 2011)

This document provides an overview of the changes made to HP Project and Portfolio Management Center (PPM Center) for version 7.5 Service Pack 7 (SP7). It contains important information not included in the manuals. The document also includes details about changes in Service Packs 1 through 6.

> **System Requirement Updates:** Starting with PPM Center Version 7.5 Service Pack 5, Java 5.0 is no longer supported and use of Java 6.0 is required for clients requiring the PPM Workbench and the PPM Server. For more details, see the certification information of Service Pack 5 or the *System Requirements and Compatibility Matrix.*

Protecting Your Deployment from Security Vulnerabilities

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

In This Version

The following enhancements are introduced in Service Pack 7:

- New Rule Event: Apply on Copy
- New Report: Purge Empty Time Sheet Lines

The following certifications are included in Service Pack 7:

- Support for Microsoft Windows 7
- Support for Oracle 11g (11.2)
- Support for VMware ESX Server 4.0
- Support for Mozilla Firefox 3.6
- Support for Service Manager 9.20 for Application Lifecycle Management (ALM)
- Support for Service Manager 9.20 for SM RFC

Documentation Updates

The first page of this release notes document contains the following identifying information:

- Version number, which indicates the software version.
- Publish date, which changes each time the document is updated.

To check for recent updates or to verify that you are using the most recent edition, visit the following URL:

http://h20230.www2.hp.com/selfsolve/manuals

This site requires that you register for an HP Passport and sign-in. To register for an HP Passport ID, go to:

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

Or click the **New users - please register** link on the HP Passport login page.

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

NOTE: To view files in PDF format (`*.pdf`), Adobe Reader must be installed on your system. To download Adobe Reader, go to the following web site:
http://www.adobe.com/

Installation Notes

IMPORTANT: HP PPM Center Hot Fixes and Service Pack Installation

In certain circumstances HP Software Support may provide you with a hot fix. These circumstances are rare and are only performed for critical issues. If you have previously implemented a hot fix and are planning to install a new service pack, please verify that your hot fix is included in the service pack prior to installing it. Due to potential compatibility issues, it is important that you DO NOT simply reapply the same hot fix on top of the new service pack. Hot fixes are listed in the service pack release notes by defect number and sometimes also a support ticket number that corresponds to the defect it addresses. If you do not see your hot fix listed in the service pack release notes, please contact HP Software Support for verification. You may

also want to revalidate the fix provided by the hot fix in a test instance before applying the service pack in your production instance.

To install Service Pack 7, follow these steps:

NOTE: The current release of PPM Center does not support table or tablespace compression in Oracle. If you use compressed tables or compressed tablespaces, the upgrade scripts will fail.

1   Back up your database.

2   Stop the PPM Server. The Service Pack cannot be installed on an active server.

3   Verify that you have upgraded to Java 6.0 and have set the JAVA_HOME environment variable for the same.

4   Copy the Service Pack file `mitg-750-SP7.jar` to the *<PPM_Home>* directory. This is the directory where the PPM server is installed.

5   Change to the *<PPM_Home>*/bin directory.

6   Start the installation using the following command: **sh ./kDeploy.sh −i SP7**

7   Follow the on-screen instructions to complete the Service Pack installation.

   Note: During the installation, some prerequisite checks are run, including a new prevalidation script that checks for non-synchronized projects between HP Project Management and HP Time Management. If any prerequisite check errors are found, an error message appears that prompts you to refer to a particular prerequisite check log file (a .txt file) for the actions you should take.

8   Compile the new JSP files using the following command: **sh ./kJSPCompiler.sh**

9   Start the PPM Server.

Post-Installation Command for the Purge Empty Time Sheet Lines Report

PPM Center 7.5 Service Pack 7 provides you with a new report to purge empty time sheet lines. To make this new report available, run the following command in the *<PPM_Home>* directory after the installation of Service Pack 7:

```
sh bin/kMigratorImport.sh -username "admin" -password '<admin password>' -action
import -filename reports/PurgeTSLReport.zip -i18n charset -flags
NNNNYNYNNNNNNNNNNNNN -unescapeUnicode Y
```

Regenerating Web Service Stubs for Integrating with ServiceCenter

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

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

1   Navigate to the *<PPM_Home>*/bin/sdi directory on the PPM Server.

2   Run the script:

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

   where

   — *<wsdl-url>* represents the ServiceCenter WSDL URL for Change Management.

— *<PPM_Server_Name>* represents the subdirectory of *<PPM_Home>*/server specified during installation as the value for the KINTANA_SERVER_NAME parameter in the server.conf file. (It is not necessarily the actual host name of the server.) When generated, the stubs will be placed under this subdirectory.

For example, run the script:

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

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

Enhancements, Integrations, Certifications, and Fixes in Service Pack 7

Enhancements

The following enhancements are introduced in Service Pack 7:

- New Rule Event: Apply on Copy
- New Report: Purge Empty Time Sheet Lines

New Rule Event: Apply on Copy

Introduction

The "Apply on copy" rule event is available in PPM Center version 7.5 Service Pack 7. When you create a rule by using this rule event for a request type, the rule will be triggered when the requests of that type are copied.

Consider the following scenario for the general usage of the "Apply on copy" rule event:

You create request rules for a request type to achieve dynamic field changes. Requests of this type are frequently copied by multiple PPM users. The rules are expected to be triggered when the users copy the requests.

In this scenario, you can set the rule event of your request rules to "Apply on copy."

Creating Rules With the "Apply on copy" Rule Event

After you install Service Pack 7, the "Apply on copy" rule event will be available in the **Rule Event** list of the Rules Window panel in Workbench (as shown in Figure 1).

Figure 1: Rule Event List

To make the rule be triggered when the corresponding requests are copied, select the Apply on copy rule event in the Rule Event list.

This enhancement only affects the rule event selection step for the request rule creation. The other steps remain the same. For detailed steps about how to create request type rules, see the "Request Type Rules" section of the *HP Demand Management Configuration Guide*.

Notes:

- The "Apply on copy" rule event is supported in both the simple defaults and the advanced rule types.

- When selecting the "Apply on copy" rule event, you are able to configure field dependencies. This feature is not supported in the "Apply on creation" rule event.

- If a request type contains rules of the "Apply on copy" rule event and rules of the "Apply on creation" rule event, only the "Apply on copy" rules are triggered when users copy the requests of that type.

Triggering "Apply On Copy" Rules

After you create a rule with the "Apply on copy" rule event for a request type, the rule will be triggered when you (or other users) copy the requests of that type.

To copy a request, click **Make a Copy** above the Header section on the detail page for the request (as shown in the following Figure 2).

Figure 2: Make a Copy for the Request
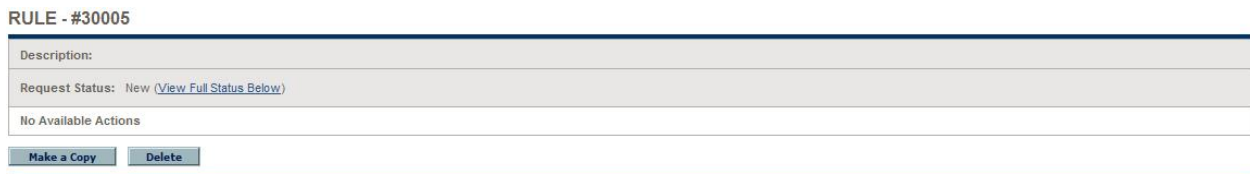
For detailed steps about how to copy a request, see the "Creating Requests by Copying Requests" section of the *Demand Management User Guide.*

New Report: Purge Empty Time Sheet Lines

Introduction

The Purge Empty Time Sheet Lines report purges empty time sheet lines from the database.

An empty time sheet line is defined as a line in which no actual effort has been entered. This does not mean a time sheet line that has a total effort of 0 because you are allowed to enter negative time as effort.

Important：To keep the data growth under control, HP strongly recommends that you run the Purge Empty Time Sheet Lines report periodically.

Notes：

- To make this new report available, you have to run the command mentioned in the Post-Installation Command for the Purge Empty Time Sheet Lines Report section.

- This report only removes empty time sheet lines from times sheets that are in one of the following states:

  — Closed

  — Frozen

  — Canceled

- This report is restricted to users having a User Administration license.

Creating a Purge Empty Time Sheet Lines Report

After you install Service Pack 7, the Purge Empty Time Sheet Lines report is available under the Administrative category of the Create a Report menu as shown in Figure 3.

Figure 3: Administrative Report List

Select Report by Category	
Report Category:	Administrative ▼

Contact Synchronization Report	Ensure that contacts are properly defined. Detects all users with no corresponding contact record, and creates one for them. Also corrects discrepancies between user and contact data.
Data Source Detail Report	View the configuration details of one or more Data Sources. Details all filter fields, displayed columns, query, and used by for each Data Source.
Import Requests	Validates and loads request data from the Demand Management open interface tables into the standard Demand Management data model.
Import Users	Imports data from the user interface tables or an LDAP server.
Lookup Types Report	View the configuration details of one or more lookups.
Notification History Report	View Notifications that have been sent or are pending
Object Type Detail Report	View the configuration details of one or more object types. Includes detailed information about each field and command associated with selected object types. Also useful for debugging deployment problems.
Overview Section Detail Report	View the configuration details of one or more Overview Sections. Details all filter fields, displayed columns, query, security, url's, and used by for each Overview Section.
Portlet Definition Detail Report	View the configuration details of one or more Portlet Definitions. Details all preferences, display options, access, and help for each Portlet Definition.
Purge Empty Time Sheet Lines	Purge Time Sheet Lines from the database that have no time logged against them
Report Type Detail Report	View the configuration details of one or more report types. Includes detailed information about each field and command associated with selected report types. Also useful for debugging report submission problems.

To create and submit a Purge Empty Time Sheet Lines report, following these steps:

1   Log on to PPM Center.

2   From the menu bar, select **Reports > Create a Report**.

3   The Submit New Report page opens.

4   From the **Select Report by Category** section, select **Administrative** from the **Report Category** list. A list of all administrative reports appears.

5   Click **Purge Empty Time Sheet Lines** in the list. The **Submit Report: Purge Empty Time Sheet Lines** window opens.

6   To define the report results you want, type or change information in the fields under the Report Parameters section. For more information, see Report Parameters.

7   To run the report at a later time, on a periodic basis, or provide a brief notification once the report is finished, expand the Scheduling section, and then type or change the information in this section according to the task you want to accomplish. For more information, see the Submitting reports section of the *Reports Guide and Reference*.

8   To add a notification that has more comprehensive features than those available with Send email to, expand the Advanced Notifications section, and then configure the advanced notification settings according to your requirement. For more information, see the Submitting reports section of the *Reports Guide and Reference*.

9   Click **Submit**. The report will run immediately, at a later time, or on a periodic basis. This depends on your settings in the Scheduling section.

This report has four parameters as shown in Figure 4. These parameters are described in Table 1.

Figure 4: Report Parameters

Table 1: Purge Empty Time Sheets Lines Field Descriptions

Field Name (*Required)	Description	Default Value
*Purge Line in Time Sheets created before	Specifies the time threshold of the purge. Only time sheets with period end dates prior to this date will have empty lines deleted.	Blank When you open the calendar, the current date is highlighted.
Report Only	Indicates whether or not to generate a report without deleting the eligible empty time sheet lines. If you set this field to Yes, no lines will be deleted. In this case, only a report of the empty lines that are eligible to delete is generated.	No, which means all eligible empty time sheet lines are deleted after the report completes.
Work Item Types	Specifies which work item types are eligible to have empty lines deleted.	Blank, which means this report processes time sheet lines of all work item types.
Time Sheet Status	Specifies the states of time sheets to process. Only time sheets in the specified states will have empty lines deleted. Choices include: • Closed • Canceled • Frozen	Blank, which means this report processes empty lines for time sheets in all the following states: • Closed • Canceled • Frozen

The output of this report includes:

- Report parameters.
- The number of time sheet lines that were purged for each period (categorized by period type), work item type, and time sheet status.
- The total number of time sheet lines that were purged.

See Figure 5 for detailed information.

Figure 5: Report Output

Report Parameters

Report Name:	Purge Empty Time Sheet Lines
Run Date:	September 28, 2010 08:38 AM EEST

Purge Lines in Time Sheets created before:	2010-09-28 00:00:00		Report Only: Yes
Work Item Types (blank means all):			Time Sheet Statuses (blank means all):

Time Sheet Lines to Purge, by Period

Period Type	Period	Time Sheet Lines to Purge
	08/16/10 - 08/31/10	1
Semi-Monthly	07/16/10 - 07/31/10	4
Total:		5
	08/09/10 - 08/22/10	51
	07/26/10 - 08/08/10	51
Bi-Weekly	07/12/10 - 07/25/10	51
Total:		158

Time Sheet Lines to Purge, by Work Item Type

Work Item Type	Total
Package	33
Request	32
Project	31
Misc	32
Task	30
Total:	158

Time Sheet Lines to Purge, by Time Sheet Status

Work Item Type	Total
Frozen	52
Cancelled	51
Closed	55
Total:	158

Certifications

The following certifications are included in Service Pack 7:

- Support for Microsoft Windows 7
- Support for Oracle 11g (11.2)
- Support for VMware ESX Server 4.0
- Support for Mozilla Firefox 3.6
- Support for Service Manager 9.20 for Application Lifecycle Management (ALM)
- Support for Service Manager 9.20 for SM Request For Change (RFC)

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

Fixes

The following fixes (identified by a tracking number) are included in Service Pack 7:

4601280742: Costing

PROBLEM:	After you upgrade your system to 7.5 SP4, budget actuals and planned values show decimals when BUDGET_IN_THOUSAND_SHOW_DECIMAL is set to false For example, 5,000 is shown as 5.000 thousands. (21823)

4605545720: Costing

PROBLEM:	Cost rate rules that contain the Org Units cost factor do not work correctly for Time Management Reports. (16083)

3606270324: Costing

PROBLEM:	When you set the Asset Budget's property "actualsRolledUpCode" to `AUTO_LABOR_MANUAL_NONLABOR` by using Web Services, the following error is returned:
	
	`System.Web.Services.Protocols.SoapException: Error 2: This is a Asset budget. Actuals will not be automatically rolled up. (KCST-110075)`
	
	`Error 0: Internal error: null`
	
	`at System.Web.Services.Protocols.SoapHttpClientProtocol.ReadResponse(SoapClientMessage message, WebResponse response, Stream responseStream, Boolean asyncCall)`
	
	(14719)

4610830017: Costing

PROBLEM: The following error messages occur on your services node at the beginning of every hour:

Error Message 1:

```
Cost Rate Rule Update
Service:org.hibernate.LazyInitializationException:2010/02/17

-11:00:13.621 CST: failed to lazily initialize a collection of role:
com.mercury.itg.core.cost.impl.CostRuleImpl.costRates, no session or session
was closed
```

Error Message 2:

```
Cost Rate Rule Update
Service:com.mercury.itg.core.cost.util.CostUtils:2010/02/17-

11:00:13.374 CST: Unable to synchronize staffing profile with budget,
staffing profile id = 30227
```
(26322)

4605981250: Costing

PROBLEM: One or more budget records may not be processed by the Cost Rollup service. These records are stuck in the ITG_PENDING_ROLLUPS table. Further investigation shows that the period sum rows for these budgets are missing. (26895)

4615047388: Costing

PROBLEM: After you upgrade your PPM Center from 7.1 SP6 to 7.5 SP6, an error in the FXRateUpdateService could make the whole instance stop responding.

When this problem occurs, you have to restart the instance. The instance can work for a while after the restart, but the FXRateUpdateService error will cause the instance to stop responding again.

This problem occurs when the system has many projects that require foreign exchange budget calculations. (26712)

4611965420: Costing

PROBLEM: Some of the project return on investment (ROI) values do not follow the formula (total benefit – total cost/budget) on Analyze Current Portfolio page. (24886)

3604989527: Costing

PROBLEM: The following error message repeatedly appears in the Server log:

```
Cost Rollup Service:com.mercury.itg.core.cost.util.CostUtils:2009/02/24-
09:00:19.868 CST: Contour calculation has problems; the contour is not in
days
:Cost Rollup Service:com.mercury.itg.core.cost:2009/02/24-09:00:19.869 CST:
Cost rollup failed for project <Project ID>
```

This problem occurs even when the project mentioned in the message does not have any issue. (23805)

4607190140: Costing (Web Services)

PROBLEM: After upgrading your PPM Development System to PPM Center version 7.5, you receive the following error message when using financial Web services to create or update budget (actuals) from an external system:

```
Call Update Message
Axis returned = Error 2: Error validating value "IS_HARDWARE" for field
Budget Line Category: no valid data was found for autocomplete.
```

(16400)

4605202990: Costing

PROBLEM: The region field for the benefit is not automatically set to the region that you set for the proposal.

For example, you set the region of a proposal to Germany, and then create budget and benefit for the proposal. The region of the budget is automatically set to Germany. However, the region of the benefit retains the base region of the instance. (16535)

4000754941: Dashboard

PROBLEM: Custom portlets show date in the format dd/mm/yyyy (for example, 16/07/09) instead of the format in HP-supplied portlets DD/Mon/YYYY (for example, 16/Jul/09). (15774)

4607078110: Dashboard

PROBLEM: No validation of user access grants is performed when users access the DrillDownPortlet JSP directly.

After you install Service Pack 7, PPM Center will validate the access grants when a user tries to access the drill down portlet JSP, and if the user does not have the proper access grant, a message is returned, stating that the requested portlet does not exist. (16660)

4611904940: Dashboard

PROBLEM: No portlet is displayed in the Choose Portlets section of the PDF Settings page when you try to export a dashboard page to PDF. The generated PDF file is blank.

This problem occurs if you select a portlet, instead of the corresponding dashboard page, on the Personalize Dashboard page before the export. (25497)

4603578806: Dashboard

PROBLEM: In PPM Center 7.1 SP9 or 7.5 SP4, the following error message appears in the server log when users open a bar/pie chart portlet:

```
cannot deal with property named annotation
```
(16130)

4607039541: Dashboard

PROBLEM: If the Dashboard page name contains an ampersand character ("&"), you receive a "`String index out of range:-1`" error when pressing the **BACK** button on the Maximized View page of a portlet on the Dashboard page. (16360)

4608734916: Dashboard

PROBLEM: After you export portlets containing cells that have large data, the data in the exported spreadsheets will be incorrectly displayed as a string of pound signs (#####). (24463)

2605186572: Dashboard

PROBLEM: Portlet navigation (the back and forward arrows on the top right corner of the details page) cannot navigate to the items that are not listed on the current page. For example, you create a Request List portlet that contains 10 requests, and you configure the portlet to display 5 requests per page. In this case, by using the portlet navigation, you can only access the first 5 requests. (26503)

4609213127: Dashboard

PROBLEM: On the Configure Portlet Definition page, the security settings configured on the **Access** tab do not work. (24479)

4604672944: Dashboard

PROBLEM: The ENTITY_ID field on a customized portlet is not updated on the Project Summary page. This problem occurs when you add a customized portlet to a project type, meeting the following conditions:

- The option "Allow project managers to override these settings?" is set to **No**
- Advanced predetermined values are set in a way that the Project is the ENTITY_INFO. Therefore, the portlet is expected to be dynamically updated when the project to which it is added changes.

When you open a project of this project type for the first time after the configuration, the protlet takes the correct project ID. However, if you open another project of the same project type, the project ID is no longer updated until you open a new browser.

This problem does not occur if the option "Allow project managers to override these settings?" is set to **Yes**. (16095)

4612789791: Demand Management

PROBLEM: You select one row for quick edit, and then on the Quick Edit page you select any auto-complete list (ACL) field to edit. Once the selection is made on the pop-up window for the ACL field, the Quick Edit page gets chopped off and shows just a few fields (It starts to cut fields from the right side).

This issue happens when you use Internet Explorer 6.0 SP2 or 6.0 SP3. (24827)

4612920033: Demand Management

PROBLEM: Table component fields in requests are missing from the Available Columns list on the Search Request page. (24831)

1604111433; 4616489577: Demand Management

PROBLEM: You receive the `java.lang.NumberFormatException.forInputString` error message when trying to delete a saved search that has a single quotation mark (') or an ampersand (&) in the name. (14707)

4609482135: Demand Management

PROBLEM: In the Search for Reports section of a View Report, all status (Completed, Failed, Running, Scheduled) are selected by default. You clear one or more of the status when performing the search. However, when you click **Next** in the search results, all the status will be automatically selected. (24053)

1603541647: Demand Management

PROBLEM: The **setFieldRequired** method in UI rules is not functional for table components. (24138)

4618903458: Demand Management

PROBLEM: When you receive an email by using the Mobility Access feature, the width of the action buttons stretches across the window, and only the part having texts is clickable.

This problem occurs in one of the following conditions.

- The email client is Outlook 2007.
- The email client is Outlook 2003, and the Internet Explorer version is 7 or higher.

(27834)

4604581029: Demand Management

PROBLEM: SQL rules are not processed for a field if you make the field invisible by using UI rules. (16113)

4602190050: Demand Management (Web Services)

PROBLEM: Special characters in the target requests are not displayed correctly if you use the following Web services special command to export requests:

```
ksc_export_request "http://InstanceIP:Port/itg" RequestTypeName false
true true true aev-core.xsl
```

This problem still exists after you change the character set in the XML declaration of the XSL stylesheet. (15523)

4615855098: Demand Management (Web Services)

PROBLEM: When you try to assign the value of a customized date field from the child request to the parent request by using Web Services, an error that resembles the following occurs in the execution log of the child request:

```
Setting the value of REQ.PLANNED_FINISH_DATE

org.apache.axis2.AxisFault: An error occured when updating request fields at
org.apache.axis2.description.OutInAxisOperationClient.send(OutInAxisOperation.
java:271) at
org.apache.axis2.description.OutInAxisOperationClient.execute(OutInAxisOperati
on.java:202)
 at
com.mercury.itg.ws.dm.client.DemandServiceStub.setRequestFields(DemandServiceS
tub.java:899)
 at
quicksilver.ws.dm.SetRequestSimpleField.setRequestFields(SetRequestSimpleField
.java:118)
 at
quicksilver.ws.dm.SetRequestSimpleField.main(SetRequestSimpleField.java:89)
```

The parent request may display the wrong value. (27185)

4600168340: Demand Management

PROBLEM: In PPM Center 7.5 SP6 or earlier versions, you are not allowed to enter more than 200 characters in the Allowed Request Types field on the **Properties** tab of a workflow step.

After you install Service Pack 7, you will be able to enter up to 4,000 characters in the field. (14781)

4600388484: Demand Management

PROBLEM: The following error message occurs when the total length of a note is greater than or equals to 4,000 characters:

```
ORA-06502: PL/SQL: numeric or value error: character string buffer too small

ORA-06512: at "KINTANA.KNTA_NOTE_UTIL", line 124
```
(15314)

4608533129: Demand Management

PROBLEM: A `java.lang.NullPointer` exception is returned when you try to view the detailed information of a request by clicking the request number in a portlet that contains a large number of requests. (16741)

4608894638: Demand Management

PROBLEM: If you access the Request Details page of a request that has many Status Lines (for example, more than 30 Status Lines) by using FireFox 3.5 or FireFox 3.0, the browser will loop with URL "/itg/web/knta/crt/RequestInlineStatus.jsp". As a result, you may issue more than 50,000 requests. This may cause the Application server to run out of heap space.

During this problem does not occur if you use Internet Explorer. (26243)

1603178467: Demand Management

PROBLEM: When you use Quick Edit on a currency field, the value is not correctly updated on the table. The updated value is stored in a wrong parameter field. This behavior causes a `java.lang.NumberFormatException` error when you access the saved searches. (20991)

4610046564: Demand Management

PROBLEM: A `java.lang.NullPointerException` error occurs when you try to logon to PPM Center. (24708)

4616385435: Demand Management

PROBLEM: Request types with a field of the "Numeric Text Field - 2 decimals" type cause a request list portlet to throw the `java.lang.NumberFormatException` exceptions. This problem occurs if this field is included in the Displayed Columns list of the portlet. (26571)

4615917904: Demand Management

PROBLEM: You receive the `empty string` error while searching requests on the Search Requests Page. Additionally, a stack trace that resembles the following is generated in the server log:

```
java.lang.NumberFormatException: empty String
        at
sun.misc.FloatingDecimal.readJavaFormatString(FloatingDecimal.java:994)
        at java.lang.Double.parseDouble(Double.java:510)
        at com.kintana.crt.web.ctrl.RequestSearchResultsController.
handleTextData(RequestSearchResultsController.java:1247)
        at org.apache.jsp.web.knta.crt.RequestSearchResultsContent_jsp.
_jspService(RequestSearchResultsContent_jsp.java:682)
        at org.apache.jasper.runtime.HttpJspBase.service(HttpJspBase.java:97)
        at javax.servlet.http.HttpServlet.service(HttpServlet.java:810)
        at
org.apache.jasper.servlet.JspServletWrapper.service(JspServletWrapper.java:334)
        at
org.apache.jasper.servlet.JspServlet.serviceJspFile(JspServlet.java:314)
        at org.apache.jasper.servlet.JspServlet.service(JspServlet.java:264)
```

(26601)

4601699501: Demand Management

PROBLEM: After you upgrade PPM Center to version 7.5 SP4, you may receive an error message when searching for requests. This problem occurs when the search result tries to display the fields that have field-level security configured. (15690)

4605139123: Demand Management

PROBLEM: When trying to add an entry to a table component, if you click **Done** multiple times after clicking **Add**, you will receive a `java.lang.NullPointerException` error. In this case, duplicated rows are added to the table. (16543)

4610102616: Demand Management

PROBLEM: Zero truncation and extra note problems occur in the following scenario:

You have a Text Field validation whose data mask is set to Numeric with two decimal places. You create a field by using this validation, and enable Notes History for the field.

On a request that contains this field, you change the value of the field to a number with two decimal places, and the last decimal place is zero (For example, you change it to 123.40).

After clicking **Save**, you notice that the last zero is truncated (For example, 123.4). In Notes History, an entry that resembles the following appears (The last zero still exists):

<Date>, *<Year>* *<Time>* *<Time Zone>* *<Field Name>* changed from 123.33 to 123.40

When you open the request, and save it again without any change, the following entry appears in the Notes History (The last zero is truncated):

<Date>, *<Year>* *<Time>* *<Time Zone>* *<Field Name>* changed from 123.40 to 123.4. (24010)

4606709845: Demand Management

PROBLEM: Performance issues occur if you do not set any filter when editing the preferences for a request list portlet. (24525)

4602036468: Demand Management

PROBLEM: You set the "If data not Entered, then display a zero" option to **No** when creating a currency validation. However, a field using this validation still displays a zero if you do not enter any data. (21909)

4611127066: Demand Management

PROBLEM: After a new project manager is added to a project, the related tokens for existing project issues or risks are not updated. As a result, the new project manager does not have access to the project issues or risks that are created before he or she is added to the project. (26068)

4612789791: Demand Management

PROBLEM: The Quick Edit page of a request does not trigger rules until the request is saved, which causes data integrity issues.

For example, you configure a rule to clear the value of a required field when a field change occurs. However, after a field change, which is expected to trigger the rule, the value is not cleared until you click **Save**. As a result, the required field can be blank when the request is saved. (25110)

4614157558: Demand Management

PROBLEM: The following message returns when more than one users try to save the same request concurrently:

```
You may retain your data by resaving this request.
```

In this case, users may click **Save** again. However, this operation will refresh page with the old data.

After Service Pack 7 is installed, PPM Center displays the differences and indicates users to re-apply their changes and save the request again in the same situation. The updated message reads:

```
Some of your updates could not be saved because they were simultaneously
updated by another user. Below are the details of the differences between the
updates. You can choose to re-apply your updates and save this request again.
```
(25790)

4612733954; 4612552709; 3605705030: Deployment Management

PROBLEM: You migrate a workflow which includes one sub workflow to another instance, and set the "Replace existing sub workflow" option to Yes in object type PPM Workflow Migrator. In this case, the migration log shows that the migration completes successfully. However, the sub workflow is not replaced. (25234)

4607698640: Deployment Management

PROBLEM: Saving a request type in which auditing is enabled for a large number of fields causes the following error message:

```
ORA-06502: PL/SQL: numeric or value error: character string buffer too small
{KCRT_AUDIT-2061} (KNTA-10498).
```
(16699)

1604367642: Integrations

PROBLEM: You have an instance that has a non-English (such as Spanish, and Portuguese) language pack installed and the instance integrated with Microsoft Project.

When you open a PPM Center project in Microsoft Project, the MS Project Gantt view does not use the exact name "Gantt Chart" in the target language. As a result, you receive the following error message:

```
Internal Error: Internal Error Encountered
Source = MSPUtils.SelectGantView
Message = The view "Gantt Chart" no longer exists. (1101)
```

This problem occurs after you upgrade the system to version 7.1 Service Pack 9. (23764)

3604166936: Integrations

PROBLEM: You receive the `XMLUtils.GetValue` error when trying to open a work plan from PPM Center in Microsoft Project. This problem occurs if there are some control characters (any of the first 32 ASCII characters except TAB, LF and CR) in the work plan data fields in PPM Center. (22537)

1603989497: Integrations

PROBLEM: You receive a `Type mismatch` error when running the PPMC-QC integration tool on a computer that uses French as the regional settings. (13100)

4609759519: Integrations

PROBLEM: Assigned efforts are not distributed evenly in the Resource Usage view in PPM Center when the work plan is imported from Microsoft Project and the working hours configuration does not use the default settings. (24441)

4615238656: Integrations

PROBLEM: If you set the "Transfer actual information" setting to **Actual Efforts**, PPM Center transfers estimated remaining effort (ERE) to Microsoft Project even when the ERE tracking is turned off in PPM Center.

After you install Service Pack 7, PPM Center transfers ERE to Microsoft Project only when the ERE tracking is turned on. (26504)

4606232348: Integrations

PROBLEM: If you send an MSP project to PPM Center, the MSP actuals information is imported to PPM Center. This behavior causes different actuals between the time management report and the Actuals view.

PPM Center 7.5 Service Pack 7 provides options for you to include or exclude actuals information in an MSP project when sending the project to PPM Center. (26130)

QCIM1L27137 4616065961: Integrations

PROBLEM: When you create a defect from Quality Center, the new parameter `BASE_URL_QC_INTEG` that PPM Center uses to search for QC defects is not stored. As a result, you cannot update the request (defect) in PPM Center. (27855)

QCIM1L27761 4616065961: Integrations

PROBLEM: You have integrated Quality Center with PPM Center. After you create a defect from Quality Center, a defect is automatically created in PPM Center.

In this case, when you open the defect in PPM Center, the workflow action button unexpectedly shows "Retry". Additionally, the following exception is generated in the system log:

```
com.kintana.crt.server.CRTExecutionManager Batch ID:
30264:com.kintana.services.executions:2010/08/25-12:10:16.203 CEST:
Exception while executing 'ksc_create_QC_Defect'
```

`java.lang.NullPointerException`

In this case, you have to click **Retry** to update the defect. (27911)

4607456954; 4601724368: Platform

PROBLEM: A request field may fail if this request field uses an auto-complete validation validated by a command with delimited output. No entries are listed when the "Expected list length" is set to **Short**. This problem does not occur if the "Expected list length" is set to **Long**. (16641)

3605882193: Platform

PROBLEM: A SQL query consumes 100% of the database CPU usage. This problem usually occurs when PPM Center contains projects with many tasks. (21281)

4613946799: Platform

PROBLEM: The KCRT_PARTICIPANT_CHECK_V view has performance issues. This may affect portlets, reports and some core functionalities. (26074)

1604863779: Platform

PROBLEM: PPM LDAP integration fails because of an error in security providers. (23929)

4618796807: Project Management

PROBLEM: For proposal, project, and asset requests, you cannot enter more than 200 characters in the Project Manager field. (27876)

4604050883: Project Management

PROBLEM: If you click **Save Draft** on the Submit Request page of a project request and the project name is duplicated with an existing project, you receive the following error:

```
An Error has Occurred
An unknown exception has occurred. Please reload the page you were editing
and try again.
The following is a stack trace of the exception:
com.mercury.itg.pm.pmo.NameAlreadyExistsException:Project Name Project 1
already exists
com.mercury.itg.pm.dao.ProjectDAO.create(ProjectDAO.java:361)
com.mercury.itg.pm.project.web.CreateProjectHelper.createProject(CreateProjec
tHelper.java:29)
```

If you search for the request that has been created, and then click the link in the search result, you receive the following error:

```
An Error has Occurred
Cannot load the Project with the specified id: 32003. Project may be deleted
by another user.
```

(21922)

4612722824: Project Management

PROBLEM: A java error occurs when you try to delete a task from a work plan template on an instance that is running version 7.5 Service Pack 5.

If you run the `ksupport.sh` script when this problem happens, the following log is generated:

```
com.mercury.itg.exceptions.InfrastructureException:
org.hibernate.QueryException: could not instantiate:
com.mercury.itg.pm.dao.ActualsInfoVo
JSESSIONID=02CDE2C3DA4EC2B5C5D421990124F045.ppmcdev405,USERNAME=itg_dev_suppor
t server:http-sms-r73-prod-test2.xxxxx.com%2F10.3.132.180-80-
Processor12:SystemErr:2010/04/05-04:59:09.646 EDT:   at
com.mercury.itg.pm.dao.NodeDAO.delete(NodeDAO.java:595).
```
(25301)

4617768670: Project Management

PROBLEM: You cannot export large work plans (for example, work plans that have more than 5,000 entries) to PDF or Excel.

After the export screen appears, it continues to refresh and never completes the export. When this problem occurs, an error that resembles the following is generated in the server log:

```
Thread-42020:com.mercury.itg.pm.workplan.pdf.LoadingThread:2010/07/30-
13:23:15.698 GMT-07:00: Loading Excel Exception
org.hibernate.exception.SQLGrammarException: could not execute query.
```
(27683)

3603716263: Project Management

PROBLEM: If a project has tasks with a deep hierarchy (for example, four or more levels deep), the Cost Rollup Service does not calculate the Cost Performance Index (CPI) and Scheduled Performance Index (SPI) values correctly for the project. (20986)

2606803977: Project Management

PROBLEM: A seeded query may cause performance issues. Further research on the Automatic Workload Repository (AWR) report indicates that part of the query checks whether all users have the permission to view a project unnecessarily for every task that belongs to the project. (21259)

3602616052: Project Management

PROBLEM: Baselines are taken into account when calculating the scheduled effort. This behavior makes the value of the scheduled effort larger than expected on the Compare to Work Plan page of a staffing profile. (26246)

4617267004: Project Management

PROBLEM: Actual start and finish dates are not taken into consideration for the schedules of the predecessor tasks. (26954)

1600819251: Project Management

PROBLEM: Standard tokens cannot be resolved for the **Project Details** tab in the following scenario:
- You create a user with the Project Management and Demand Management licenses and give the user the following access grants:
    — Demand Mgmt: Edit Requests
    — Demand Mgmt: View Requests
    — Project Mgmt: Edit Projects
    — Project Mgmt: View Projects
- On the Request Type of a project, you set user access security to a standard token `[PRJ.PROJECT_STAKEHOLDER_USERNAME]` or `[PRJ.PROJECT_MANAGER_USERNAME]`.
- You set that user as a stakeholder or the project manager for the project.
- Customers logon to PPM Center as that user and open the project.

In this scenario, the token is not resolve for the **Project Details** tab. As a result, this user cannot access the tab. (9571)

4601231666: Project Management

PROBLEM: Project tokens are not resolved when you access a task by clicking the corresponding link in the Project Summary page. As a result, you fail to access the fields using the project tokens in the task with an error message.

This problem does not occur if you open the task via the **Edit Work Plan** button. (15227)

4607139842: Project Management

PROBLEM: High memory consumption happens when you double-click a task or view tasks from a project work plan. This problem occurs if the PPM instance has a large number of activities in the ITG_ACTIVITIES table. Further investment indicates that the LoadTask.do page is generated with all the entries of the validation populated in the HTML code, making a file of up to 20 megabyte in size. (26321)

4606288867: Project Management

PROBLEM: In a work plan, if you enter the scheduled effort greater than 999 for a task, the value of the **Estimated Remaining Efforts** field will be truncated starting from the comma.

For example, if the scheduled effort is 8,000.00, the estimated remaining effort becomes 8.00. (16091)

4613660927: Project Management

PROBLEM: You receive a java error that resembles the following when trying to copy a project type from an existing project type that has been upgraded:

```
server:http-sms-r73-prod-test2.accenture.com%2F10.3.132.180-80-
Processor18:SystemErr:2010/04/26-06:54:12.494 EDT:
org.apache.commons.beanutils.ConversionException: Cannot assign value of type
'java.lang.String' to property 'activitySyncEnabled' of type
'java.lang.Boolean'
```

This problem does not occur if you create a new project type and then copy it. (26297)

4606623867: Project Management

PROBLEM: Clicking the **Export to Excel** link on the Maximized View of a Summary Task List portlet causes the `javax.portlet.PortletException` error. (16413)

3605842180: Project Management

PROBLEM: The following error appears in the server log after you upgrade PPM Center to version 7.5.

```
Exact fetch returns more than requested number of rows
{KRSC_PROCESS_PENDING_UPDATES-150} (KNTA-10498)
```
(26239)

4607966484: Project Management

PROBLEM: On the Search Tasks page, clicking **Search** without entering any filter may consume a large amount of CPU usage of the database. The severity of the symptom increases with the number of tasks on the instance.

After you install Service Pack 7, users are required to enter at least one of the following filters when searching for tasks from the Search Tasks page.

- Task Name (or part of the task name)
- Resource
- Project Name
- Project Manager

By default, the **Project Manager** field is populated with the current login user if the user can create projects, else the **Resource** field is populated with the current login user. (23959)

3603114889: Project Management

PROBLEM: The AE (Actual Effort) column is not displayed in the Resource Usage report. (13804)

4605373109: Project Management

PROBLEM: You fail to delete a project that has no references attached with the following error message:

```
The reference you are trying to add (Project Project ID) is already deleted
and cannot be added as a reference.  The entity might be deleted right before
you try to save it.  Please remove this reference and try again. (KNTA-11017)
```

This problem occurs when an entity that has a project reference pointed to the project is corrupted. (15946)

4609213901: Project Management

PROBLEM: If you click the **Create blank work plan** link multiple times in quick succession, more than one work plans will be created for a project. (16818)

4609754822: Project Management

PROBLEM: When you create a work plan by template, the Unassigned Effort column of the summary task has a value of zero (0). The summary task should have no value for the unassigned effort. (24137)

4615367809: Project Management

PROBLEM: Performance issues occur in the Project Management module when you use work plans. (27571)

4609162575: Project Management

PROBLEM: You receive a warning message about existing projects when trying to save the changes to a project type. Additionally, if you search project types, you receive the following error message when you open the project type, which you tried to modify, in the search result.

```
org.apache.commons.beanutils.ConversionException: Cannot assign value of type
'java.lang.String' to property 'activitySyncEnabled' of type
'java.lang.Boolean'
```
(16907)

3603127092: Portfolio Management

PROBLEM: When the Track Resource on a request type is turned on, the create request page will have a javascript error if the **Assigned To** field is not visible. Submitting the request causes the "`ORA-01400: cannot insert NULL.`" error message. (10590)

N/A: Program Management

PROBLEM: If you receive the "`Program name already exists`" message when creating a program, the values entered in user data fields are removed. Because of this issue, you have to enter the values again after rename the program name. (25887)

2607413269: Resource Management

PROBLEM: Staffing Profile notifications do not work correctly when using the default notification settings. The recipient can not receive the notifications. When this problem occurs, the following error is generated in the server log:

```
server:RM Notification Service:com.kintana.services:2009/06/05-08:30:03.897
EDT: java.lang.IndexOutOfBoundsException: Index: 0, Size: 0
at java.util.ArrayList.RangeCheck(ArrayList.java:546)
at java.util.ArrayList.get(ArrayList.java:321)
at com.mercury.itg.rm.notification.service.NotificationContent.
<init>(NotificationContent.java:31)
at com.mercury.itg.rm.notification.service.ResReqNotificationCo
ntent.<init>(ResReqNotificationContent.java:23)
at com.mercury.itg.rm.notification.rule.RMNotificationRule.getE
mailMessages(RMNotificationRule.java:236)
```
(21341)

3603272975: Resource Management

PROBLEM: The Resource Breakdown table of an Analyze Assignment Load portlet does not show the assignment details correctly.

Misalignment occurs if the Total Assignment Values for field is set to **Scheduled Effort**. The Assignment Details are displayed correctly when the Total Assignment Values for field is set to **Scheduled Effort and Actual Effort**. (26238)

4600458010: Resource Management

PROBLEM: You receive the "`Components size is bigger than compressed data`" error message when trying to open a staffing profile. (21401)

4605161025: Resource Management

PROBLEM: Compare to Workplan--View by Role does not display any Actual Effort data if there is time logged against the project. (16420)

4611224778: Resource Management

PROBLEM: The Analyze Assignment Load (AAL) portlet shows logged time incorrectly. The total number of hours shown on the AAL portlet is correct. However, the hours are incorrectly distributed across the month contours. (24867)

4611421308: Resource Management

PROBLEM: Data is truncated in an exported spreadsheet if this spreadsheet includes a staffing profile that contains a single quote mark (') in the name. (24420)

4600382235; 3606376718: Resource Management

PROBLEM: In a Staffing Profile notification, the /itg part is missing in the Staffing Profile link for customers using external Web servers. (26242)

4606484398: Resource Management

PROBLEM: Resource pool user data appears below the **Done/Cancel** button on the Edit Resource Pool page. This information is expected to appear above the button. (24149)

4613798060: Resource Management

PROBLEM: You may encounter an `Out of memory` error when the Staffing Profile Period Sum Update service is running. When this problem occurs, the following error is generated in the server log:

```
Staffing Profile Period Sum Update
Service:org.hibernate.util.JDBCExceptionReporter:<date>- <time> <time zone>:
Error; - nested throwable: (java.lang.OutOfMemoryError: GC overhead limit
exceeded) :Staffing Profile Period Sum Update Service:com.kintana.services:
:<date>-<time> <time zone>: Pending rollup failed for staffing profile id
<ID>
```
(25971)

N/A: Resource Management

PROBLEM: When you open a staffing profile and change the view to either Months or Weeks, the resource allocation columns on the staffing profile become a single blank white box until you resize the staffing profile window. Once the window has been resized it will temporarily display the allocation columns until you either change the view to Months or Weeks again, or reopen the staffing profile. (24018)

3604129101: Resource Management

PROBLEM: Proposal requests are shown as "Asset" in the Analyze Assignment Load portlet. (27575)

4604296563: Resource Management

PROBLEM: When users log time sheet data at the project level, the assignment details are not shown in Resource Breakdown table of the Analyze Assignment Load portlet. (15735)

4605746526: Resource Management

PROBLEM: Previously entered user data values do not appear when you open a staffing profile header. (21943)

3606118674; 4606030709; 4609215161: Resource Management

PROBLEM: Scheduled effort in the Work Item fields does not appear as work load on the **Capacity/Load** tab for a user who has already been add to the Resources section of the request. (26244)

1604116395: Resource Management

PROBLEM: After filtering on a standard Analyze Assignment Load portlet by using a specific work load category, you may still find assignments with a work load category that differs from the one you specify, or assignments with a blank work load category. (21212)

4605545720: Resource Management

PROBLEM: Cost rate rules that contain the Org Units cost factor do not work correctly for Time Management Reports. (16082)

3606118674; 4606030709; 4609215161: Resource Management

PROBLEM: Scheduled effort in the Work Item fields does not appear as work load on the **Capacity/Load** tab for a user who has already been add to the Resources section of the request. (25053)

4610784235: Time Management

PROBLEM: You cannot approve, freeze or close time sheets older than 12 periods when using the following server.conf setting:

`com.kintana.core.server.TM_MAX_PREVIOUS_TIME_PERIODS=200` (24144)

4000772317: Time Management

PROBLEM: If you use the German (Switzerland) regional settings, you receive the following error message when editing or submitting your time sheets:

```
Error:
Invalid Actual Effort
Details:
Actual Effort has an invalid value, must be a numeric value.
```

This problem usually occurs if you enter numbers greater than 1,000 in the time sheets. (15935)

4603310916: Time Management

PROBLEM: You have a time sheet policy where the **Maximum hours allowed per Time Sheet** field and the **Minimum hours allowed per Time Sheet** field are set to the same value. In this case, when submitting a time sheet, in which this exact value is logged, you receive the following error message:

```
Time Sheet Policy Exceptions
Policy Exceptions: User has exceeded the daily maximum for this Time Sheet.
Please supply the correct information before submitting the Time Sheet for
approval.
```
(15583)

4610147499: Time Management

PROBLEM: You charge time at the project level and require PPM users to specify activities for projects. The users receive the following warning when submitting time sheets that do not have activities added.

```
Policy Exceptions: Required activities have not been added to some Project
Work Items.
Do you want to continue to submit the Time Sheet for Approval
```

However, when they click **Ok**, the time sheets can be submitted even though the activities are not added to the time sheet lines. (24382)

4616369512: Time Management

PROBLEM: You receive the following error message when submitting a time sheet:

```
server:Resource Pool Rollup Service:com.kintana.services:2009/10/20-
11:55:00.602 EDT: java.lang.NullPointerException
at com.mercury.itg.core.calendar.impl.CalendarWorkingDayCacheIm
pl.getNumOfWorkDays(CalendarWorkingDayCacheImpl.java:427)
at com.mercury.itg.core.calendar.impl.ITGCalendarImpl.getNumOfW
orkDays(ITGCalendarImpl.java:580)
```
(26838)

4617035816: Time Management

PROBLEM: You enter the request ID of an existing request when trying to add this request to a time sheet. However, after you click **Search**, the following message appears:

```
No results returned. Please modify your search.
```

As a result, you cannot add this request to your time sheet. (26844)

4603592385: Time Management

PROBLEM: If you disable one or more MISC items for a submitted time sheet, and then copy that time sheet, the new one will have all the items including the disabled ones. (15633)

4614651368; 4617288986: Time Management

PROBLEM: You fail to remove a task on a time sheet with the following error message:

```
Total actual effort for task or request work item can not be negative.
```

This problem occurs even when the number of hours in the time sheet is not greater than that in the task of the project. In this case, the error should not be thrown. (27602)

4610046225: Time Management

PROBLEM: The following error message when multiple users try to search for the time sheet to approve concurrently:

```
A database exception has occurred. This is an internal error. Please contact your
PPM Administrator.
The following is a stack trace of the exception:
com.mercury.itg.exceptions.InfrastractrueException.java.lang.NullPointerException
```
(24305)

3604743322: Time Management

PROBLEM: When searching for projects to add to a time sheet, you may need to enter a string in the Project Name Contains filter. However, this filter only returns projects that start with the string you enter. For example, if you enter `My Project` in this filter, the project with the name "PPM My Project" is not returned. Only projects like "My Project 1" can be returned. To make this filter work properly, you have to enclose the string within a pair of percent signs (&&), such as `&My Project&`. (21053)

4600633164: Time Management

PROBLEM: When a time sheet is frozen or closed, the LAST_UPDATE_DATE field and the LAST_UPDATED_BY field in the TM_TIME_SHEETS table are not updated with details of the freeze/close user (15246)

3605717982: Time Management

PROBLEM: Deleting a work item from a time sheet may cause the `java.lang.NullPointerException` error.

This problem occurs if the project to which the task belongs has been deleted. (21318)

4613955180: Time Management

PROBLEM: After you click **Printable Version** on the Edit Time Sheet page, the printable version of the time sheet takes a long time (about 15 seconds) to appear. (25269)

3605836805: Time Management

PROBLEM: The default time sheet policy is defined as auto-approve. You set a time sheet override rule to configure the charge code but you do not define the Time Approver and the Billing Approver in the rule. In this case, time sheets cannot be approved automatically. (21256)

3605845930: Time Management

PROBLEM: If you set the **Resource** field to another user when making a copy of a time sheet of a Resource Pool Manager or Direct Manager, that user can log time against the project even though the user is not in the staffing profile. (21228)

4608065965; 461205642: Time Management

PROBLEM: After upgrading to PPM 7.5 SP5, you cannot find the **User Data** tab on the Line Details window of a task that is added to a time sheet. (26323)

PROBLEM: If you approve time sheets by using Web Services operations, the operations do not update the time sheet line transaction history. (24438)

PROBLEM: When searching for time sheets to approve on the Approve Time page, you select **Check all** to select all the time sheets returned in the search result. However, after you click **Approve**, only the first time sheet is approved. (14999)

PROBLEM: A project has more than one task with the same name, and these tasks are added to the same time sheet, with different activities to each of them. In this case, the display of the time sheet is corrupted. There is non-related output between the Line Details window and the time sheet main page. (22028)

PROBLEM: You may see more actual FTEs than expected in the resource plan view of the scenario comparison for a project. (27165)

PROBLEM: You receive an error message that resembles the following when click **Prev** or **Next** on a Time Sheet Audit Trail window:

```
Runtime error "this.form.navigationType" is null or not an object.
```

This problem occurs when both of the following conditions are true:

- You use Internet Explorer to browse the PPM Web page
- One of the following settings is unchecked:
    — Disable script debugging (Internet Explorer)
    — Disable script debugging (Other)

(15918)

Known Problems, Limitations, and Workarounds in Service Pack 7

LIMITATION: The current release of PPM Center does not support table or tablespace compression in Oracle. If you use compressed tables or compressed tablespaces, the upgrade scripts will fail.

WORKAROUND: No workaround available.

KNOWN PROBLEM:	When you use Mozilla Firefox 3.5 or 3.6 to open a page that contains wide tables, the right side of the page may not be fully displayed.
	This problem affects the following pages:
	- The time sheet page - The Manage Pool Capacity page - The Resource Allocation Management page - The Compare to Work Plan page
	(28709)
WORKAROUND:	You must scroll the horizontal bar to view the remaining portion of the page.

Documentation Errata

The following item is listed incorrectly in the documentation.

Incorrect maximum number of fields in request types with Notes History and/or Transaction History

LOCATION:	*HP Demand Management Configuration Guide*, page 139.
ERROR:	The total number of fields in a request type that have **Notes History** and **Transaction History** enabled separately, or both attributes enabled at the same time, cannot exceed **forty**.
CORRECTION:	In a request type, the total number of fields that have any one of the following attributes enabled cannot exceed **359**: **Notes History** **Transaction History**
NOTE:	After you apply Hotfix 16699 or 7.5 SP7, the maximum number of fields that have any one of the following attributes enabled in a request type is expanded from **359** to **720**: **Notes History** **Transaction History**

Insufficient information about the Budget to Date field

LOCATION:	*HP Project Management User's Guide*, page 168.
ERROR:	Budget to Date: Planned budget for the project for past dates only.

CORRECTION: When viewing the cost data for a project in the Project Overview page, **Budget to Date** is calculated as follows:

- If the start date and finish date are before the current date, **Budget to Date** is the entire cost of the project.
- If the start date and finish date are after the current date, there is no **Budget to Date**.
- If the start date is before the current date and the finish date is after the current date, **Budget to Date** is the entire cost of the project multiplied by the percentage of days that have passed up to the current date (where the current date is the sum of the current date and current time):

Budget to Date = project cost * (current date -start date) / (finish date - start date + 1)

For example, the entire cost of a project is 200,000, the start date is October 3, and the finish date is October 31. If today is October 19 at noon (current date = 19.5), **Budget to Date** is calculated as follows:

Budget to Date = 200,000 * (19.5 - 3) / (31 - 3 + 1) = 113,793.10

Enhancements, Integrations, Certifications, and Fixes in Service Pack 6

Enhancements

The following enhancements are included in Service Pack 6:

- Configurable Time Entry Item Filter Screens
- Dynamic Expansion of Work Item Description Column on Time Sheet Page
- Data Privacy
- Time Sheet Update Service

Configurable Time Entry Item Filter Screens

This enhancement is intended for customers who may need the ability to show different work item filters to different user groups, relevant to the specific work items they need to log time against. By utilizing the existing framework for security at the request type fields level, this enhancement enables customers to do the following:

- Attach different security levels to different fields in the TMG Configurable Filters request type in order to show different work item filters to different user groups.
- Add new work item filters, with different security levels by user groups.

Attaching Different Security Levels to Different TMG Configurable Filters Fields

To show different work item filters to different users and user groups, you can attach different security levels to different fields in the TMG Configurable Filters request type by editing field security settings for a field.

For details, see the *Creating Fields for Request Types* section of the *HP Demand Management Configuration Guide*.

Adding New Work Item Filters

You can also add new work item filters with different security levels by users or user groups by adding new work item filter fields. After adding a new work item filter, make sure to modify the SQL validation for the work item filter from database.

For details about adding a new work item filter field and editing a SQL validation, see the *Adding Work Item Filter Fields* section of the *HP Time Management Configuration Guide*.

Notes:

- It is recommended that you add no more than four or five new work item filters. A search query formed from the filters has a limitation of 4000 characters. Adding many filter fields will cause the SQL validation to exceed this limit and break. This is a SQL limitation.
- New work item filters are added to the General Filters section only.

Example

In this example, a total of four custom filters are added with different security levels attached to different users.

- UserA: All new filter fields are visible and editable to the user (as shown in Figure 1).

- UserB: Only Custom Filter A is visible and editable to the user; Custom Filter C and Custom Filter D are visible; Custom Filter B is neither visible nor editable to the user (as shown in Figure 2).

Figure 1: All New Filter Fields Are Visible and Editable to UserA

Figure 2: Only Custom Filter A is Visible and Editable, Two Filters Only Visible

Dynamic Expansion of Work Item Description Column on Time Sheet Page

This enhancement is intended for customers who may need to expand column width for work item descriptions on time sheet page.

In order to enable dynamic expansion of work item description column width dynamically, a new parameter com.kintana.core.server.TM_DYNAMIC_DESC_CHARS is introduced in server.conf, which defaults to false.

To expand work item description column width dynamically, set the parameter to **true**:

com.kintana.core.server.TM_DYNAMIC_DESC_CHARS=true

When set to **true**, a dynamic check for the longest name or description of an item in the time sheet is performed, and the column width is changed accordingly to fully show the longest name or description. If all items are short, the column width is not long and does not take much empty space.

This enhancement aims to add the ability of increasing work item description space instead of shrinking it.

Example

In this example, the parameter is set to true. Figure 3 shows the Time Sheet page with long names or descriptions for work items, Figure 4 shows the Time Sheet page with short names, and Figure 5 illustrates the **Add Items to Time Sheet** window.

Figure 3: Time Sheet Page: Long Names or Description

Figure 4: Time Sheet Page: Short Names or Description

Figure 5: Add Items to Time Sheet Window

Note: Number of characters displayed varies according to browser and resolution.

Data Privacy

This new feature protects private information and is useful for customers in countries where their worker council laws demand protection of private information.

Overview of the feature functionality is as follows:

- When work plan is disabled, all new settings described in the next section with respect to work plan are disabled as well.

- Users who are restricted by the new Work Plan settings cannot see the Work Plan portlet in Project Overview page.

- Work Plan is not available to users who are restricted from it.

The new feature enables customers to:

- Restrict access to the Work Plan portlet within the Project Overview page in PPM Center;

- Restrict actual effort entered by resources in the Task Details page to be viewed only by authorized users in the organization.

New Settings under Work Plan Policy

The following new settings are added to the **Work Plan** policy:

- **Work Plan can be accessed by**

- **Resources restricted from work plan can view only their actuals on task details page**

Work Plan can be accessed by

This setting restricts access to the Work Plan portlet within the Project Overview page. Access to project and tasks does not give users access to work plan. Project access remains the same. This setting is disabled when project does not include a work plan.

This setting has three options:

- All Users (*default*)

- Project Managers, Summary Task Owners and Stake Holders

- Project Managers only

The setting controls access to the work plan. If a user has access to view or edit the work plan, the user can see the actuals.

Project Overview page is available to users that have access to view project. Users restricted by the **Work plan can be accessed by** settings will not see the Work Plan portlet tile. Work plan is also not available through the work plan URLs for these users. An authorization exception will be shown in this case (as shown below).
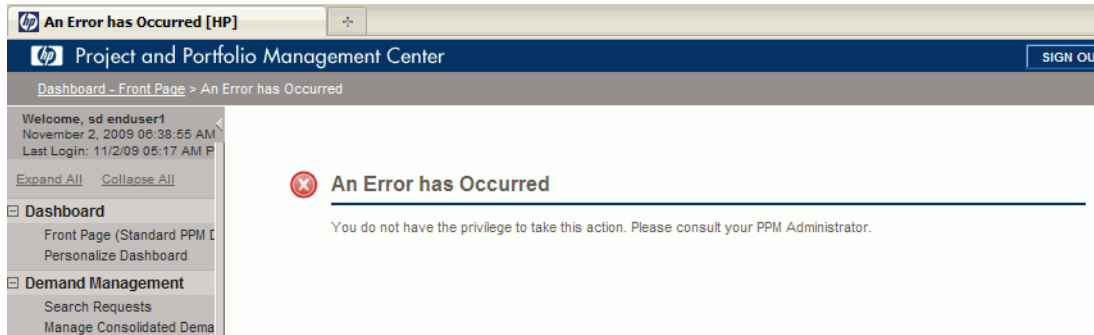
Below is an example of the Project Overview page without the Work Plan portlet tile.
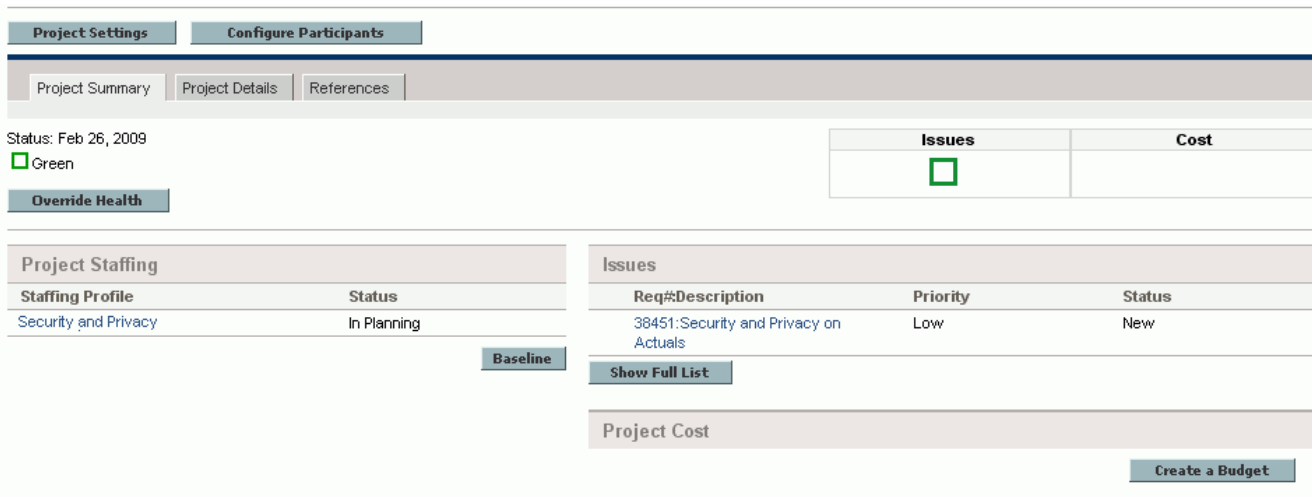
Resources restricted from work plan can view only their actuals on task details page

In addition to the above three options, the actuals information on tasks are secured through this additional checkbox setting.

This setting is disabled when the **All Users** option is selected. It is available when either **Project Managers, Summary Task Owners and Stake Holders** option or **Project Managers only** option is selected. This setting takes effect when a user has no access to work plan (secured by earlier setting), but the user is on the Task Details page. If the user has access to Work Plan, the user will see the actuals, and this setting does not take effect. See the Settings Interpretation Matrix section below for detailed interpretation of the settings.

Below is an example of the Task Details page when this setting is checked and **sd enduser1** logs in to view the Task Details.

Task: Task1

This task has 2 Exception(s).

[Save] [Done] [Cancel]

Name: Task1   **Sequence #:** 1   **Status:** In Progress

Project Path: sdmanager created this project > Task1

Resources: sd enduser2 ; sd enduser1

% Complete: 6   **Activity:**   **Priority:** 0

Description:

Start & Finish

	Start Date	Finish Date	Duration (days)
Scheduled:	10/12/09	10/12/09	1.00 day(s)
Estimated:		10/12/09	
Actual:	Restricted	Restricted	Restricted day(s)

Effort

Resource	Scheduled Effort (hrs)	Actual Effort (hrs)	% Complete
sd enduser2	Restricted	Restricted	Restricted
sd enduser1	8.00	5.00	5
Unassigned Effort	7.00	0.00	0
Overall:	Restricted	Restricted	6

Settings Interpretation Matrix

The table below lists settings interpretation matrix for various types of users logging into PPM Center:

Project Participant	Radio Button Option for "Work Plan can be accessed by"	Check Box option "Resources restricted from Work Plan can view only their actuals on the task details page"	Can Access Work Plan?	Can View Other's Actuals on Task Details Page?
End User [1]	All Users	Setting does not matter	Yes	Yes
	Project Managers, Summary Task Owners and Stakeholders	Checked	No	No
		Unchecked	No	Yes
	Project Managers only	Checked	No	No
		Unchecked	No	Yes

40

Project Participant	Radio Button Option for "Work Plan can be accessed by"	Check Box option "Resources restricted from Work Plan can view only their actuals on the task details page"	Can Access Work Plan?	Can View Other's Actuals on Task Details Page?
Project Manager [2]	All Users	Setting does not matter	Yes	Yes
	Project Managers, Summary Task Owners and Stakeholders	Checked	Yes	Yes
		Unchecked	Yes	Yes
	Project Managers only	Checked	Yes	Yes
		Unchecked	Yes	Yes
Summary Task Owner or Stakeholder [3]	All Users	Setting does not matter	Yes	Yes
	Project Managers, Summary Task Owners and Stakeholders	Checked	Yes	Yes
		Unchecked	Yes	Yes
	Project Managers only	Checked	No	No
		Unchecked	No	Yes

Notes:

1. End user is a PPM Center user who is not a Project Manager, Summary Task Owner, or Stakeholder.

2. Project Manager is always able to view the work plan and all actuals.

3. If the settings are such that only Project Manager has access to work plan and viewing of other's actuals is restricted, when a user logs in as Summary Task owner or Stakeholder, the user will only see actuals for his/her task. This means the user will not see the actuals for the child tasks.

Time Sheet Update Service

The time sheet update service (TM-PM Sync Service) synchronizes time sheet actuals to the tasks in a work plan, according to the frequency selected with the default being every 3 hours. The service ensures that the actuals in a work plan are updated once, if needed, per work plan.

As a result, there will be a delay in the posting of time sheet updates. For example, if a task has pending updates from time sheets, the project manager will see a status line indicating that the actuals are waiting for synchronization from the TM-PM Sync Service. The selected synchronization interval helps reduce load on the application, which results in improved performance.

Special Considerations

There are some special cases where users updating the same time sheets may receive a concurrency error message. This error message indicates that the time sheet has been updated by another user and suggests that the user should reload the time sheet. The following are examples:

• Two HP Time Management users add two different tasks to the same time sheet from two browser windows and save the time sheet at almost the same time.

• Two HP Time Management users update lines of the same time sheet from two browser windows.

- As an HP Time Management user tries to make more changes to a time sheet that was just approved/rejected by an HP Program Management user in another window.

NOTE: If users work on the same work item but on different time sheets, this message does not appear.

Enable and Schedule the TM-PM Sync Service

The TM-PM Sync Service is enabled and scheduled in the same manner as other PPM Center services.

NOTE: For more information about enabling and scheduling a service, see the *System Administration Guide and Reference*.

To enable and schedule the time sheet update service, follow these steps:

1 Open the `server.conf` file in a text editor, such as Notepad.

2 Add and specify the parameters in the following table:

Parameter	Description	Sample Value
`ENABLE_TMPM_SYNC_SERVICE`	Setting this parameter to **true** enables the TM-PM Sync Service.	**true**
`TMPM_SYNC_SERVICE_INTERVAL`	This parameter specifies the sync interval in milliseconds.	**10800000**
`TMPM_SYNC_THREAD_COUNT`	This parameter specifies the number of threads used by the TM-PM Sync Service.	**1**

Note: The parameter names listed in the table are shortened versions of the actual names, all of which start with the string `com.kintana.core.server`. For example, the full name of the `ENABLE_TMPM_SYNC_SERVICE` parameter is `com.kintana.core.server.ENABLE_TMPM_SYNC_SERVICE`.

3 Save and close the `server.conf` file.

4 Run the `kUpdateHtml.sh` script.

5 Restart the PPM Server.

Certifications

The following certifications are added in Service Pack 6:

- Support for SiteMinder 5.5 integration to PPM Center 7.5

- Support for OpenSSH version 5.1

- Support for Service Manager 7.11 for SM RFC on PPM Center 7.5

- Support for Mozilla Firefox 3.5

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

Fixes

The following fixes (identified by a tracking number) are included in Service Pack 6:

1604281721: Costing

PROBLEM: When manually entering actual or planned cost for a task with a value longer than nine characters (including the decimal point), you may receive the following error message:

```
<Field> has an invalid currency format according to your user regional
setting. The field only accepts 2 decimal places.
```
(206898)

3606101367: Costing

PROBLEM: The cost roll-up service encounters a problem together with the following error found in the server log:

```
:Cost Rollup Service:org.hibernate.util.JDBCExceptionReporter:<date>-<time>
EDT: ORA-01795: maximum number of expressions in a list is 1000
```

```
server:Cost Rollup Service:com.kintana.services:<date>-<time>2 EDT:
org.hibernate.exception.SQLGrammarException: could not execute query
```

When this problem occurs, none of your asset budgets have the costs rolled up. (206801)

3606101367: Costing

PROBLEM: The current KPMTMSync.sh script is used only for work plans. Because of this limitation, loading time sheets via XML does not roll up actuals in the asset budgets. (207040)

4602482156: Costing

PROBLEM: If you add more than 1000 positions to a staffing profile, the following error is found in the server log:

```
:Cost Rate Rule Update
Service:org.hibernate.util.JDBCExceptionReporter:<date>-<time> EDT: ORA-
01795: maximum number of expressions in a list is 1000
```
(207863)

4603454262: Costing

PROBLEM: You may receive Oracle errors that resemble the following on the PPM Center database when executing SQL statements:

```
Errors in file
/u001/app/oracle/admin/database/OGRAPRD/udump/ograprd3_ora_14427.trc:
ORA-00600: internal error code, arguments: [kghsskins1], [], [], [], [], [],
[], []
Errors in file
/u001/app/oracle/admin/database/OGRAPRD/udump/ograprd3_ora_2761.trc:
ORA-00600: internal error code, arguments: [kghsskins1], [], [], [], [], [],
[], []
```
(207963)

N/A: Dashboard

PROBLEM: The **Prev** button and the **Next** button do not work and display the `Page cannot be displayed` error. (205950)

1602981745: Dashboard

PROBLEM: The Resource Request portlet only shows dates in the English (United States) format regardless of the client's regional settings. (204490)

4000754941: Dashboard

PROBLEM: Custom portlets show date in the format dd/mm/yyyy (for example, 16/07/09) instead of the format in HP-supplied portlets DD/Mon/YYYY (for example, 16/Jul/09). (208154)

3604821677: Dashboard Foundation

PROBLEM: When accessing the Dashboard the first time after the cluster is restarted, you may encounter image display issues, or receive the `Error: 'DWRHelper' is undefined` error. (205415)

4600824764: Dashboard Foundation

PROBLEM: When you create a new portlet definition that contains a bubble chart, the legend becomes truncated if the legend contains a lot of characters. (207383)

4600824764: Dashboard Foundation

PROBLEM: In a bubble chart, if one bubble overlaps the other one, you cannot click the one that is overlapped to navigate to the corresponding request details. (207382)

1602858624: Demand Management

PROBLEM: When you use the advanced filter on a Request Portlet Edit Preferences page, the **Active at Workflow Step** field is not available. (206922)

1604905770: Demand Management

PROBLEM: Rules with the option **Apply on creation** or the **Apply on field change** option do not write data to the database if the result field is set to be hidden (the **Display** attribute of the result field is set to **No**). (206545)

1605245289: Demand Management

PROBLEM: When viewing a request that has a table component, you may find the **Modify Table** button under the table is extended, and gaps between the labels and fields of the request are also affected. This issue occurs if you modify **Field Width** of the table fields on the **Form layout** tab. (206904)

1605450825: Demand Management

PROBLEM: The printable view of a request does not interpret your customized HTML code correctly. Because of this issue, the printable view cannot display the formatting added via HTML. (207074)

2607834028: Demand Management

PROBLEM: The current implementation of the **Attachment** field contains the following two security vulnerabilities:

- Persistent Cross-Site Scripting
- Insecure file uploading (executable files, such as .exe or. bat)

In Service Pack 6, a security enhancement is added to resolve this problem. (206868)

2607951018: Demand Management

PROBLEM: The Mass Update feature does not update all requests when a required date field is attached to a workflow step. (206853)

3605904487: Demand Management

PROBLEM: If search criteria are not specified when an auto-complete dialog box is open, a long delay may occur before any filter criteria can be entered. This issue occurs if the auto-complete dialog box returns a long list of results. (206955)

3606128694: Demand Management

PROBLEM: Simple rules may not work in some cases. For example, you try to populate workflow steps depending on the **Application** field. When you modify the **Application** field, the corresponding workflow does not change. (206910)

3606157530: Demand Management

PROBLEM: When two users update one table component concurrently, the second user receives the `NullPointerException` error, and the update still takes place to the table component. (207078)

4600250098: Demand Management

PROBLEM: Some of the overall values are not added up on the MAC-Request for Change. (208112)

4600832537: Demand Management

PROBLEM: Work Item Field group rules do not work for years beyond 2012, and return the following error:
```
Error in SQL Rule 1: 'KNTA - User Sched Start Changes Real Sched Finish'
```
(207532)

4601725272: Demand Management

PROBLEM: When a user saves a request that contains rules for non-editable fields, inconsistency issues may occur between the UI and the database. These issues occur if the user is not added to the **Editable By** list of the fields. (207675)

4602071433: Demand Management

PROBLEM: One or more columns of a table component may not be displayed as expected. For example, you add a line to a table component that has eight columns, after saving the change, only seven columns can be displayed in the table. (207808)

N/A: Demand Management

PROBLEM: You receive the `java.text.ParseException: Illegal Text` error when trying to update requests. (For example, trying to add a line to the **Note** section). (207096)

1603731889: Deployment Management

PROBLEM: After you migrate rules that have dependencies of the type "Status: is equal to <specific status>", the rules do not work. (205168)

3605611704   : Deployment Management

PROBLEM: After upgrading to PPM Center version 7.5 from version 6.0, you receive the following error message when you try to create a refresh group in the workbench:
```
Package <ID> has been changed by another user. (KNTA-10027).
```
(207822)

3603799933: Integrations

PROBLEM: Service Manager integration with PPM Center 7.5 threw error when importing tickets from Service Manager to PPM Center.

                      Important Note: See the Documentation Errata section for details of corrected documentation information. (203830)

4600392308: Integrations

PROBLEM: After you export work plan information from PPM Center to Microsoft Project 2007, scheduled start and finish dates, and durations for tasks become incorrect. This issue occurs if you enable the **Estimated Finish Date** option in **Project Settings**->**Project Fields.** (207831)

4600395450: Integrations

PROBLEM: You receive the following error when task actuals changed on the PPM Center side are transferred to Microsoft Project and some actuals are impacted by the change:

```
Source = MERCINT_MSPImportHybrid.ImportTaskDataHybrid
```
(207404)

4601225665: Integrations

PROBLEM: Performance issues occur when loading the Audit trails of work plans. (207839)

4601849685: Integrations

PROBLEM: The following error occurs when you try to import Microsoft Project data to a work plan in PPM Center:

```
Server Error: Exception thrown by server

com.mercury.itg.util.MSPImportException: org.xml.sax.SAXParseException: An
invalid XML character (Unicode: 0xb) was found in the element content of the
document.
```

This issue occurs if some information related to the project (such as the project name, task name, and resource name) contains control characters. (207741)

QCCR1L24195: Language Packs

PROBLEM: Language pack selected does not correctly load on the dashboard component.

2606187544: Platform

PROBLEM: When a user tries to update a risk in a project, and leaves the login session open, the queries may consume excessive CPU on the database. (207121)

2606646157: Platform

PROBLEM: The KCRT_PARTICIPANT_CHECK_V view has performance issues. This may affect portlets and reports and some core functionalities. (206063)

3605290765: Platform

PROBLEM: Paging does not work because of JDK upgrades. This issue makes the LDAP user import fail. (207647)

N/A: Platform

PROBLEM: When you open an auto-complete dialog box, the background page does not transparently appear behind the auto-complete dialog box. This issue occurs if you use Mozilla Firefox 3.5 or a later version. (207976)

N/A: Platform

PROBLEM: You select a large number of projects through auto-complete, and then try to manually enter some non-existing projects. In this case, the ACL window with the "No matches found" warning does not appear. Instead, you may receive the `Internet Explorer cannot display the page` error, or the JavaScript error depending on your Web browser. (208081)

3606290762: Portfolio Management

PROBLEM: In a workflow, you have a step that is used to create a project. You set the **Contact Name** field to **Required** in the **Status Dependencies** settings for this step. After you specify a value for the **Contact Name** field and finish the step, you may find the value is not populated when checking the project. (207148)

1600479984: Project Management

PROBLEM: In **Cost and Effort**, the **Time Management** setting is available for a project that does not have a work plan.

After the installation of SP6, the Time Management setting will not be available for projects that do not have a work plan. Also, the instructional text under the **Use Time Management to track actuals against this project** check box will be changed to the following:

`When the project has a work plan, you can integrate with Time Management if your organization uses time sheets, allowing resources to enter their actuals data in a single location.` (200894)

1603645977: Project Management

PROBLEM: You enter large numbers for actual or planned cost in a task. When you try to save the task, you may receive an error message that resembles the following:

`Planned Labor has an invalid currency format according to your user regional setting. This field only accepts 2 decimal places` (204209)

1604639731: Project Management

PROBLEM: Special characters such as Ê and Ä in a project name are cut off on the request creation page. This issue occurs if the underlying request type of the project you create has required fields. (This makes the project created from the request creation page.) (205962)

3602616052: Project Management

PROBLEM: Baselines are taken into account when calculating the scheduled effort. This behavior makes the value of the scheduled effort larger than expected on the Compare to Work Plan page of a staffing profile. (208518)

2607188281: Project Management

PROBLEM: SQL statements invoked by the Pending Earned Value update service cause poor performance. (206174)

3603925569: Project Management

PROBLEM: Project budgets display actuals in the periods to which there are no time sheets entered. (204135)

3604979556: Project Management

PROBLEM: Performance issues might occur when you try to view tasks of a project. (206958)

3605658375: Project Management

PROBLEM: Newly-added project managers are not dynamically added with the view access and the edit access to budgets if they are not the creator of the budgets. This issue makes the new project managers unable to edit the budgets.

This issue occurs if you create the project by using a customized request type, and the corresponding request header type uses the PFM related field groups and some other field groups. (207106)

3606250789: Project Management

PROBLEM: After you run the time sheet data importer script to import time sheets on projects that are closed and then run the `kPMTMSync.sh` script, you may encounter the following problems:
- Costs are not rolled up for the closed projects and assets.
- Project settings for the closed projects cannot be changed. (207004)

4000708476: Project Management

PROBLEM: You add a lot of projects through auto-complete, and then try to manually add one more project. However, the operation fails. The changes to the portlet cannot be saved. (207809)

4600046686: Project Management

PROBLEM: You create a Task User data field for users in PPM Center. However, if a user modifies the data of this field from the My Tasks portlet or from a time sheet, the data is not saved. (208038)

4600774301: Project Management

PROBLEM: On a system with the Spanish or Portuguese language pack installed, the Project Gantt portlet does not indent tasks to show the project hierarchy. (207548)

4602030742: Project Management

PROBLEM: The Project Details page is truncated when you resize the Internet Explorer Web browser. (207873)

1604116395: Resource Management

PROBLEM: After filtering on a standard Analyze Assignment Load portlet by using a specific work load category, you may still find some assignments with a work load category that differs from the one you specify, or some assignments with a blank work load category. (206288)

1604116395: Resource Management

PROBLEM: After a staffing profile is attached to a project, the work load category of the staffing profile is not updated according to the work load category of the project. (206849)

PROBLEM: If you upload a staffing profile by using the XML loader, you may receive a
`NullPointerException` error when clicking **Configure Notification** on the Staffing Profile
page. (206779)

PROBLEM: By pasting the URL of the Edit Resource Pool page to a Web browser, a user with the Edit
Resource Pools access grant can circumvent the following security configurations to edit
the header:

- You have configured the access setting of the pool so that the user cannot edit the
header.
- The user is not set to be the pool manager.

In Service Pack 6, a security enhancement is added to resolve this problem. (207010)

PROBLEM: On the Resource Load Breakdown-Assignment Details page of an Analyze Assignment
Load portlet, a proposal request may be tagged as Asset. (207213)

PROBLEM: The **Compare to Work Plan** option is not available for staffing profiles in the complete
status. (207898)

PROBLEM: When using the Analyze Assignment Load data export, you may find that disabled users
are not filtered out and some resources are missing in the exported result. (208033)

PROBLEM: After you create a baseline for a work plan, you delete some tasks for the work plan. On
the Analyze Assignment Load portlet, when you click **View Resource Breakdown**,
resources from the deleted tasks in the work plan still appear on the Resource Load
Breakdown page. (207862)

PROBLEM: You use the Analyze Assignment Load data export for a resource pool where the **Include
children resource pools when calculating the resource load for this resource pool** check
box is selected. However, only the users that are in the parent resource pool are exported.
None of the users in the child resource pool are exported. (208021)

4603766325: Resource Management

PROBLEM: An Analyze Assignment Load portlet does not display digits after the decimal point for the values in the portlet. (207983)

N/A: Resource Management

PROBLEM: Previously, only users with a Project Management license could access the Forecast Planning page.

Now users with the following licenses can access the Forecast Planning page:

- Project Management
- Program Management
- Demand Management
- Configuration Management
- Portfolio Management

(207969)

2608634899: Time Management

PROBLEM: A resource that had previously reported time on a project is still able to report time on the project after the resource is removed from the staffing profile. This issue occurs when the Time Management setting of the project is set to allow only project resources to report time. (207151)

3604695178, 3604597920: Time Management

PROBLEM: A user with the View all Timesheets (Summary Info Only) access grant cannot see any time sheet data when generating time management reports, such as Time Sheet Summary and Actual Time Summary.

This issue occurs when NONE of the following conditions are met:

- The user entered the timesheet
- The user is the timesheet line approver
- The billing type is User and the user is the billing approver
- The billing type is Group and the user is a member of the group that is the billing approver
- The user is the manager of the person who entered the timesheet
- The user is a delegate of the person who entered the timesheet (204484)

3606290320: Time Management

PROBLEM: When the Time Management settings for a project allow users to track time at the Project level, and the work item type is set to Project for reporting, HP Time Management reports, such as the Time Sheet Summary Report, do not return any data. (207505)

3606293424: Time Management

PROBLEM: You may encounter performance issues in HP Time Management, particularly in saving time sheets. (207526)

4603255664: Time Management

PROBLEM: When you try to add an item to a time sheet, the **Suggested items** list does not display the request types of the items. (207958)

4603458025: Time Management

PROBLEM: After you run the `kPMTMSync.sh` script against a project, all actual data that users logged manually (for example, logged through the My Tasks portlet) is lost. (207986)

4604294970: Time Management

PROBLEM: Multiple time sheets are related to one task. Among these time sheets, one or more sheets have negative effort. In this case, if a user tries to cancel a time sheet with positive effort, which causes the total effort for the task to be negative, the following error message occurs:

`An error has occurred. Please reload the page you were editing and try again.`

After the installation of SP6, the following warning message appears in the same scenario:

`Total actual effort for task or request work item can not be negative.`
(208042)

N/A: Time Management

PROBLEM: You may encounter the following two issues related to the **Project** field on the Add Tasks to Time Sheet page.

Issue 1: The **Project** field is not required on the **Task Filters** section. This issue occurs if the validation of the **Project** field is changed.

Issue 2: The required **Project** field in the **Task Filter** section takes no effect in the following scenario: When you perform a search without providing a value for the required **Project** field, you will be prompted with a warning message; then, you enter a value for the field and perform the search again, the returned result will include all tasks for you, not limited by the **Project** field. (208029)

N/A: Time Management

PROBLEM: Performance issues occur when you search tasks for time sheet lines. (208078)

PROBLEM:	You have actuals data that is out of synchronization between the Project Management module and the Time Management module.
	For a service pack installation, a prevalidation is added to check whether there is any out-of-sync data on your instance. If there is, you will receive a message that marks the projects that have out-of-sync data. After the successful installation of the service pack, you will be notified to run the TM-PM Sync Service to synchronize the data. (23654)

Known Problems, Limitations, and Workarounds in Service Pack 6

N/A: Time Management

LIMITATION:	There is a trade-off between showing all characters with no truncation versus showing redundant whitespace. There is no technical way to set the column width based on the name/description length.
LIMITATION:	Long names with all capital letters might not be fully shown.
KNOWN PROBLEM:	On the **Other Actuals** tab, fewer characters are shown than on the **Time Breakdown** tab. The difference is approximately 5 characters, but that could make a difference in some cases. Also, the buttons move when switching between the tabs.
WORKAROUND	View the work item name and description using the **Time Breakdown** tab.
KNOWN PROBLEM:	In the **Ungroup** view, fewer characters are shown than in the **Group** view even if the description is the same between the **Ungroup** view and **Group** view.
WORKAROUND	View the work item name and description in the **Group** view.
KNOWN PROBLEM:	Long names or descriptions with no spaces in them will corrupt the view in the **My Items** dialog.
WORKAROUND	Use spaces in work item names and descriptions. For example, at the minimum one space every 20 characters.

Note: These Time Management limitations and known problems occur only if the application is set to expand the work item name column by the longest name (that is, the TM_DYNAMIC_DESC_CHARS parameter in the `server.conf` file is set to `true`).

LIMITATION:	When using Web services to approve, reject and reapprove a time sheet line, the actuals are not rolled up accurately to the task. (207950)
KNOWN PROBLEM:	The Time Management Web services calculate the percent complete incorrectly after a time sheet or time sheet line is rejected and then reworked / resubmitted. (207763)
WORKAROUND	The project manager can manually change the percent complete to the correct value on the task.

Note: PPM Center customers are advised to test HP Time Management Web services integrations and operations to determine which Web services operations can be implemented.

N/A: Certifications

LIMITATION:	Double-click is disabled when editing a portlet's preferences in FireFox 3.5. This is a FireFox limitation.
WORKAROUND	Users can single-click the **Edit** button, or simply select the portlet in the tree pane.

Documentation Errata

The following items are listed incorrectly in the documentation.

orig.date.entered: caption name listed incorrectly

LOCATION:	*HP Managing Application Change Guide*, page 105.
ERROR:	In substep v. of step d., the **Caption** name to be entered for **orig.date.entered** field for configuring the Change Management Module in Service Manager is listed incorrectly as: `sysmodtime`
CORRECTION:	`orig.date.entered` is the corrected **Caption** name to be entered.

Substep i for Service Manager is not necessary

LOCATION:	*HP Managing Application Change Guide*, page 109.
ERROR:	Substep i for Service Manager under step f. is not necessary.

CORRECTION:	Substep i and Substep ii should be merged and the corrected step is as follows:
	Navigate to **Navigation**, click **Change Management > Changes > Search Changes**.

Enhancements, Integrations, Certifications, and Fixes in Service Pack 5

Enhancements

The following enhancements are included in Service Pack 5:

- Staffing Profile Web Services
- Calculating Planned Values Using Active Baseline Dates
- Time Sheet Update Service
- Maintaining Scrollbar Position When Editing Staffing Profile

Staffing Profile Web Services

Overview

The Staffing Profile Web service is a new Web service, which provides operations that enable you to create and edit staffing profile data from external applications. Using the Staffing Profile Web service, you are able to do the following:

- Create new staffing profiles in PPM Center
- Update staffing profile header information
- Read staffing profile header information
- Read staffing profile Access Control List (ACL)
- Update staffing profile ACL

- Add positions and allocations to staffing profiles

- Read positions and allocations information

- Update positions and allocations information

- Delete positions and allocations information

There is a new background service called Staffing Profile Linked Budget Sync Service, which synchronizes the budgets linked with the staffing profiles that are updated through the Web service. The Web service update creates an entry in the ITG_PENDING_ROLLUPS table for a staffing profile when its positions are updated from the Web service. The background service will process these entries to synchronize the budgets linked with the updated staffing profile.

Staffing Profile Web Service Operations

The following table lists more detailed information of the operations that are available through the Staffing Profile Web service. The names of the operations are shown in *italics*.

Note: For specific schemas for the operations, see the WSDL and XSD files, locations of which are provided in WSDL and XSD Files section later.

createStaffingProfileHeader	
Input Parameter	sp:StaffingProfileHeaderType
Return Result	staffing_profile_id
Description	This function enables external applications to create a staffing profile header in PPM Center. The operation `createStaffingProfileHeader` returns the ID of the staffing profile created in PPM Center.
readStaffingProfileHeader	
Input Parameter	staffing_profile_id
Return Result	sp:StaffingProfileHeaderType
Description	This function enables external applications to read the staffing profile header information for a staffing profile identified by ID. On success, the operation `readStaffingProfileHeader` returns the staffing profile header object.
updateStaffingProfileHeader	
Input Parameter	sp:StaffingProfileHeaderType
Return Result	staffing_profile_id
Description	This function enables external applications to update staffing profile header information. On success, the operation `updateStaffingProfileHeader` returns the ID of the staffing profile updated in PPM Center.
getPositionIdsforStaffingProfile	

Input Parameter	staffing_profile_id
Return Result	positionIds
Description	This function enables external applications to list position IDs from a staffing profile identified by staffing profile ID. On success, the operation `getPositionIdsforStaffingProfile` returns all the Position IDs that belong to the input staffing profile.
addPositionLines	
Input Parameter	List of sp:positionLineType
Return Result	positionIds
Description	This function enables external applications to add new positions to a staffing profile identified by staffing profile ID. On success, the operation `addPositionLines` returns the IDs of the positions created in the staffing profile. Allocations can also be added to the positions created.
readPositionLines	
Input Parameter	positionIds
Return Result	List of sp:positionLineType
Description	This function enables external applications to read a staffing profile's positions identified by position ID. On success, the operation `readPositionLines` returns the Position objects including the allocations data.

updatePositionLines	
Input Parameter	List of sp:positionLineType
Return Result	positionIds
Description	This function enables external applications to update a staffing profile's positions identified by position ID. On success, the operation `updatePositionLines` returns the IDs of the positions updated in PPM Center. Allocations can be added, updated or removed for the positions.

deletePositionLines	
Input Parameter	List of positionIds
Return Result	positionIds
Description	This function enables external applications to delete a staffing profile's positions identified by position ID. On success, the operation `deletePositionLines` returns the IDs of the positions deleted from PPM Center.

readStaffingProfileACL	
Input Parameter	staffing_profile_id
Return Result	sp:StaffingProfileACLType
Description	This function enables external applications to read the ACL for a staffing profile identified by staffing profile ID. On success, the operation `readStaffingProfileACL` returns the ACL list of the staffing profile..

updateStaffingProfileACL	
Input Parameter	sp:StaffingProfileACLType, staffing_profile_id
Return Result	staffing_profile_id
Description	This function enables external applications to update the ACL for a staffing profile identified by name or ID. On success, the operation `updateStaffingProfileACL` returns the ID of the staffing profile for which the ACL is updated in PPM Center.

Staffing Profile Web Service URL

The URL of the Web service is:

http://<*Host*>:<*Port*>/itg/ppmservices/StaffingProfileService.

Where:

- <*Host*>: represents the host name or IP address where your PPM Center instance is accessed.
- <*Port*>: represents the port number where your PPM Center instance is accessed.

WSDL and XSD Files

The `StaffingProfileService.wsdl` file contains the definition of the service. The `StaffingProfile.xsd` file contains the definitions of all the new complex types introduced for the service.

You can find these files at the following locations on your PPM Server:

- *<Host>:<Port>/itg/ppmservices/StaffingProfileService?wsdl*

- *<Host>:<Port>/itg/ppmservices/ StaffingProfileService?xsd=xsd0*

Calculating Planned Values Using Active Baseline Dates

A new `server.conf` parameter PV_USE_ACTIVE_BASELINE_DATES is available in Service Pack 5. The default is `false`. This parameter enables users to use the new Planned Value (PV) calculation algorithm, which uses projects' active baseline dates instead of their scheduled dates. To use active baseline dates in project PV calculations, you must set this parameter to `true` in `server.conf`:

PV_USE_ACTIVE_BASELINE_DATES=true

When the Project Planned Value Update service runs, it checks for the PV_USE_ACTIVE_BASELINE_DATES flag. If this flag is turned on, PPM Center checks for and uses active baseline dates instead of scheduled dates for Planned Value calculations on all projects. The new PV calculation formula is:

```
PV = Baseline Cost * {MIN (Today's Date, Baseline Finish Date) - Baseline Start Date} /
(Baseline Finish Date - Baseline Start Date)
```

Where: `Baseline Cost = Planned Labor + Planned Non-Labor`

Note: When the Project Planned Value Update service runs the first time after this flag is turned on, projects with scheduled dates and active baseline dates that are both completely in the past are added to the queue for PV recalculation. However, in Service Pack 4 or earlier, these projects are always skipped for PV calculations.

Time Sheet Update Service

As a new background service introduced in Service Pack 5, the Time Sheet Update service (TM-PM Sync service) synchronizes time sheet updates from HP Time Management to project work plan tasks in HP Project Management, at a predefined interval.

Overview

The Time Sheet Update service rolls up time sheet updates to the tasks in each work plan at a pre-defined interval (default: 3 hours). Each time when the service is run, it sends a message to the queue for each work plan that needs synchronization. The service ensures that roll-ups for each work plan can be accumulated and updated once, if needed, per work plan.

If a work plan has not completed its synchronization before the next run of the service, it will be picked up again for synchronization, and another message will be queued to synchronize it. If that occurs, the work plan should complete synchronization before the second message's turn to run arrives. The service should find no Time Management work units to synchronize and will complete this run.

Notes:

- **Synchronization Delay**: **Projects** are not updated in real time with their time sheet actuals, that is, there is a delay in posting time sheet updates to project work plans. For example, a task might have pending updates from time sheets. In this case, the project manager will see a status line: "`Time sheet submitted and pending roll-up.`", and the project manager will not be able to see these updates on the work plan until the next run of the service.

- **Concurrency Error Message:** With the Time Sheet Update service, when a user is trying to update a time sheet and at same time the Cost Rollup service is trying to update, the user will no longer receive a concurrency error message that says: "`Time sheet updated by another user, please reload.`"

However, there are some special cases where users updating the same time sheets may receive this concurrency error message. The following are examples:

— Two HP Time Management users add two different tasks to the same time sheet from two browser windows and save the time sheet at almost the same time.

— Two HP Time Management users update lines of the same time sheet from two browser windows.

— An HP Time Management user tries to make more changes to a time sheet that was just approved or rejected by an HP Program Management user in another window.

If users work on the same work item but on different time sheets, this message does not appear.

Enabling and Scheduling the Time Sheet Update Service

To enable and schedule the Time Sheet Update service, configure the `server.conf` parameters listed in the following table. After you have finished configuring the service, restart the PPM Server for your settings to take effect.

Parameter	Default	Description
ENABLE_TMPM_SYNC_SERVICE	true	Enables the TM-PM Sync service when set to true.
TMPM_SYNC_SERVICE_INTERVAL	10800000 (3 hours)	Interval of the TM-PM Sync service in milliseconds. **Warning**: The HP recommended value for the service interval is 3 hours. HP does not recommend setting the interval to be less than 3 hours. Selecting an interval less than 3 hours will likely result in increased load on the application and database servers, and may seriously degrade the performance of PPM Center.

Maintaining Scrollbar Position When Working with Staffing Profile Positions

When editing a staffing profile, a project manager can maintain focus on the last opened position after saving or closing the position.

- When a position is added or updated, the screen refreshes and scrolls to the record (the row appears at the top of the visible area). The horizontal position is retained.

- When a resource assignment is added or updated, the screen refreshes and scrolls to the position of the resource assignment (the row appears at the top of the visible area). The horizontal position is retained.

- The screen is reset to the topmost and leftmost position in the following cases: Reject, Forward, Import Positions, and Sort records, or change periods/allocation types.

- Both the horizontal and vertical scroll positions are retained in the following cases: Delete Position; Send Resource Requests, and Add Notes.

Certifications

The following certifications are included in Service Pack 5:

- Support for HP Service Manager version 7.11 in the HP Managing Application Change integration suite

- Support for version-controlled projects in the HP Center Management for Quality Center integration suite when working with HP Quality Center version 10.0 Patch 6 and higher

- Support for HP Universal CMDB (UCMDB) versions 8.0, 8.01, and 8.02

- Support for Java 6.0

   Note: Support for the Java 5.0 software provided by Sun will end as of October 30, 2009 (see **http://java.sun.com/products/archive/eol.policy.html** for details).

   Consequently, as of Service Pack 5, Java 5.0 is no longer supported and use of Java 6.0 is required for use on all PPM Server platforms (as well as PPM Center clients accessing the PPM Workbench).

- Support for Oracle 11g (11.1.0.6, and 11.1.0.7)

- Support for Microsoft Windows Server 2008

- Support for Microsoft Internet Explorer 8.0

For more information, see the *System Requirements and Compatibility Matrix*.

Fixes

The following fixes (identified by a tracking number) are included in Service Pack 5:

2606744650: Configuration Management Tools

PROBLEM:	After any configuration change is made by running `kConfig.sh`, the backslash in the KINTANA_LDAP_ID parameter in `server.conf` changes to a forward slash. (205988)

4600631591: Costing

PROBLEM:	The Cost Rate Rule Update service causes Out of Memory errors on a services node. (207623)

2605461259: Costing

PROBLEM:	The Earned Value (EV) values of some projects' tasks cannot be updated and Cost Rollup Service errors are found in the server log. (205847)

1604215136: Costing

PROBLEM:	The current budget does not appear in the budget auto-complete list because the [BGT.BUDGET_ID] token is not resolved to the current budget. (183185)

2607607037: Costing

PROBLEM: When budget and benefit tables are imported into PPM Center by using the XML import feature, the imported values are rounded. (206710)

2608313252: Costing

PROBLEM: Decimal values of budgets are truncated in the PPM Center database when loaded through Web services. (207147)

2606823964: Costing

PROBLEM: A budget inherits the `Roll up actual costs from the work plan into the project budget` setting from a project when created from the Project Summary page, but does not inherit the setting when created from the Project Details page. (205770)

3603537947: Costing

PROBLEM: The following HP Financial Management errors occur on budget pages:

- In both Microsoft Internet Explorer and Mozilla Firefox, if a budget uses a custom budget category with a long name and the budget is capitalized, the arrow to the left of the budget line is invisible when the budget is opened in the View mode; This arrow is visible in the Modify mode, however, after clicking the arrow and then closing the pop-up window, the arrow disappears.

- In Microsoft Internet Explorer, when entering monthly spend values for budget lines in the Modify mode, users can only tab through "visible" months.

(203360)

N/A: Dashboard

PROBLEM: Clicking the Previous and Next buttons in custom portlets on the Project Overview page might return an error: "`Page cannot be displayed.`" (205950)

2607656755: Dashboard Foundation

PROBLEM: Exporting dashboard pages to PDF in either Landscape or Portrait generates incorrectly formatted output when portlets with a lot of columns (around 20) are present. (207380)

1602827654: Dashboard Foundation

PROBLEM: If the client's locale is set to use dot as thousands separator, totals in bar charts or pie charts are displayed in a wrong number format. (205290)

4600012010: Dashboard Foundation

PROBLEM: Column headers longer than 20 characters for builder portlets got truncated because the column header size for builder portlets was hardcoded with a limit of 20 characters.

Now, the new server parameter `dashboard.List-Column-Header-Size` enables users to configure the column header size. (207391)

4602723762: Dashboard Foundation

PROBLEM: Clicking the Prev, Next or Sort button on custom portlets in the Project Overview page returns an error. (207945)

3601711737: Dashboard Foundation

PROBLEM: After drilling down on a bar chart or pie chart portlet on the dashboard, attempts to export it to PDF returned a PDF generation failure error. (205814)

3605692869: Dashboard Foundation

PROBLEM: Clicking the **Export to Excel** link in a maximized portlet in Microsoft Internet Explorer might not display the `File Download` (Open/Save) dialog, depending on the browser's settings. (206276)

N/A: Dashboard Foundation

PROBLEM: When a module has two or more filters out of which one filter token is used to fetch the value of another filter, the following error appears when importing the module:

"`Dashboard object import failed: One of the tokens in the validation was unparseable. This can be caused by an invalid token name or missing data from the field the token represents. (KNTA-10073) select l.lookup_code, l.meaning (KNTA-11145)`". (206959)

1604464953: Demand Management

PROBLEM: For a request with a table component field that contains a date column, the date format shown on the printable version is not consistent with what is shown on the request detail page. (205840)

1604464759: Demand Management

PROBLEM: On the printable version of request types, hidden fields are displayed as <hidden field>, which should not be displayed since they were configured as hidden and do not show in the request detail page. (206047)

1604464953: Demand Management

PROBLEM: For a request with a table component field, the printable version of the request shows a layout different from the request detail page. (206231)

3603480063: Demand Management

PROBLEM: The Allow External Update of Actual Effort field, which is no longer used, still appears on a freshly installed instance of PPM Center version 7.5. (202913)

1603225428: Demand Management

PROBLEM: On a PPM Center instance that has a language pack installed, it is impossible to add new validation filters to or edit existing filter fields on SQL auto-complete validations because a stack trace error appears. (205052)

2608139592: Demand Management

PROBLEM: When Microsoft Internet Explorer is used, the UI rule setFieldVisible (false) used in conjunction with required fields might cause an error during save. (206885)

1604032876, 3605568178, 3603125131: Demand Management

PROBLEM: When a table component is add to a request type, the width of the last column in the table component is extended. (204521, 206246, 202358)

3605155650: Demand Management

PROBLEM: If Microsoft Internet Explorer is used, the Done and Cancel buttons on the Reconfirm/Required screen in the Project Details tab of the Project Overview page of a project request type fully or partially disappear once data has been entered in a table component field of the project request type. (206405)

3606347679: Demand Management

PROBLEM: When a request is opened from a Request List portlet with multiple requests, the left and right arrows on the page for easy navigation of the requests are missing. (207215)

4601731995: Demand Management

PROBLEM: Copying a request using the ksc_copy_request special command within a workflow step might fail if the request has a table component with a long token name. A fully expanded token name might cause the PL/SQL procedure to unexpectedly quit. (207876)

3604132858: Demand Management

PROBLEM: When trying to edit a request type, the following error might occur: "`Field (-4837) does not map to a Section (null)`". (205824)

3606127825: Demand Management

PROBLEM: The Mass Update feature does not work when trying to update a field on which multiple dependencies are set in a rule. This problem happens when one of the dependent fields is not shown on the screen. (207070)

3604690463: Demand Management

PROBLEM: In the Resources section of the Request Detail page, Actual Effort and Scheduled Effort values less than 1 are rounded to zero. (204342)

1604400536: Demand Management

PROBLEM: A field of a request with a certain status is still editable using quick edits when the request field is configured in the Status Dependencies tab in the Request Type window to be not editable in this status. (206428)

1604261768: Demand Management

PROBLEM: To enable setting the HTTPOnly flag for selected cookies used by the PPM Server, a new `server.conf` parameter USE_HTTPONLY is added in Service Pack 5. This parameter should be set to `true` in `server.conf`. By default, this feature is turned off. (207205)

N/A: Demand Management

PROBLEM: When the user press ENTER on the keyboard while the focus is set on the Query Builder button or on any button of an auto-complete field, PPM Center searches requests and opens a new window for query creation at the same time. (206321)

1604776091: Demand Management

PROBLEM: When the user's regional setting uses a comma (,) as decimal separator, allocating time to resources on requests with resource tracking enabled returns a `NumberFormatException` error. (206134)

3605068480: Demand Management

PROBLEM: For a project request type, if a rule exists that either updates or has dependency on a field that is secured by field security, any user who does not belong to the security group receives the following error when clicking any of the workflow action buttons: "`com.kintana.core.field.bean.SectionField`". (205097)

1604532365: Demand Management

PROBLEM: The REQ.REQUEST_ID token does not resolve for an advanced "Apply on page load" rule when the `Request_ID` field is set to be invisible in the request header type. (205885)

1603871382: Demand Management

PROBLEM: UI rules do not resolve SYS (system) or AS (application server) tokens. (204652)

3601441562: Demand Management

PROBLEM: If the browser locale is set to `English (Australia)[en-au]`, validation errors could occur for medium and short date formats when creating a request. For medium date validation, the day and month are swapped when day is less than 13 (for example, April 2, 2008 becomes Feb 4, 2008). For short date validation, the d/mm/yy format becomes the m/d/yy format. (201564)

3603219874: Demand Management

PROBLEM: When concurrent update operations are performed on a single Table Component field in a request, rows entered on an earlier operation no longer appear. (204008)

1601759647: Demand Management

PROBLEM: Links to the requests might be broken when a request list is exported to Microsoft Excel. (202110)

1604196894: Demand Management

PROBLEM: When request search results are exported to Microsoft Excel, if a value in a column starts with a hyphen (-), the formats of some numeric or date fields (for example, Req #, Creation Date, and Last Updated) were not correct in the exported table. (204993)

4601770215: Deployment Management

PROBLEM: The hmac_sha1 authentication algorithm was not available for SSH sessions. Only hmac_md5 was supported. (207924)

1604261599: Integrations

PROBLEM: A security enhancement has been made. (207201)

1604261427: Integrations

PROBLEM: A security enhancement has been made. (207203)

3604612195, 3604826247: Integrations

PROBLEM: Retrieving actuals from PPM Center to Microsoft Project using shared control might return the following error:

"`Internal Error: Internal Error Encountered`

`Source = MERCINT_MSPImportHybrid.ImportTaskDataHybrid`

`Message = Type mismatch (13)`".

(205730, 205796)

3602963129: Integrations

PROBLEM: Opening the PPM Workbench from desktop on a PPM Center instance with a language pack installed returns the following Java console error: "JAR resources in JNLP file are not signed by same certificate." (203064)

3605600741: Integrations

PROBLEM: If a project is in Microsoft Project control mode, when removing a resource from the project's work plan in Microsoft Project and then sending the work plan to PPM Center, the following error appears:

"`Task Error: Can not remove resource from task`

`One or more resources that have been removed from task task2 have actuals for the task in PPM. Please restore the removed resource(s) in your Microsoft Project work plan and synchronize again.`"

(206389)

3602006253: Integrations

PROBLEM: When PPM Center is integrated with Documentum, document keyword searches support only single-word keywords, that is, words after the first space are ignored. For example, a search for "fuzzy duck" is treated as a search for "fuzzy" only. (203420)

3604267979: Integrations

PROBLEM: On a PPM Center instance integrated with Documentum, trying to update an attachment in PPM Center might return the following error: "`Cannot insert NULL into ("PMO"."KNTA_DOCUMENTS"."CHECKED_IN_DATE")`". (205545)

3601613445: Integrations

PROBLEM: If a user does not have permissions to write to log files, the following error message might appear when the user tries to retrieve actuals from PPM Center to Microsoft Project: "`An unexpected error occurred with the method.` (1004)". (206367)

3604748376: Integrations

PROBLEM: Synchronizing a project work plan from Microsoft Project to PPM Center causes the project's summary task level actuals in PPM Center to be lost. (205870)

1603783267: Integrations

PROBLEM: When synchronizing a project from Microsoft Project to PPM Center, if a resource in Microsoft Project has multiple matches in PPM Center, resource mapping automatically selects the first match it finds in PPM Center, without invoking the manual mapping process. (205858)

3601613445: Integrations

PROBLEM: The words "Gantt View" are hardcoded in the PPM Plug-in for Microsoft Project. For this reason, an error occurs when synchronizing project work plan changes from PPM Center to a non-English version of Microsoft Project. (204141)

1603308434: Integrations

PROBLEM: When importing requests using the XML loader, some requests failed with the following error: "`An HP internal error has occurred. Please contact HP Project and Portfolio Management support if the problem persists.(KNTA-10023)`" (205249)

2606248209: Platform

PROBLEM: When PPM Center works behind load balancers or reverse proxies, the following error message might appear: "`Internet Explorer cannot display the webpage.`" (205236)

2607204614: Platform

PROBLEM: When running a meta layer synchronization assessment report, the report fails with the following error messages: "`Encounter error when starting process: ORA-12899: value too large for column "ITG_DB"."KRML_PARAMETER_SET_FLDS_COPY"."DESCRIPTION" (actual: 306, maximum: 240)`". (206026)

1604251607: Platform

PROBLEM: The default class loader used by PPM Center was not thread safe. (205553)

2607693296: Platform

PROBLEM: PPM Center did not support first and last names longer than 30 characters. (207053)

1603408588: Platform

PROBLEM: Users are unable to configure secure RMI on an IBM AIX platform. (205247)

1604462400: Platform

PROBLEM: If a request has a multi-value field that is automatically completed by the triggering of a rule, when the request is created through HP Demand Management Web services to trigger the rule and multiple values are populated to the field, the field's validation fails no matter the values are valid or not. As a result, no value is populated to the field, and no error appears. (205932)

3600999261: Platform

PROBLEM: Single sign-on fails with a certain combination of custom SiteMinder headers. (200247)

2603999681: Platform

PROBLEM: Token resolution fails intermittently under load. (205817)

3605577872: Platform

PROBLEM: Mixing of secure and insecure LDAP servers in the `LDAP_URL_FULL` parameter was not allowed. (206431)

1604462400: Platform

PROBLEM: When creating a request through HP Demand Management Web services, the `REQ.STATUS_NAME` token cannot be recognized. (205931)

1604142469: Platform

PROBLEM: Secure RMI password is stored in plain text in `server.conf`. (204760)

1603797896: Platform

PROBLEM: Out of Memory errors caused problems on a PPM Server services node. (206273)

1604308079: Platform

PROBLEM: Log files created by workflow steps do not recognize UNIX umask. They are always created with umask 022. (205465)

1603236116: Platform

PROBLEM: The following currencies were not available in PPM Center: Zambian Kwacha (ZMK), Uganda Shilling (UGX), Seychelles Rupee (SCR), Mauritius Rupee (MUR), and Ghana Cedi (GHS). (203852)

2607426550: Program Management

PROBLEM: The View Program page does not show all the required fields if Financial Management is enabled for the program. (207193)

3606076152: Program Management

PROBLEM: Database connection problems could happen when running the Request Detail report on requests associated with programs. (206887)

N/A: Program Management

PROBLEM: Opening a program could take a long time when it contains projects with financial management enabled. (206418)

3603497999: Project Management

PROBLEM: It takes a long time to save after a single resource is added from a staffing profile to a project task. This problem occurs when the project task has a lot of contributors. (205575)

3605051176: Project Management

PROBLEM: The Analyze Assignment Load portlet does not show time sheet actuals at the project level. (206459)

N/A: Project Management

PROBLEM: Resources are able to re-open closed work plans by deleting lines from their time sheets. This is because removal of partial or zero effort time sheet lines could cause actuals (notably Percent Complete) to be recalculated. (206552)

3604834519: Project Management

PROBLEM: The Project Cost Details report used a badly formed SQL, which caused performance issues. (204676)

2606558737: Project Management

PROBLEM: An `IndexOutOfBoundsException` error sometimes occurs when creating a project. (205669)

1603862072: Project Management

PROBLEM: On a PPM Center instance with the German language pack installed, it is impossible to create a project with a start period of March because an error message appears. (204343)

2602828230, 3603676068: Project Management

PROBLEM: The project count displayed in a tooltip in the Project Health Pie Chart portlet is different from the count displayed in the drill-down list. (206226, 205248)

2607254908: Project Management

PROBLEM: The Analyze Assignment Load portlet display closed proposals that have no effort data in the specified display time period. (206275)

3606214505: Project Management

PROBLEM: The word `Major` does not appear in the Milestone Summary section of the Project Overview Page when the Milestone Display setting is set to display only major milestones. (207277)

2606398715: Project Management

PROBLEM: Projects with work plan baselines are duplicated in the auto-complete project list for the Specific Summary Tasks field on the Edit Preferences page of the Project Gantt portlet. (205301)

2605300749: Project Management

PROBLEM: After a work plan is exported to PDF, the dates in the exported PDF are displayed in the US date format regardless of the browser's locale setting, for example, English (United Kingdom). (204123)

3602610535: Project Management

PROBLEM: Clicking Project Settings on the Project Overview page returned the following Java script error message: "`Can't move focus to the control because it is invisible, not enabled, or of a type that does not accept the focus.`"

In addition, clicking Add Portlets in the Layout section of the Project Overview Layout page returned a Java script error: "`editor' is null or not an object`".

(206225)

3602930578: Project Management

PROBLEM: When a work plan template is imported into another, its references are lost. (205798)

2607590696: Project Management

PROBLEM: In shared control mode, if two users send the same work plan from Microsoft Project to PPM Center, the following error might appear to the second user: "`Task has been removed from your project, but is either a required task or has Actuals data in the HP PPM work plan.`" (207064)

4601826060: Project Management

PROBLEM: Maximizing a custom portlet in the Project Overview page caused a "page within page" problem. (207951)

4000362651: Project Management

PROBLEM: When trying to edit the preferences of a customized portlet, an error occurred and all changes to the preferences could not be saved. This problem does not affect out-of-the-box portlets. (207884)

1603509568: Project Management

PROBLEM: When the browser's locale is not set to `English(United States)[en-us]`, opening a saved advanced search for projects and then clicking **Modify Search** could return the following stack trace error: "`Error parsing date/time string. (KNTA-10104).`" (204472)

1603797896: Project Management

PROBLEM: Project security is checked for each project task. This means a project security check might be running a number of times for one project, which is not efficient. (206274)

2608417225: Project Management

PROBLEM: When a project name contains certain special characters (for example, "&"), the project name is truncated (or even becomes blank) in the associated request page when logging an issue, a risk or a scope change for the project. (207170)

1603375227: Project Management

PROBLEM: When synchronizing non-synchronized data between HP Project Management and HP Time Management modules, the `kPMTMSync.sh` script erases actual unassigned efforts. (205255)

2604943512: Project Management

PROBLEM: If the Microsoft Internet Explorer browser's locale is set to `Chinese (Hong Kong S.A.R.)(zh-hk)`, when working on a project work plan whose `Scheduled Fields Entry` option is set to **Entering Scheduled Start and Scheduled Finish**, adding a task and changing the task's scheduled finish date does not update the task's scheduled duration, which always remains to be the default value (1 day). In addition, clicking **Done** in this case returns a warning message: "`java.lang.IllegalArgumentException: The scheduled start date, scheduled finish date do not match the scheduled duration given.`" (204393)

1603335470: Project Management

PROBLEM: The printable Project Overview page does not show budget/cost data associated with projects. (203894)

1602813757: Project Management

PROBLEM: When editing a work plan task for a project that is in shared control mode, the **Edit** > **Set Role** function fails with the following error: "`You do not have the privilege to take this action. Please consult your PPM Administrator.`" (204076)

2606398715: Project Management

PROBLEM: In the Project Gantt portlet, summary tasks of a project are not displayed even though the portlet preferences specifie that summary tasks should be included in the project Gantt chart. (205400)

1604287941: Project Management

PROBLEM: Incorrect email notifications about project tasks and milestones appeared because project baselines were not ignored for notifications. (205748)

2606601401, 3605383711: Project Management

PROBLEM: In the Project Time Lines, Project Gantt, Project List, and Summary Task List portlets, a user can view all the projects (and their tasks) in a PPM Center instance regardless of their project security settings. These portlets should display only those projects whose Project Security settings allow the user to view them, as the Search Projects page does. (205771)

3602933012: Project Management

PROBLEM: The Exception Rule Service throws an `ArrayIndexOutOfBoundsException` error after startup of the PPM Server. (206223)

1602491522: Project Management

PROBLEM: Long project names are not wrapped on the Create page or Edit page for work plans. (202798)

1601876284: Project Management

PROBLEM: In the Project List portlet, a project's `Planned Start` field was shown as the first date of the project's `Planned Start Period`, and its `Planned Finish` field was shown as the last date of the project's `Planned Finish Period` (both periods are defined on the **Project Details** tab in the Project Overview page). This could lead to confusion with the project's actual `Planned Start` and `Planned Finish` dates. (204158)

3606400389: Resource Management

PROBLEM: When Microsoft Internet Explorer is used, the horizontal scroll bar at the bottom of the Staffing Profile page might be missing. (207093)

1603191047: Resource Management

PROBLEM: Performance issues might occur when clicking the Done button on the Resource Capacity with Assignments page. (204207)

1605325405: Resource Management

PROBLEM: Staffing profile tokens cannot be resolved. (206921)

3603816223: Resource Management

PROBLEM: A `NullPointerException` error might occur when synchronizing staffing profiles with budgets if customization has been done for periods. (204615)

2606494402: Resource Management

PROBLEM: Comments for a staffing profile position are not copied when the position is copied from a project to a proposal. (207128)

3604853469: Resource Management

PROBLEM: If the Resource Management notification service is enabled, a `NullPointerException` error occurs when sending resource requests from a staffing profile: "`A database exception has occurred. This is an internal error. Please consult your PPM Administrator.`" (204934)

3605593988: Resource Management

PROBLEM: If a user already exists in PPM Center, after the user is re-imported from an LDAP server by running the Open Interface User Import report, the user's Region setting in PPM Center is overridden with `Inherit Region` regardless of its original setting. (205881)

2607627607: Resource Management

PROBLEM: If the Analyze Assignment Load portlet is set to display Scheduled Effort values, table rows are misaligned on the Resource Load Breakdown – Assignment Details page when no Scheduled Effort data is logged against a request assigned to the resource. (206775)

3603373249: Resource Management

PROBLEM: A resource pool manager without the View All Resource Pools access grant is not able to view the child resource pools. (202792)

2607778072: Resource Management

PROBLEM: When mass updating resources whose Time Approver or Billing Approver's name contains an apostrophe, an error appears. (206707)

1604326036: Resource Management

PROBLEM: Decimal COST_RATE values are truncated when resources are imported from the KNTA_USERS_INT resource interface table into PPM Center. (205319)

3605463936: Resource Management

PROBLEM: Manually changing a resource calendar to mark a holiday does not update the KDRV_WORKING_DAYS table. This affects the scheduled durations of demand requests with the Work Item field group. (205953)

2606179270: Resource Management

PROBLEM: When exporting Analyze Resource Pool portlet data to Microsoft Excel, a stack trace error appears under some circumstances. (205820)

N/A: Resource Management

PROBLEM: Saving a staffing profile assignment could take a long time. (206445)

1603751504: Resource Management

PROBLEM: When changing the time approvers of multiple resources by mass-updating the resources, the following occurs:

- `billingApproverSecurityGroup` or `timeSheetApproverSecurityGroup` is not cleaned up when setting `billingApprover` or `timeSheetApprover`;
- `billingApprover` or `timeSheetApprover` is not cleaned up when setting `billingApproverSecurityGroup` or `timeSheetApproverSecurityGroup`. (204757)

3603755432: Resource Management

PROBLEM: Negative zero hours could appear in the Resource Requests portlet. (204086)

3600684820: Resource Management

PROBLEM: An error message appeared when attempting to softbook or commit a resource; this happened for users without the Edit All Staffing Profiles access grant or certain other access grants for a specific staffing profile. (199687)

3604752067: Resource Management

PROBLEM: No results are found in the Analyze Assignment Load portlet. (204475)

1601445887, 3602753023, 3604871216: Resource Management

PROBLEM: Resource pool managers with sufficient permissions are not allowed to edit resource pool participation unless they have the Edit All Resource Pools access grant. (205626)

3605375245, 1603654058: Time Management

PROBLEM: The "`Percent Complete cannot be 0 when Actual Effort>0`" message appears when Actual Effort or Scheduled Effort values are between zero and one percent (1%). This problem occurs only when the `% Complete` field does not accept decimal places. (205726, 205859)

2606464479: Time Management

PROBLEM: The Work Allocation Charge Codes feature might cause database connection problems. (205948)

3601320368: Time Management

PROBLEM: A Staffing Profile Period Sum Update service error appeared in the server log file when a work item ID was missing in a time sheet line.

Now, PPM Center tries to get the missing work item ID from the task instead of generating an error. (206222)

3605747112: Time Management

PROBLEM: For projects that are set up to have time logged at the project level, filtering time approvals by project does not work. (206272)

3605051296: Time Management

PROBLEM: When trying to log time in a time sheet that is tracked by percentage, one of the following error messages might appear:

- "User has exceeded the maximum percent for this Time Sheet."
- "User has not met the minimum percent for this time sheet."

(205851)

2604213525: Time Management

PROBLEM: The Work Item Set Actuals vs. Allocations portlet does not include effort data of previous periods. (205852)

3604835195: Time Management

PROBLEM: Submitting a time sheet with one or more lines on which no effort has been logged results in `com.mercury.itg.exceptions.SaveTMException: NO_EFFORT_TO_SUBMIT` messages in the server log file. (206224)

1603975063: Time Management

PROBLEM: Wrong date format might be displayed in the My Time Sheets portlet. For example, this problem occurs when the PPM Server installation language is English (United States) and the browser's locale setting is English (Australia). (206369)

2604573416: Time Management

PROBLEM: Out of Memory errors sometimes occurred on the application database.

In Service Pack 5, task search from time sheet is optimized for the required project filter. (203981)

2607229263: Time Management

PROBLEM: Tooltips in the My Time Sheets portlet display time periods in a wrong format. (207123)

4601173922: Time Management

PROBLEM: The work item search query from time sheet causes a large amount of CPU usage on the PPM Database Server. (207506)

2606100258: Time Management

PROBLEM: When running the Time Sheet Summary report with `Charge Code` as a filter, the following error appeared: "`HTTP response: 500 - javax.servlet.jsp.JspException: ORA-00904: "KLU"."MEANING": invalid identifier`". (205306)

3603734985, 1603364125: Time Management

PROBLEM: Time sheet freeze and close events are not logged in audit trails. (203165, 204104)

Known Problems, Limitations, and Workarounds in Service Pack 5

3601273603 : Dashboard

KNOWN PROBLEM:	When drilling down from a customized portlet to two or more portlets, the **Export to Excel** links disappear on the drill-down portlets. (200685)

3601273603 : Dashboard

3604821677: Dashboard

KNOWN PROBLEM:	When accessing the dashboard the first time after a cluster is restarted, error messages appear on the screen and issues occur with image display. (205415)

1-597765703: Dashboard Foundation

KNOWN PROBLEM:	Date format issues might occur in a custom portlet. (192377)

4601280742: Financial Management

KNOWN PROBLEM:	Budget actuals and planned values are shown in decimals when BUDGET_IN_THOUSAND_SHOW_DECIMAL is set to false (for example, 5 thousands is shown as 5.000 thousands). (207794)

N/A: Time Management

KNOWN PROBLEM:	When a project manager rejects a time sheet line with effort logged against a task, only the actual effort is removed from the task in Project Management, and the percent complete value still remains on the task. (207953)
WORKAROUND	This problem can be solved in one of the following ways: • The resource resubmits the time sheet line, or the project manager reapproves the time sheet line, and the correct actuals and percent complete value are set to the task. • If the time sheet line should not be submitted or approved, remove it. • The project manager manually changes the percent complete value on the task.

N/A: Time Management Web Services

KNOWN PROBLEM:	When using Web services to approve, reject and reapprove a time sheet line, the actuals are not rolled up accurately to the task. (207950)
WORKAROUND	No workaround available.
KNOWN PROBLEM:	The Time Management Web services calculate the percent complete incorrectly after a time sheet or time sheet line is rejected and then reworked / resubmitted. (207763)
WORKAROUND	The project manager can manually change the percent complete to the correct value on the task.

Note: PPM Center customers are advised to test HP Time Management Web services integrations and operations to determine which Web services operations can be implemented.

3605290765: PLFM - Cluster Configuration

KNOWN PROBLEM:	Importing LDAP entries according to a given page size does not work. (207647)

4600380549: PLFM - Notifications Infrastructure

KNOWN PROBLEM:	The limit for the number of characters that can be included in a Notification Template in HTML is incorrect. (207229)

3603925569: Project Management

KNOWN PROBLEM:	Project budgets display actuals in periods for which no time sheets have been submitted. This happens for time sheets that log time against a project. (204135)

Enhancements, Integrations, Certifications, and Fixes in Service Pack 4

This section includes information about the enhancements, integrations, certifications, and fixes in Service Pack 4.

Enhancements

The following enhancements are included in Service Pack 4:

- Mobility Access Service
- Multipart Message Support for Workflow Step Notifications
- Providing Web Service Access to Rolled-up Budget Information

Mobility Access Service

The Mobility Access Service enables users to act on workflow decision steps from within their own email inbox, without needing to log on to PPM Center. This new feature also adds support for handheld devices so that mobile users can act directly from their mobile devices.

This feature leverages the existing workflow engine to send action request notifications to users. An action request notification allows the user to select one of the available actions. The user's response with the selected action is sent to an email account configured to be accessed by PPM Center. The user can also add notes along with the selected action, if desired. A background service (the Mobility Access Service) runs on the PPM Server, which connects to the email account periodically and reads user response emails. The PPM Server authenticates that the email it is receiving as a response is from the same email address that the notification was sent to, and validates that it is an email address configured for a valid PPM Center user. The user's response email is parsed and the selected action is applied to the workflow step (if the user is authorized to act on the step). Optionally, a system feedback email can be sent to notify the user of the success or failure of the selected action.

NOTES:

- HP recommends the use of the Mobility Access Service ONLY for a small subset of important Workflow Decision steps (for example, steps that require Executive Approval by email only). For typical day-to-day Workflow actions, HP recommends using the standard interface.

  Overall performance of the Mobility Access Service is dependent on the performance of the email server and the network bandwidth between the email server and the PPM Server. HP recommends placing the PPM Server and email server in the same local area network (LAN) for best performance. The Mobility Access Service is capable of processing about 1,000 emails per hour in a medium scale deployment that is set up according to HP recommendations based on test conditions. HP recommends initial deployment in a staging environment so that you can first assess system setup and configuration before deployment in a production environment.

- Mobility Access Service notifications are available only for workflow decision steps with lookup validations of both the HP Demand Management and HP Deployment Management modules. Project request workflows are also supported.

- Delegations are not supported. If user A delegates an approval to user B and forwards a notification that user A received from the system to user B, the delegated user (user B) will not be able to act on the workflow step on behalf of user A.

- In PPM Center version 7.5, the Mobility Access Service is supported for the English language only.

The following topics are included in this section:

- Overview
- Deploying the Mobility Access Service
- Mobility Access Service Configuration
- About Action Request Notifications

Overview

The Mobility Access Service process involves the following steps:

1 A workflow decision step (configured to send notifications for email processing) becomes eligible for a particular request (or package) in the workflow process.

2 A notification email (action request notification) is sent to the user with a list of available actions allowed for that step.

3 The user selects an action that the user wants to take for that workflow step by specifying it in the reply email.

4 The reply email is sent to a pre-configured email account on a mail server (IMAP or POP3).

5 The Mobility Access Service running on the PPM Server monitors this pre-configured email account.

6 The Mobility Access Service picks up the user's reply and processes it to apply the selected action for the workflow step.

7 Optionally, the service can also send a feedback email to the user notifying the user of the success or failure of the selected action. In case of failure, the reason for the failure is also mentioned.

Deploying the Mobility Access Service

PPM Center version 7.5 Service Pack 4 is the minimum software required for the Mobility Access Service to work. You must first purchase a license for the Mobility Access Service before you can use it. You should deploy the service after Service Pack 4 has been successfully installed on the PPM Server.

To deploy this new feature on the PPM Server, follow these steps:

1 Download the PPM Center version 7.5 SP4 bundle from the HP Software Support Web site.

2 Make sure that you have a Mobility Access Service license key in the `license.conf` file.

3 Download the `mitg-750-mobility-access.jar` bundle from the HP Software Update Manager Web site (you will not see this bundle unless you have a license for the Mobility Access Service).

4 Deploy the PPM Center version 7.5 SP4 bundle successfully, but do not start the PPM Server. For details, see the *Installation Notes* section.

5 Install the Mobility Access Service by running the following command from the *<PPM_Home>*/bin directory: **./kDeploy.sh –mobility-access**.

6 Modify the `mobility_access.xml` file in the *<PPM_Home>*/conf directory to enter the correct configurations. For details, see Configuring an Email Server.

7 Add the two `server.conf` parameters that control the Mobility Access Service to the `server.conf` file. For details, see Configuring the Mobility Access Service.

8 Start the PPM Server.

Mobility Access Service Configuration

To use the Mobility Access Service, the following configurations are required:

- Configuring the Mobility Access Service
- Configuring an Email Server
- Configuring User-Defined Markers
- Configuring a Notification for a Workflow Decision Step
- Configuring Mobility Access Service Logging

Configuring the Mobility Access Service

Add the `server.conf` parameters as listed in the following table to the `server.conf` file. For more information on configuring the `server.conf` file, see the *System Administration Guide and Reference*.

Parameter	Default Value	Description
ENABLE_MOBILITY_ACCESS_SERVICE	false	Must be set to `true` to enable the Mobility Access Service.
MOBILITY_ACCESS_SERVICE_INTERVAL	3	Interval in minutes for processing emails by the Mobility Access Service.

Configuring an Email Server

Once the Mobility Access Service has been installed using the kDeploy script, an XML file named `mobility_access.xml` is placed under the `<PPM_Home_Dir>/conf` directory. It stores the server side configurations for the Mobility Access Service. The following table lists the parameters defined in this file.

NOTE: In the following table, each required parameter is marked with an asterisk (*) after its name.

Parameter	Default Value	Description
hostname*		Hostname or IP address of the email server. Example: imap.mail.hp.com
enabled*	true	Should be set to true or false. Indicates if this email server is enabled for processing emails. Emails are fetched and processed only from servers that are set to true. Similarly the cleanup service is run only for servers that are enabled.
protocol*	imap	Mail protocol of the email server. Only IMAP and POP3 protocols are supported. Valid values are: • `Imap` • `imaps` (for secure IMAP) • `pop3` • `pop3s` (for secure POP3)

email_address*		Email address from which the emails should be fetched and processed.
		Example: ppm750_email_service@hp.com.
		NOTE: None of the PPM Center users should have this email address set up as their email address, otherwise an error will be logged in the `mobility_access_log.txt` file.
email_account*		Mail account from which the emails should be fetched and processed.
		This depends on your server and could be just the account name (with domain name) or the email address.
		Examples:
		- ppm750_email_service - AMERICAS\ppm750_email_service - ppm750_email_service@hp.com
password*		Both plain text passwords and passwords encrypted using `kEncrypt.sh` are supported. Passwords should be enclosed between `<![CDATA[` and `]]>` xml tags to escape special characters.
		NOTE: All the encrypted passwords should be enclosed between the `#!#` tags.
		Examples:
		- Plain Text Password: `<password><![CDATA[`**Welcome**`]]></password>` - Encrypted Password: `<password><![CDATA[`**#!#3E `ekTD<KPLxI@ 2R13^sL1p)i7#!#**`]]></password>`
mail_archive_folder*		This parameter is applicable for email servers using the IMAP protocol.
		Determines the name of the folder where the incoming mails will be stored after processing.
		Example: ARCHIVED_PPM_MAIL
		NOTE: This folder should at the top level (not nested under any other folder). The Mobility Access Service will create this folder if it does not exist.
archive_messages*	Y	This parameter is applicable for email servers using the IMAP protocol. This parameter can be Y or N. When this parameter is set to Y, all the incoming email and the outgoing feedback email are logged into the PPM_EMAIL_PROCESSED_MSGS table. If the email server supports the IMAP protocol and if the mail_archive_folder parameter is set to a valid value, all the incoming emails are moved to the archive folder after processing.

days_to_retain_messages*	180	This parameter is applicable for email servers using the IMAP protocol. Number of days the email messages will be left in the PPM_EMAIL_PROCESSED_MSGS table and mail_archive_folder from the date the mail was received.
action_processor*		This parameter is intended for possible future use. It is set to `com.kintana.wf.emailprocessor.server.WorkflowActionProcessor` by default and should NEVER be changed.
Action Processor Configurations		
notes_logging	ONLY_EMAIL_ MESSAGE	Determines what gets saved in the notes of requests and packages. Its value can be one of the following: • ONLY_EMAIL_MESSSAGE – Only email messages are saved in the notes. • HEADERS_AND_EMAIL_MESSAGE – Email messages and headers are saved in the notes.
send_success_feedback*	N	This parameter controls whether a feedback message will be sent to the user or not if the selected workflow action was completed successfully. See System Feedback Messages for more information.
send_failure_feedback*	Y	This parameter controls whether a feedback message will be sent to the user or not if the selected workflow action failed. See System Feedback Messages for more information.
send_not_applicable_feedback*	N	This parameter controls whether a feedback message will be sent to the user or not if the selected workflow action was not applicable. See System Feedback Messages for more information.

Important Notes:

- The configured email account should NOT be shared with any other process or used for any other purposes.

- The email account should be set up to enforce a maximum size for a received email. The maximum size of each email it can receive should be 1 MB.

- Any email sent to the configured account that is not a notification response email for the Mobility Access Service is considered SPAM and deleted.

Configuring User-Defined Markers

User-defined markers are added to a resource file named `mobility_access.properties`, which is located in the `<PPM_Home>`/conf/custom_resources/mobility_access folder. You can change these markers to customize them, and will be responsible for translating them if you are using a language pack. The reason for having a different resource file is that you can change these strings. The `mobility_access.properties` file has the following contents:

```
#A customer updatable resource file for Mobility Access markers
############################################
###       Non-Translatable Resources     ###
############################################
subjectResponseBeginSuffix=:
subjectResponseEnd=;
notesMarkerPrefix=<
notesMarkerSuffix=>
controlDataResponseBeginSuffix=:
controlDataResponseEnd=~~~
############################################
###       Translatable Resources       ###
############################################
subjectResponseBegin=User Action
userNotesResponseBegin=Notes Begin
userNotesResponseEnd=Notes End
controlDataResponseBegin=PPM Reference
```

Configuring a Notification for a Workflow Decision Step

The Mobility Access Service provides a new checkbox **Enable Decision by Email** on the **Notifications** tab of each workflow decision step. This checkbox is available only if the PPM Center instance has a Mobility Access Service license and the step is a workflow decision step. This checkbox will not appear on other types of workflow steps (for example, Condition, Execution, or Subworkflow), even if your PPM Center instance has a Mobility Access Service license.

This new feature leverages PPM Center templates for creating emails. To set up a notification for a workflow decision step, you must have the Edit Notification Templates access grant.

To set up a notification for a workflow decision step, follow these steps:

1 Log on to PPM Center.

2 From the menu bar, select **Administration** > **Open Workbench**.

   The PPM Workbench opens.

3 From the shortcut bar, select **Configuration** > **Workflows**.

   The Workflow Workbench window opens.

4 To display all of the workflows, in the Workflow Workbench, click **List**.

   The **Results** tab lists all workflow records.

   To restrict your search, specify one or more of the query parameters.

5 Select the workflow you want to configure, and then click **Open**.

   The Workflow *<Workflow Name>* window opens to the **Layout** tab, which displays a graphical representation of the workflow steps.

6 Double-click the workflow decision step you want to configure.

   The Workflow Step window for that step opens to the **Properties** tab.

7 Click the **Notifications** tab.

8 Select a notification, and then click **Edit**.

   The Edit Notification window for that step opens to the **Setup** tab, where the **Enable Decision by Email** checkbox is unchecked by default.

9 Check the **Enable Decision by Email** checkbox.

The **Interval** defaults to **Immediate** and is non-editable. This is because only the **Immediate** notification interval is supported for action request notifications.

NOTE: If the **Enable Decision by Email** checkbox is unchecked, the **Interval** setting becomes editable as in typical PPM Center notifications.
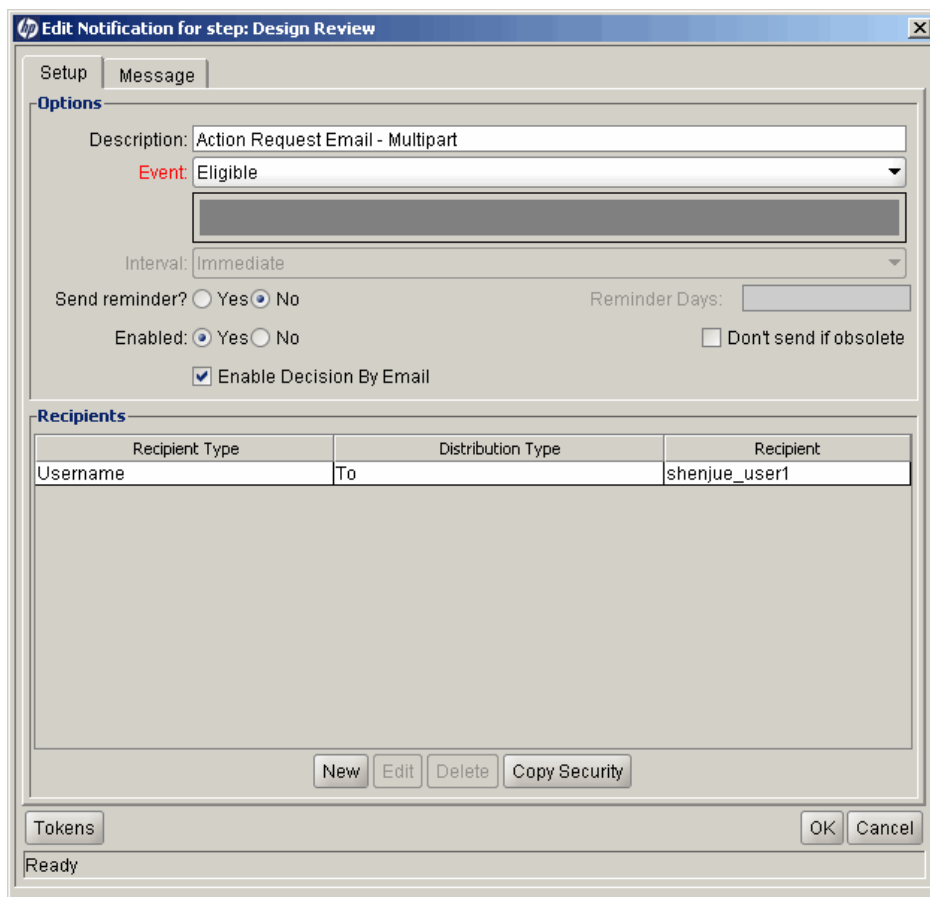
10 Configure the other settings on the **Setup** tab as necessary.

NOTE: Email addresses shared between users are not supported. Users set up to receive acton request notifications should not have their PPM Center email address shared with another PPM Center user.

11 Click the **Message** tab.

Configure the settings on this tab.

NOTES:

— Three Notification Formats are supported: **Plain Text**, **HTML**, and **Multipart**.

— You can specify any email address in the **From** field. If not specified, the field value is picked up from the EMAIL_NOTIFICATION_SENDER `server.conf` parameter.

12 Save your settings by clicking **OK** repeatedly, and then exit the PPM Workbench.

Configuring Mobility Access Service Logging

The Mobility Access Service writes to its own log file `mobility_access_log.txt` under the `<PPM_HOME>/server/<server_name>/log` directory. This log file can assist you in troubleshooting.

Mobility Access Service logging is defined in the `logging.conf` file under the *<PPM_HOME>*/conf directory, which specifies that any error that happens on this feature will be logged in the `mobility_access_log.txt` file.

The log level can be set to DEBUG. To turn on debugging, change the first line in the Mobility Access Service Logging configuration to the following (the rest of the lines do not need to be changed):

```
# Mobility Access logging

log4j.logger.com.kintana.wf.emailprocessor=DEBUG, MOBILITY_ACCESS_LOG
```

About Action Request Notifications

This section describes the following about action request notifications:

- Action Request Notification Behavior

- Package Approvals

- Handheld Device Support Mode

- System Feedback Messages

- Cleanup of Notification Emails

Action Request Notification Behavior

Notification: In PPM Workbench, if the **Enable Decision by Email** checkbox is selected on the Notification panel of a workflow decision step of a request/package, a notification message along with the available actions is added to the beginning of the notification email sent to the specified users. The available actions are derived from the current workflow step. The remaining information in the notification email is from the notification that is configured manually or from a template in the PPM Workbench, and can be modified by a user to add more information if needed.

Response: A user who receives a notification should respond by specifying an action in the reply. The user can also add notes in the reply. The user should NOT send attachments along with the response. **NOTE**: For response emails (either in HTML or plain text), when some international characters (for example, Korean characters) are used in notes, they may appear as garbled text if the encoding is not correctly set by the client. If Microsoft Outlook is used, make sure that the **Auto-Select** encoding option is selected for outgoing messages. This increases the chances of correctly setting the encoding for the email content.

The following describes more about how the user should respond to notifications of the two notification formats: HTML, and plain text.

- HTML Type Notification Emails

  An HTML notification email looks like the following:
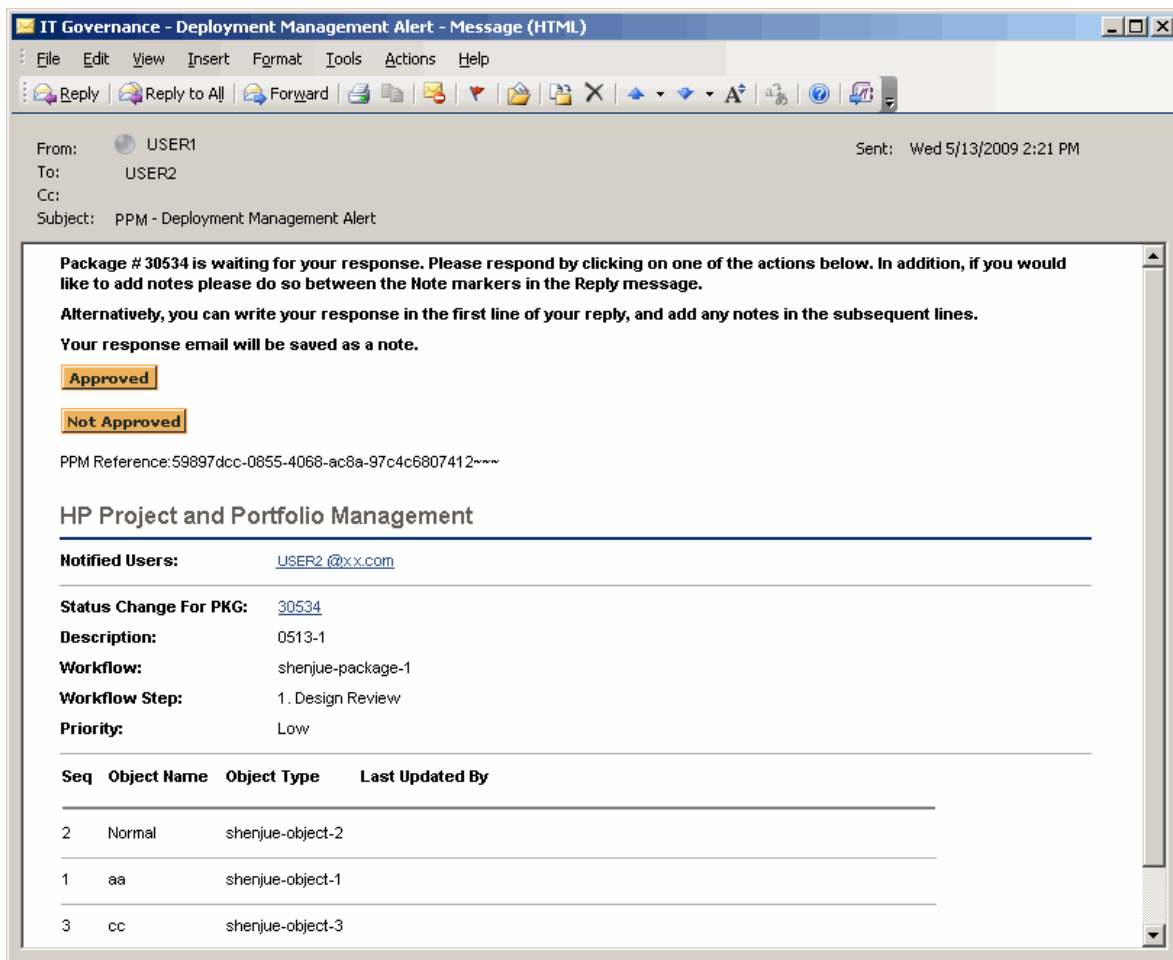
The available actions appear as buttons. The user can respond in one of the following ways:

— Click an action button. A response email is automatically generated. If desired, add notes to the request/package by entering the note contents between the `<Notes Begin>` and `<Notes End>` markers in the automatically generated response email.

   NOTE: In the automatically generated response email, the Subject is set to include the action chosen by the user. The user should NOT modify anything in the automatically generated response email except adding notes between the note markers.

— Reply to the notification email. In the reply, write a desired response in the first line, and, if desired, add notes in the subsequent lines.

   NOTE: For correct system processing, the user should include the original notification message in the reply.

- Plain Text Type Notification Emails

A plain text notification email looks like the following:
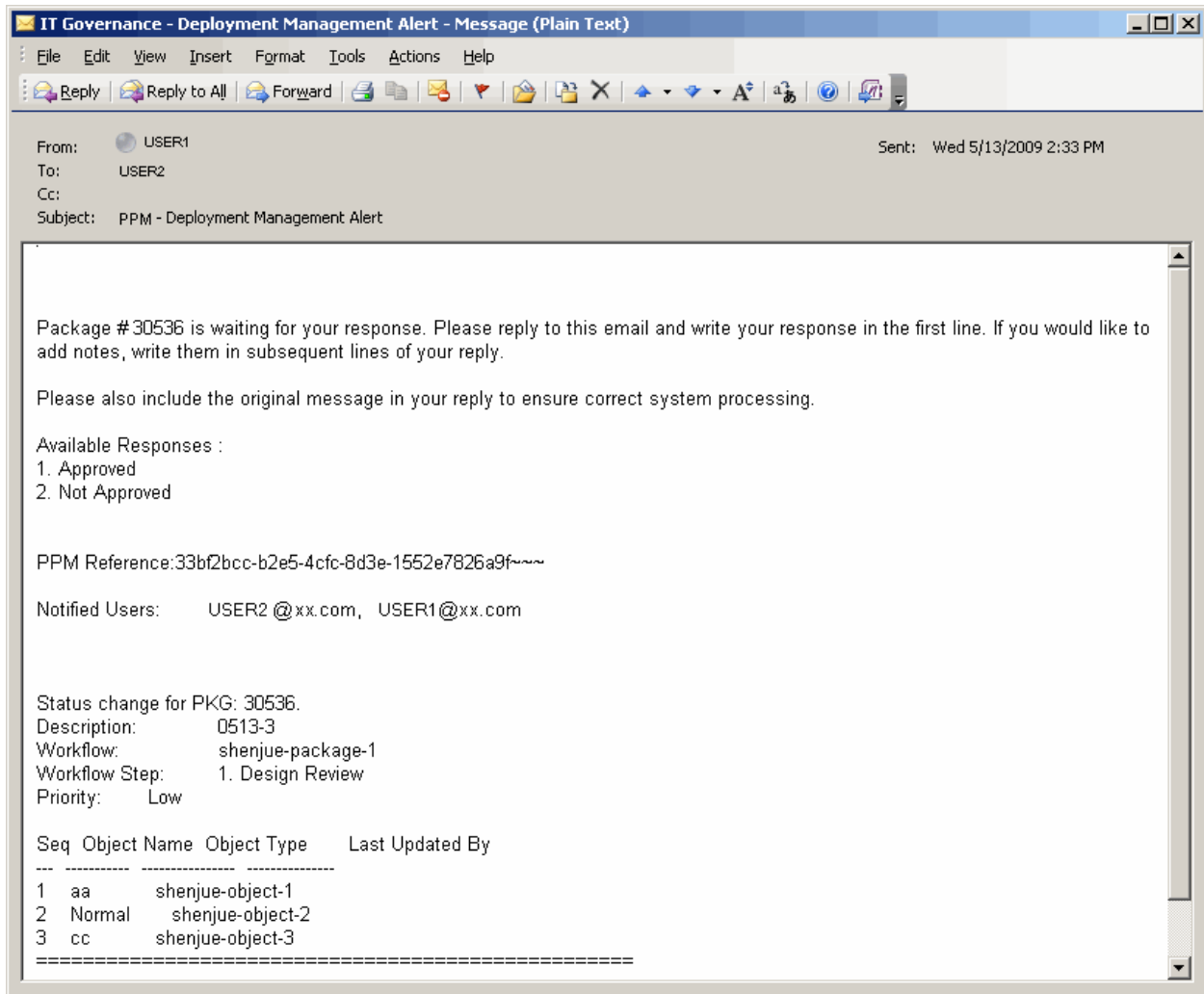
There are no action buttons in the notification email for the user to click. Instead, the email lists the Available Responses for the user. The user should reply to the email and write a desired response in the first line of the reply, and, if desired, add notes in the subsequent lines of the reply.

NOTE: For correct system processing, the user should include the original notification message in the reply.

Authentication: The user's response email is authenticated. The selected action is allowed only if the user is authorized to act on the step. For a package with multiple lines, all eligible lines will be processed with the selected action.

Action: The selected action is performed. In cases where two email responses to the same workflow step are received, the action received first takes precedence. The action required by the second response is not performed. Instead, the second user will get a feedback notification which says that action was already applied to the request/package. If a user is configured to receive action request notification for a particular step, but the user is not present on the workflow step security for the step, the user will still receive the email with available actions. However, when sending a response, the user will get a FAILURE feedback message indicating that the user does not have the security.

Action Status Notification: Optionally, once a user sends a response indicating the desired action to be taken for the workflow step, the system can send a feedback email to the user indicating the action result.

There are three types of action results: SUCCESS, FAILURE, and ACTION NOT APPLICABLE. You can enable or disable system feedback individually for each type of action results (See System Feedback Messages for more information).

Package Approvals

PPM server is capable of grouping all package line emails and sending them to the user in one email with the package lines displayed in a table format. For the Mobility Access Service, when the user acts on such an email, all the package lines eligible at that step from the package will be acted upon. The user will get a single feedback message indicating how many lines were successfully acted on.

NOTE: Eligible package lines are processed one at a time. If the next step is an Execution, and execution of all the lines should be completed in a single batch immediately after the approval, a Sync step should be introduced between the Approval step and Execution step. Without the Sync step, execution will also happen one at a time, but the Execution Priority sequence setup at the Object Type may not be respected by the execution engine.

Handheld Device Support Mode

The Mobility Access Service also allows support for handheld devices.

Since some handheld devices might not let the user edit content of the received mail in the reply, this mode supports entering the response as plain text in the first line of the email. If the user's device supports HTML rendering, the user will see the HTML buttons (or links) and can click on them to open the reply screen with automatically generated text.
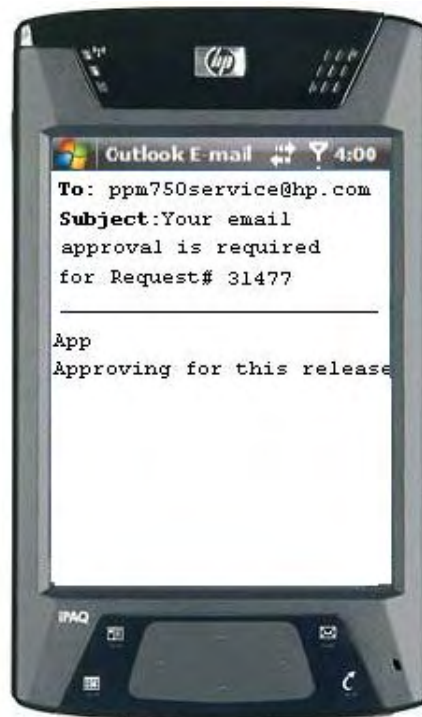
NOTES:

- Available responses are made up of a sequence number and transition name. Either the sequence number or transition name can be used. Partial values and case insensitive values are supported for the transition name. For example, you can enter any of the following to indicate approval:
  — **1** (If number 1 refers to Approve)

- — **App**
- — **Appr**
- — **APPROVE**

- A note can be added in the second line of the email.

- Notifications using HTML or Multipart templates are not correctly displayed on some mobile phones due to a mobile phone software limitation. If this limitation exists, the phones send notifications as email attachments in which the HTML content is correctly displayed. Users can use these attachments to send their responses. For example, users can click action buttons in the attachments to send their responses.

- Some handheld devices have a setting that controls whether the received notification message will be included in the reply or not. For correct system processing, the original message should be included.

System Feedback Messages

Three parameters in the `mobility_access.xml` file control if a feedback email is sent to the user indicating whether the selected action was successfully applied to the workflow step or not:

- send_success_feedback
- send_failure_feedback
- send_not_applicable_feedback

See Configuring an Email Server for more information.

A valid feedback message indicates one of the following:

- Action was successfully taken.
- Action was not taken as the step is no longer eligible and the selected action no longer applicable.
- Selected action could not be applied because *[REASON]*.

    Where *[REASON]* can be any one of the following:

    - — You do not have permission to act on the step.
    - — Some required fields configured via status dependencies do not have values.
    - — Some required fields configured via request rules do not have values.
    - — Step requires re-authentication.
    - — Selected transition requires a note (if no note was entered in the response message).

For status dependencies, the selected action will not be applied to the workflow if there are required fields (either due to status dependencies or request rules) and those fields do not have values.

In case of a FAILURE message, a link for the parent entity (request/package) is provided in the email for quick reference.

Cleanup of Notification Emails

For IMAP server accounts, mails that are processed by the email processor will be moved to the folder specified by the `mail_archive_folder` parameter. They will be deleted after the number of days specified by the `days_to_retain_messages` parameter in the `mobility_access.xml` file. The rows in the PPM_EMAIL_PROCESSED_MSGS table will also be deleted after the same number of days.

For a POP3 server account, the processed emails will be deleted.

Multipart Message Support for Workflow Step Notifications

In Service Pack 4, support for **Multipart** notification messages is added. On the **Message** tab of a workflow step Notification panel in PPM Workbench, three notification formats are available: **HTML**, **Plain Text**, and **Multipart**. Two multipart notification templates named Standard Multipart Message (Multipart) are available now: one for packages and one for requests.
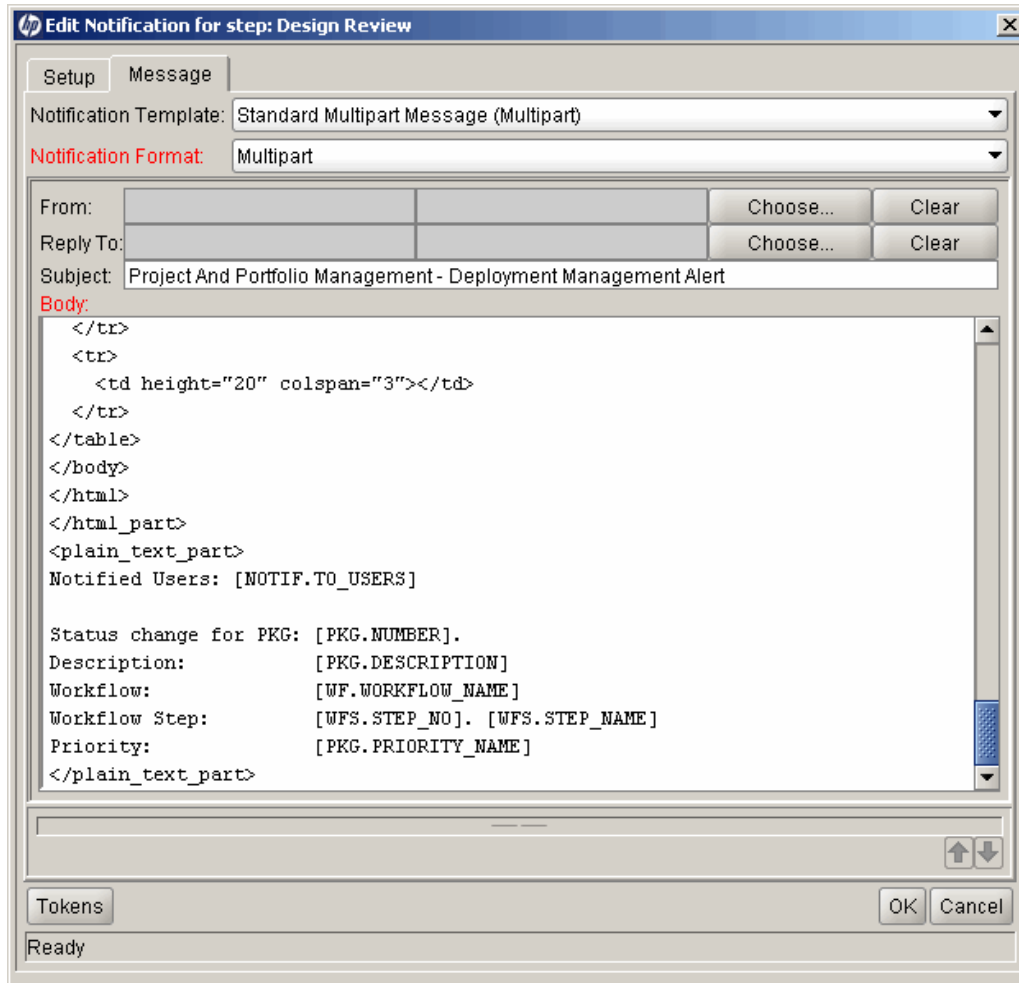
When **Multipart** is selected, the content type is set to `multipart/alternative` and the Body section is automatically populated with the HTML and plain text part markers. This content type enables sending a single email message with both formats (HTML and plain text), allowing email clients to choose which format to render.

HTML content should be placed between the `<html_part>` and `</html_part>` tags. Plain text should be placed between the `<plain_text_part>` and `</plain_text_part>` tags.

NOTE: Sometimes when an email client is configured to read all email in plain text format only, instead of reading the plain text content from a multipart message, it reads the HTML content and tries to convert it to plain text. As a result, the action buttons are displayed as `<a href>` links. However, clicking the links should work in the same way as clicking the HTML buttons.

Providing Web Service Access to Rolled-up Budget Information

In Service Pack 4, the HP Financial Management Web services in PPM Center are enhanced to expose additional period sum line information for budgets rolling up their actuals information from associated projects.

The following topics are included in this section:

- Accessing the Functionality
- New Operations
- Compatibility with Existing Web Service Clients
- Web Service URL
- WSDL File

Accessing the Functionality

The access point is the `read` operation for the HP Financial Management Web services.

New Operations

A new operation named `readExtended` is added to the HP Financial Management Web services.

readExtended	
Input Parameter	ReadExtendedMessage
Return Result	ReadExtendedReponse
Description	This operation returns `ReadExtendedResponse`, in which the new `ExtendedBudget[]` is returned with period sum line information. The `ExtendedBudget` object contains the `PeriodSumLine` object, in which sum line cell information is stored.

Two new schemas added are as the following:

```
<complexType name="PeriodSumLine">
    <sequence>
        <element name="periodSumLineCells" nillable="true" types:ArrayOf_fmtypes_ PeriodSumLineCellInfo "/>
    </sequence>
</complexType>
<complexType name="PeriodSumLineCellInfo">
    <sequence>
        <element name="periodName" nillable="true" type="xsd:string"/>
        <element name="periodStartDate" nillable="false" type="xsd:dateTime"/>
        <element name="planTotal" nillable="true" type="xsd:decimal"/>
        <element name="actualTotal" nillable="true" type="xsd:decimal"/>
        <element name="planCapexTotal" nillable="true" type="xsd:decimal"/>
        <element name="planOpexTotal" nillable="true" type="xsd:decimal"/>
        <element name="planLaborTotal" nillable="true" type="xsd:decimal"/>
        <element name="planNonLaborTotal" nillable="true" type="xsd:decimal"/>
        <element name="actualCapexTotal" nillable="true" type="xsd:decimal"/>
        <element name="actualOpexTotal" nillable="true" type="xsd:decimal"/>
        <element name="actualLaborTotal" nillable="true" type="xsd:decimal"/>
        <element name="actualNonLaborTotal" nillable="true" type="xsd:decimal"/>
        <element name="planCapexLabor" nillable="true" type="xsd:decimal"/>
        <element name="planOpexLabor" nillable="true" type="xsd:decimal"/>
        <element name="planCapexNonLabor" nillable="true" type="xsd:decimal"/>
        <element name="planOpexNonLabor" nillable="true" type="xsd:decimal"/>
        <element name="actualCapexLabor" nillable="true" type="xsd:decimal"/>
        <element name="actualOpexLabor" nillable="true" type="xsd:decimal"/>
        <element name="actualCapexNonLabor" nillable="true" type="xsd:decimal"/>
        <element name="actualOpexNonLabor" nillable="true" type="xsd:decimal"/>
    </sequence>
</complexType>
```

NOTE: The values returned by the elements in the `PeriodSumLineCellInfo` are always local values rather than base values. This is consistent with the planned and actual values returned by the budget line details, which are also local values.

A new schema named `ExtendedBudget` is available, which contains period sum line cell information (see the following element lines in **bold** text). The rest is the same as the previous `Budget` schema.

```
<complexType name=" ExtendedBudget">
    <sequence>
        <element name="budgetID" nillable="true" type="xsd:int"/>
        <element name="budgetName" nillable="false" type="xsd:string"/>
        <element name="capexOpexEnabledFlag" nillable="true" type="xsd:boolean"/>
        <element name="actualsRolledUpCode" nillable="true" type="xsd:string"/>
        <element name="active" nillable="true" type="xsd:boolean"/>
        <element name="associatedWithType" nillable="true" type="xsd:string"/>
        <element name="associatedWithName" nillable="true" type="xsd:string"/>
        <element name="startPeriodName" nillable="true" type="xsd:string"/>
        <element name="endPeriodName" nillable="true" type="xsd:string"/>
        <element name="startPeriodStartDate" nillable="false" type="xsd:dateTime"/>
        <element name="endPeriodStartDate" nillable="false" type="xsd:dateTime"/>
        <element name="periodType" nillable="false" type="xsd:string"/>
        <element name="description" nillable="true" type="xsd:string"/>
        <element name="budgetStatus" nillable="false" type="xsd:string"/>
        <element name="regionName" nillable="false" type="xsd:string"/>
        <element name="baseCurrency" nillable="true" type="xsd:string"/>
        <element name="userData" nillable="true" type="types:ArrayOf_types_Field"/>
        <element name="budgetLines" nillable="true" type="fmtypes:ArrayOf_fmtypes_BudgetLine"/>
        <element name="periodSum" nillable="true" type="fmtypes: PeriodSumLine "/>
        <element name="localCurrency" nillable="true" type="xsd:String "/>
    </sequence>
</complexType>
<complexType name="ArrayOf_fmtypes_ExtendedBudget">
  <complexContent>
    <restriction base="soapenc:Array">
      <attribute ref="soapenc:arrayType"
        wsdl:arrayType="fmtypes:ExtendedBudget[]" />
    </restriction>
  </complexContent>
</complexType>
```

Using the `PeriodSumLine` object, you are able to obtain the Totals data of a budget. The `localCurrency` information is also available.

Since this information is needed only when you read a budget, you are not allowed to update the period sum line information when updating the budget. Therefore, there are no changes to the Update operation.

Compatibility with Existing Web Service Clients

To ensure compatibility with existing Web service clients, a new type `readExtendedMessage` has been added. It is the same as `ReadMessage` except that it is used to get extended budget information (budget sum line cell information). For this reason, existing Web service clients which receive the `Budget` object in the response are not affected. If you want the period sum information on the `Budget` object, you have to use the `ReadExtendedMessage` object in the request. Similar to the `ReadMessage` type, a new response message has been added. It returns the `extendedBudget` rather than the `Budget` object.

```
<complexType name="ReadExtendedMessage">
  <sequence>
    <element name="header" nillable="false" type="types:RequestHeader"/>
    <element name="budgetFilters" nillable="false" type="fmtypes:BudgetFilters"/>
  </sequence>
</complexType>
```

```
<complexType name="ReadExtendedResponse">
  <sequence>
     <element name="header" nillable="false" type="types:RequestHeader"/>
     <element name="responseMessage" nillable="false" type="types:ResponseMessage"/>
     <element name="ExtendedBudget" nillable="true" type="fmtypes:ArrayOf_fmtypes_Budget"/>
  </sequence>
</complexType>
```

Web Service URL

The URL of the Web service is:

http://*<Host>*:*<Port>*/itg/services/Finance

Where:

- ***<Host>***: represents the host name or IP address where your PPM Center instance is accessed.

- ***<Port>***: represents the port number where your PPM Center instance is accessed.

WSDL File

The WSDL file contains the definition of the service and the definitions of all the new complex types introduced for the service. You can find the file at the following location on your PPM Server:

- **http://*<Host>*:*<Port>*/itg/services/Finance?wsdl**

Integrations

The following integration is included in Service Pack 4:

- Integration of PPM Center Work Plan Tasks with Service Manager Requests for Change (RFCs)

Integration of PPM Center Work Plan Tasks with Service Manager Requests for Change (RFCs)

In Service Pack 4, the integration of PPM Center work plan tasks with RFCs in HP Service Manager (Service Manager) version 7.10 is available.

The following topics are included in this section:

- Overview

- Configuring the Integration in PPM Center and Service Manager

- Enabling the RFC Creation Capability for a PPM Center Project Type

- Enabling the RFC Creation Capability for a PPM Center Project

- Creating a Service Manager RFC from a PPM Center Work Plan Task

- Synchronizing an RFC with its Associated PPM Center Work Plan Task

- Updating the Status of a PPM Center Work Plan Task when the Associated RFC is Closed or Rejected

Overview

This new integration enables you to create an RFC in Service Manager from a work plan task in PPM Center, and to further synchronize the Service Manager RFC with the PPM Center work plan task. The common flow of this new feature is as follows:

1 The project manager initiates an operational RFC from the PPM Center work plan task.

2 Key information is copied from the work plan task to the RFC (as is updated when the task is modified).

3　As the Service Manager user works on the RFC, the PPM Center work plan task is updated with the RFC status.

4　The project manager can review the status of the RFC from the PPM Center work plan task.

5　Upon completion of the RFC, the PPM Center work plan task status is updated to **Complete** or **Cancelled**.

Configuring the Integration in PPM Center and Service Manager

To use this new feature, perform the following configuration steps in PPM Center and Service Manager. You are required to have system administrator privileges in both PPM Center and Service Manager.

1　Stop the PPM Server.

2　Check the PPM Center Web services configuration. Make sure the basic authentication mode is enabled.

　a　Open the configuration file located at:
　　`<PPM_HOME>\server\<PPM_Server_Name>\deploy\itg.war\WEB-INF\conf\axis2.xml,` where `<PPM_Server_Name>` is the host name or IP address of your PPM Center instance.

　　NOTE: If PPM Center is operating in a cluster configuration, you need to update the `axis2.xml` file for all of the nodes in the cluster.

　b　Make sure the value of `InFlowBasicAuth` is true.

3　Log on to Service Manager, and then add a new field for PPM Center work plan task ID.

Add a new field (for example, `PPMTaskId`) to the `cm3r` table in Service Manager. The field name you specify here will be used for field mapping in the next step.

4　Check the field mapping file in PPM Center.

This mapping file defines the field mapping from PPM Center to Service Manager.

In the `<PPM_HOME>\conf\smrfc` directory, make a copy of the field mapping file `sm-rfc-mapping.xml.sample` under the same directory. Rename the copied file to **sm-rfc-mapping.xml** and edit it.

　　NOTE: In this file, check the PPM Center to Service Manager field mappings in PPM Center to make sure that the following is true:

　　• `TASK_ID` field is mapped to the Service Manager field that you created in Step 3;

　　• The `Status` field in Service Manager is set to `initial`. This value will be maintained by Service Manager after the change record is created in Service Manager.

The following is an example of the `sm-rfc-mapping.xml` file:

```
<?xml version="1.0" ?>
<PPMSMIntegration>
    <SMRFCMapping>
        <field>
            <smField>PPMTaskId</smField>
            <ppmField>TASK_ID</ppmField>
            <useOnCreate>true</useOnCreate>
            <useOnUpdate>true</useOnUpdate>
        </field>
        <field>
            <smField>BriefDescription</smField>
            <ppmField>TASK_NAME</ppmField>
            <useOnCreate>true</useOnCreate>
            <useOnUpdate>true</useOnUpdate>
        </field>
        <field>
            <smField>Description</smField>
```

```
            <ppmField>TASK_DESCRIPTION</ppmField>
            <useOnCreate>true</useOnCreate>
            <useOnUpdate>true</useOnUpdate>
            <defaultValue>ppm task does not have a description</defaultValue>
        </field>
        <field>
            <smField>RequestedDate</smField>
            <ppmField>TASK_SCHEDULED_END_DATE</ppmField>
            <useOnCreate>true</useOnCreate>
            <useOnUpdate>true</useOnUpdate>
        </field>
        <field>
            <smField>RequestedBy</smField>
            <useOnCreate>true</useOnCreate>
            <defaultValue>FALCON, JENNIFER</defaultValue>
        </field>
        ………
    </SMRFCMapping>
</PPMSMIntegration>
```

Each element in the mapping file is described in the following table:

field	Each `field` element represents a field mapping between PPM Center and Service Manager.
smField	Caption name of the Service Manager field. The Service Manager field should be exposed through the `ChangeIIA` object in the ChangeManagement Web service in Service Manager. For more information, see step 5.
ppmField	Field name of the PPM Center work plan task. For the tokens available for this element, see the NOTES in the following.
useOnCreate	Defines whether the field value is sent to Service Manager or not when an RFC is created.
useOnUpdate	Defines whether the field value is sent to Service Manager or not when an RFC is updated.
defaultValue	Provides a default value for the Service Manager field. **NOTE**: If `ppmField` is not specified, or the value of `ppmField` is null or empty, then this default value is used.

NOTES:

— You can add additional mappings as needed. However, make sure that all the Service Manager fields specified in the field mapping file are exposed through the Service Manager ChangeManagement Web service. For more information, see step 5.

— The following tokens can be used in the `ppmField` element:

Token	Description
TASK_ID	Task ID
TASK_NAME	Name of the task
TASK_DESCRIPTION	Description of the task
TASK_STATUS	Status meaning of the task
TASK_PRIORITY	Priority of the task
TASK_IS_MILESTONE	Defines if the task is a milestone

Token	Description
TASK_IS_MAJOR_MILESTONE	Defines if the task is a major milestone
TASK_SCHEDULED_END_DATE	Scheduled finish date of the task
TASK_SCHEDULED_START_DATE	Scheduled start date of the task
TASK_PATH	Path of the task in the following format: rootTask > firstLevelTask > secondLevelTask >…
TASK_USERDATA_01" - 20"	User data 1 - 20 of the task
PROJECT_ID	Project ID
PROJECT_NAME	Name of the project
PROJECT_REQUEST_ID	PFM request ID of the project
PROJECT_MANAGER_USER_ID	User ID of the project manager
PROJECT_MANAGER_USERNAME	Username of the project manager
PROJECT_MANAGER_FULLNAME	Full name of project manager
PROJECT_MANAGER_EMAIL	Email address of the project manager
SYS_USER_ID	User ID of the current user
SYS_USERNAME	Username of the current user
SYS_USER_FULLNAME	Full name of the current user
SYS_USER_EMAIL	Email address of the current user

5   Make sure that the Service Manager fields specified in the field mapping file are exposed through the ChangeIIA object in the ChangeManagement Web service in Service Manager.

In Service Manager, check that all the fields are listed on the **Fields** tab of the ChangeIIA object (for the cm3r table) in the ChangeManagement Web service. If any field is not listed, add the field name and caption name to the Field and Caption columns. For details on how to expose the fields of a table through a Service Manager Web service, see the Service Manager online help.
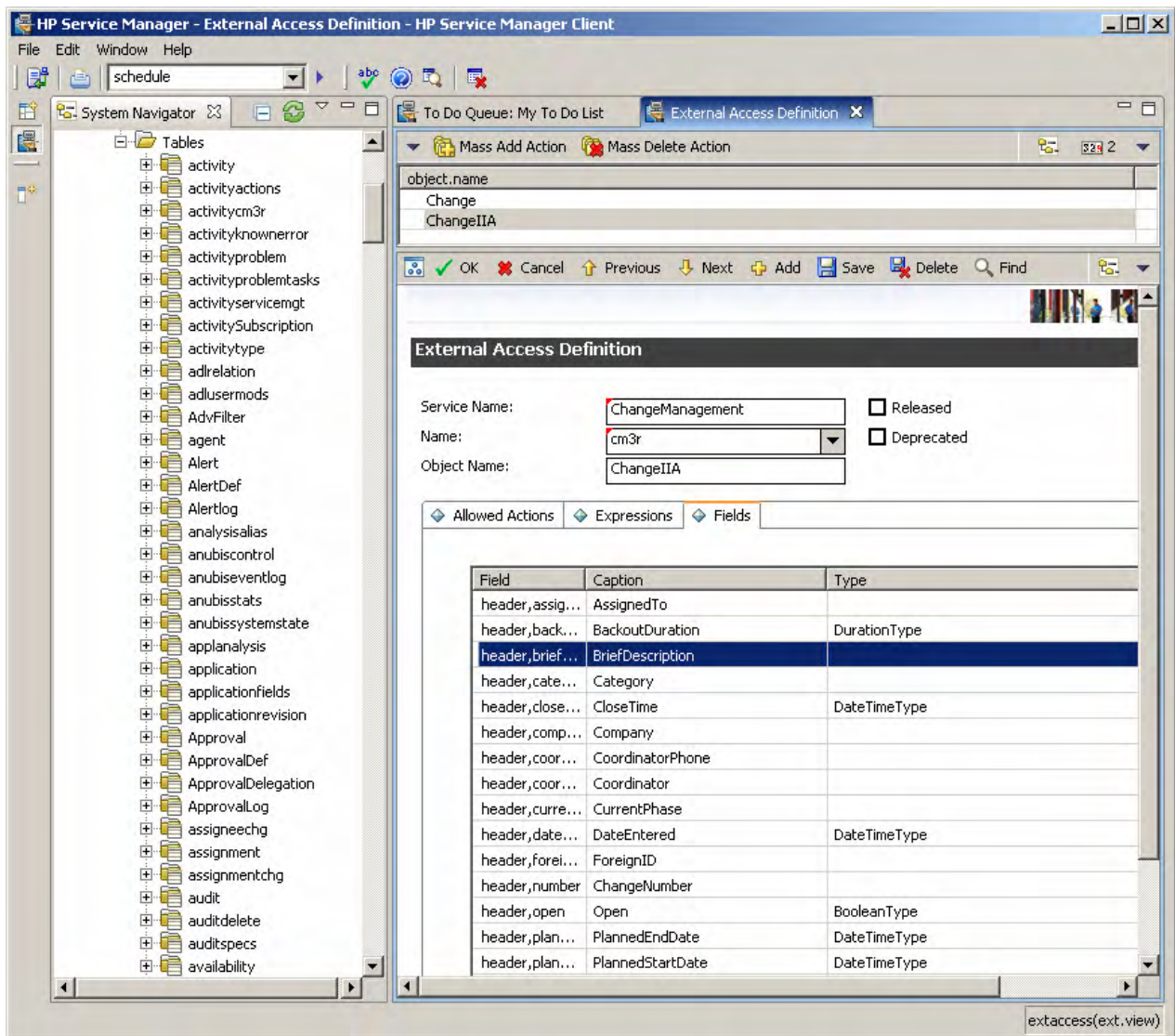
6 Load the integration unload file and the `ppmfailover` schedule object into Service Manager.

Load the `PPMIntegration.unl` and `PPMIntegration_Schedule.unl` files located in the *<PPM_HOME>*\conf\smrfc directory into Service Manager.

NOTE: If you are using an Oracle database with Service Manager, loading of the `PPMIntegration.unl` file might fail the first time. Normally, reloading the file will solve your problem.

NOTE: If you load the `PPMIntegration_Schedule.unl` file more than one time, duplicate `ppmfailover` schedules will be created in Service Manager. If this is the case, you need to delete the redundant `ppmfailover` schedules.

7 Configure the integration table in Service Manager.

In Service Manager, open the related form for the `ppmIntegration` table, and then add a new record to the table as follows:

Table Field	Value
Id	**1**
Field to Store TaskId	The value of this field must match the field name you previously added in step 3 to the `cm3r` table to map PPM Center work plan task ID. For example, **PPMTaskId**. **NOTE**: If the field names do not match, the integration will fail.
PPM Server URL	URL of the PPM Center Web services. For example: **http://<*Host_Name*>:<*Port*>/itg/ppmservices/**
PPM Server Username	The username that Service Manager uses to call the PPM Center Web services. HP recommends that you create a separate user account for this purpose.
PPM Server Password	The password of the username that Service Manager uses to call the PPM Center Web services.

8   Modify the Service Manager processes as necessary.

Modify the processes that should call the PPM Center Web services to update the RFC status and work plan task status by adding the following code to the **Final Javascript** tab of each process:

system.library.HPPPMSMIntegration.integratePPM();
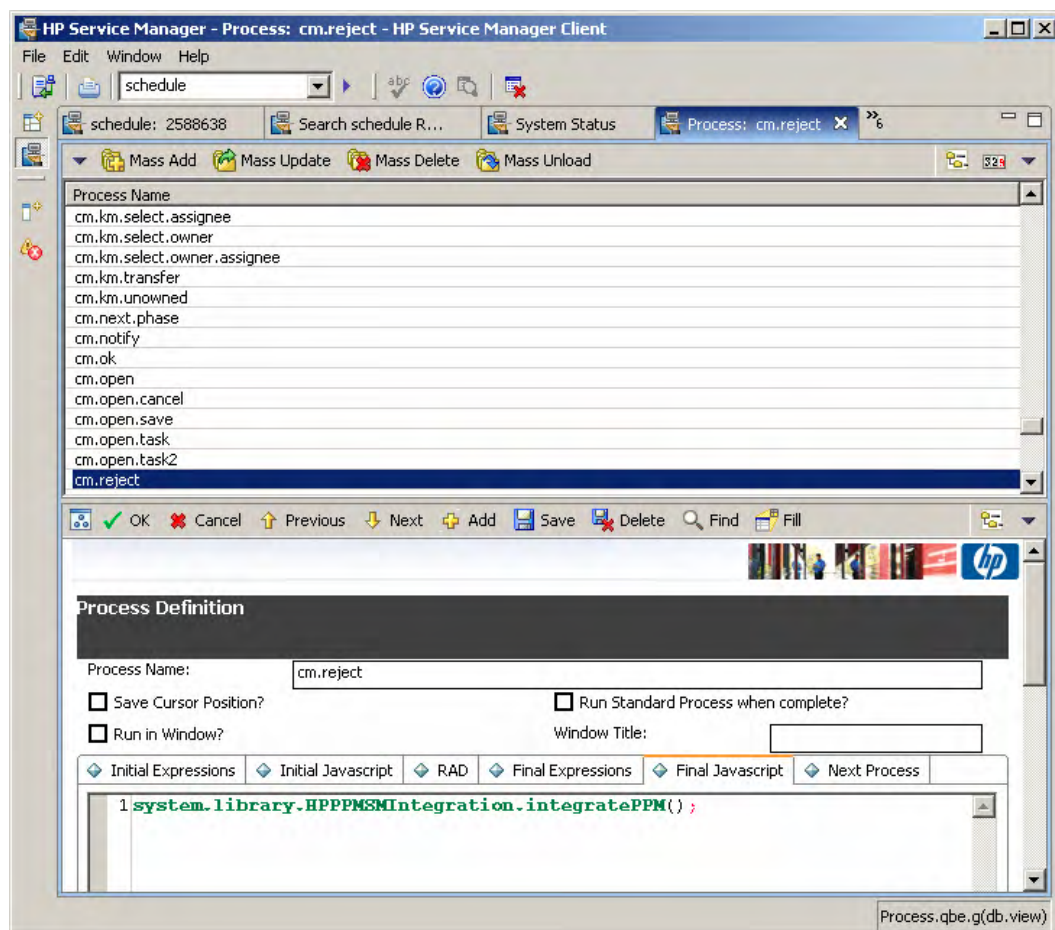
NOTE: The code was added to the **cm.close**, **cm.reject**, **cm.update.save**, and **cm.next.phase** processes when you loaded the `PPMIntegration.unl` file. The standard **Save**, **Close**, **Reject**, **Next Phase**, and **Reopen** actions for RFCs invoke these processes. If you have added any other actions used to update

changes (through tailoring of your Service Manager), you must also modify the processes that these self-defined actions will invoke.

9 Configure the `ppmfailover` schedule in Service Manager.

By default, the `Repeat Interval` of the `ppmfailover` schedule is one hour. You can change the default `Repeat Interval` to another value. However, do not change other field values.

10 Start the `ppmfailover` schedule in Service Manager.

11 Set the following `server.conf` parameters to enable the integration in PPM Center and to enable the PPM Center Web services.

Parameter	Value
To enable the integration in PPM Center:	
SM_RFC_INTEGRATION_ENABLED	**true**
SM_USERNAME	Username that PPM Center uses to access Service Manager. For example, **admin**.
SM_PASSWORD	Password that PPM Center uses to access Service Manager. Make sure to use `kEncrypt.sh` to encrypt the password, then remove `#!#` from the beginning and the end of the encrypted password.
SM_URL	Hostname or IP address of Service Manager, for example, **http://<Host_Name>:13080**
SM_WEB_URL	Address of Service Manager Web tier. For example, **http://<Host_Name>:<Port>/<WebTier_Package_Filename>/index.do**
To enable the PPM Center Web services:	
ENABLE_WEB_SERVICES	**true**

12 Start the PPM Server.

Enabling the RFC Creation Capability for a PPM Center Project Type

You can enable the RFC creation capability at the project type level. The settings of a project type affect all projects of that project type. However, for a particular project, the project manager can override the RFC creation setting of the project type depending on the project type settings.

To set the RFC creation capability for a project type, follow these steps:

1 Log on to PPM Center.

2 Click **Administration** > **Project Types & Templates** > **Manage Project Types**.

3 Open the project type you want to configure. The Modify Project Type window for that project type opens, where a new project policy named **HP Service Manager** is now available.

4 Click **HP Service Manager**.

5 The HP Service Manager page opens.

The default settings are as the following:

— **Allow project managers to override these settings?** : **Yes**.

— **Enable RFC creation capability** checkbox: checked.
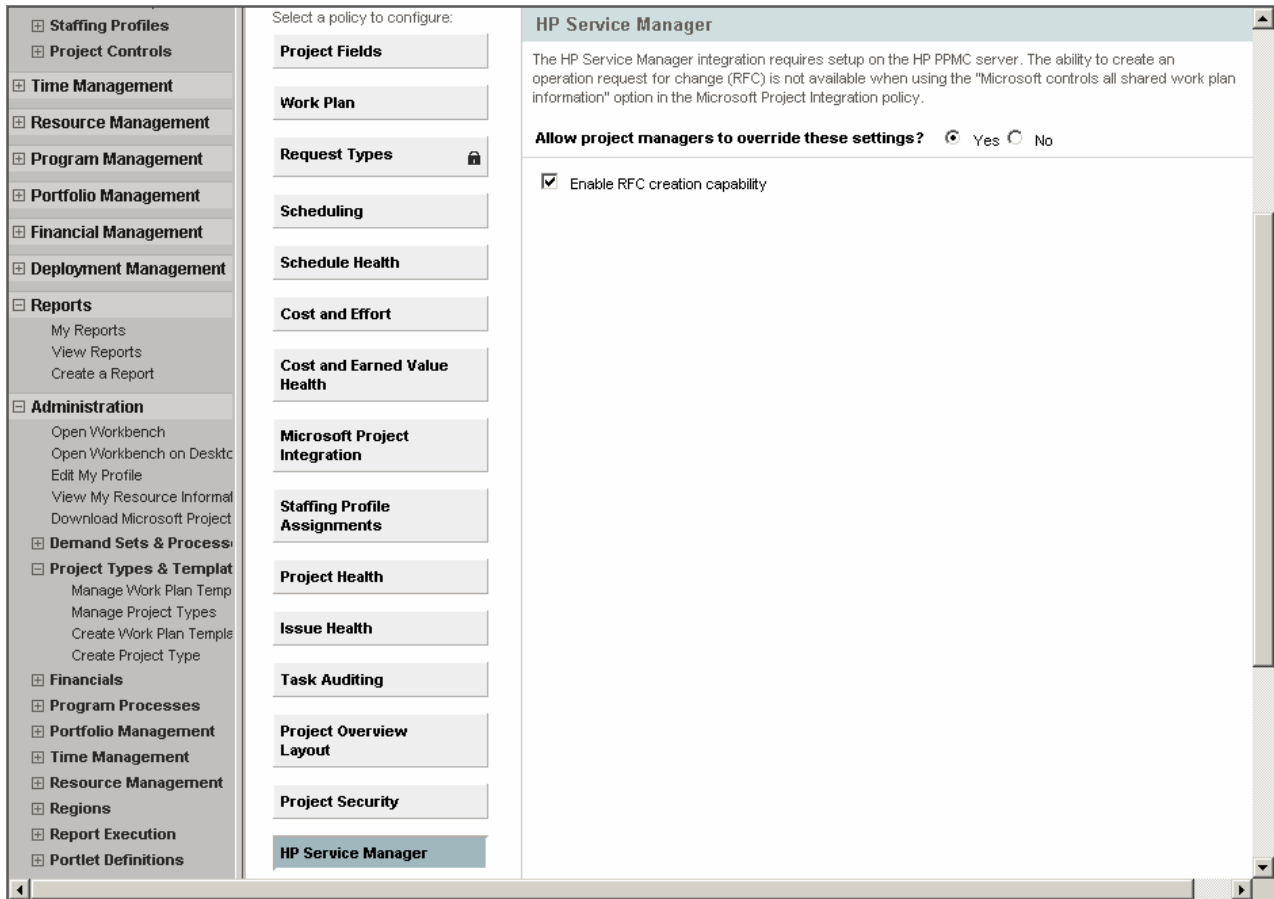
6   Make sure that the **Enable RFC creation capability** checkbox is checked and the override option is set to **No**.

This enables the RFC creation capability for all projects of this project type. In this case, project managers cannot disable the RFC creation capability for a particular project of this project type.

NOTE: If you want to enable managers to set the RFC creation capability setting at the project level, set the override option to **Yes**.

7   Click **Save**.

Enabling the RFC Creation Capability for a PPM Center Project

If you want to create an RFC from a particular project when the project type settings do not allow the RFC creation capability, you can enable the capability on the project settings level. First, set the **Allow project managers to override these settings?** option on project type level to **Yes** for its project type. If you do not enable the override setting, the **Enable RFC creation capability** option is disabled for the project.

To enable the RFC creation capability for a project from the Project Settings page, follow these steps:

1   Log on to PPM Center.

2   Open the project in PPM Center.

3   On the Project Overview page, click **Project Settings**.

A new policy named **HP Service Manager** is now available.

4   Click **HP Service Manager**.

The HP Service Manager page opens.
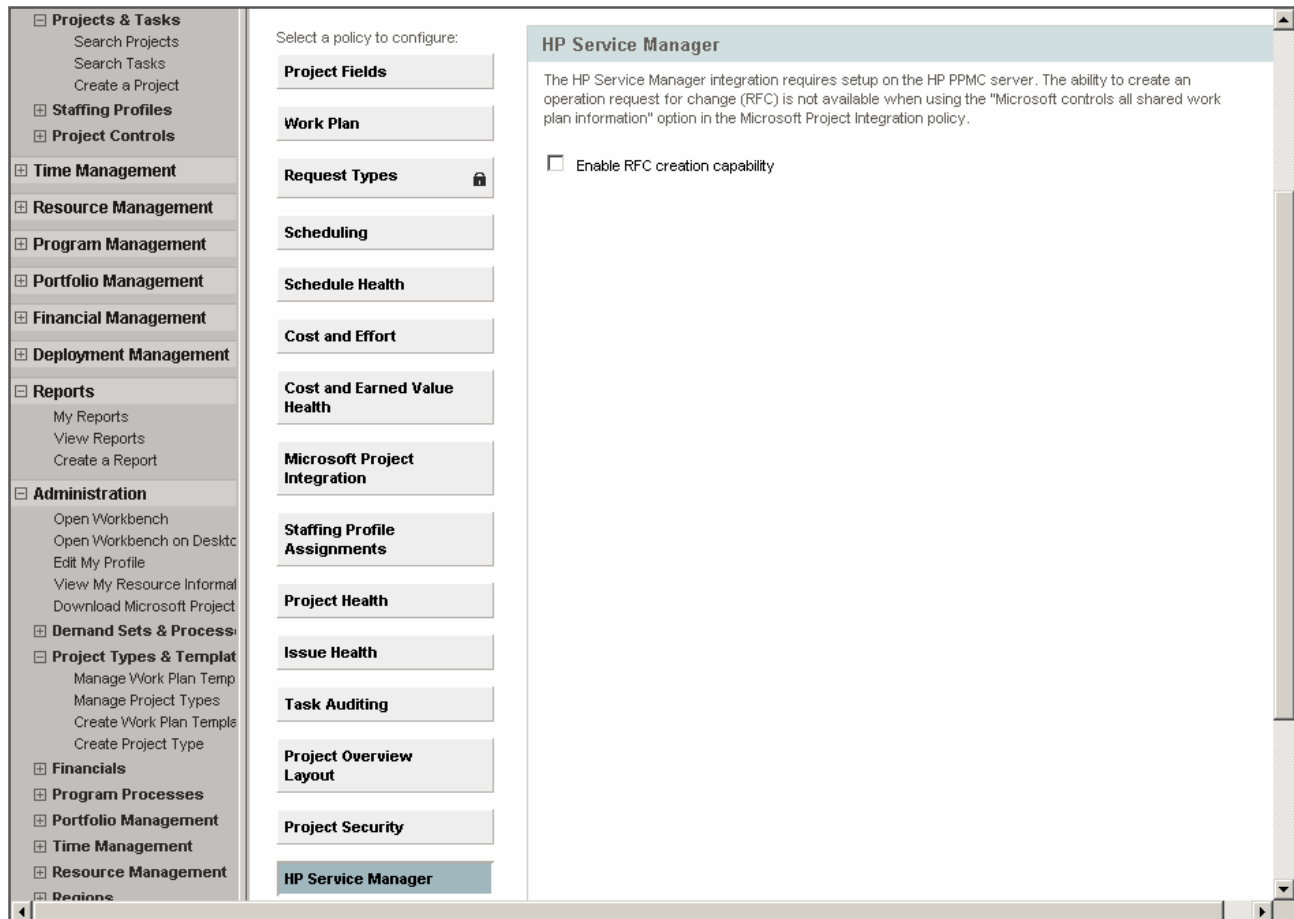
5   Check the **Enable RFC creation capability** checkbox.

6   Click **Save**.

Creating a Service Manager RFC from a PPM Center Work Plan Task

To create an RFC in Service Manager that is associated with a work plan task in PPM Center, follow these steps:

1   Log on to PPM Center, and do the following:

a   Enable the RFC creation capability for the project. See Enabling the RFC Creation Capability for a Project in PPM Center.

b   On the Project Overview page, click **Edit Work Plan**, and then double-click a work plan task (for example, Task 6) to open it.

The Task Details page for that work plan task opens, where a new tab **Operational RFC** is now available.

c   On the **Operational RFC** tab, check the **Create an Operational Request for Change (RFC) upon task save** checkbox.

d   Click **Save**.

The information on the **Operational RFC** tab automatically refreshes, displaying the following information from Service Manager, which is read-only in PPM Center:

106

Item	Value
Change Number	The `Change ID` (for example, `C10029`) of the RFC created in Service Manager, which is displayed as a link. This link directs you to a log-on screen of Service Manager.
Change Status	This is the value from the `Status` field of the RFC in Service Manager.
Closure Code	This is the value from the `Closure Code` field of the RFC in Service Manager.
Closure Comments	The reason you entered when you closed/rejected the RFC in Service Manager is displayed.
Change Last Update Date	The date (and time) when the RFC was last updated in Service Manager.

2   Log on to Service Manager, and do the following to verify that the RFC has been successfully created.

   a   Click **Menu Navigation** > **Change Management** > **Changes**, and then double-click **Search Changes**.

   b   Click **Search**.

   A list of changes opens, where you can find the change (RFC) created for the PPM Center work plan task with the following fields related to the PPM Center work plan task:

Field	Value
Change ID	This is the change ID generated for the task (shown as `Change Number` in PPM Center). For example, `C10029`.
Brief Description	This is the name of the PPM Center work plan task. For example, `Task 6`.
PPM Task ID	This is the task ID that PPM Center assigned to this work plan task. For example, `36002`.

Synchronizing an RFC with its Associated PPM Center Work Plan Task

Once you have updated an RFC in Service Manager that has an associated PPM Center work plan task, the information on the PPM Center work plan task's **Operational RFC** tab is automatically updated.

To update an RFC and then check the status of its associated task, follow these steps:

1   Update the RFC in Service Manager.

2   In PPM Center, refresh the Task Details page for the above task to verify that the change updates have been successfully synchronized to PPM Center.

   The **Operational RFC** tab is updated to display the updated status of the associated RFC.

Updating the Status of a PPM Center Work Plan Task when the Associated RFC is Closed or Rejected

Once you have closed/rejected an RFC in Service Manager that has an associated work plan task in PPM Center, the status of the PPM Center work plan task is automatically set to **Complete/Cancelled**; the information on the task's **Operational RFC** tab is updated accordingly.

To close/reject an RFC and check the status of its associated PPM Center work plan task, follow these steps:

1   Log on to Service Manager.

2   From the change list, double-click a change that has an associated PPM Center work plan task.

3 Close or reject the change.

4 In PPM Center, refresh the Task Details page for the associated task.

The information on the **Operational RFC** tab is updated, and the task status is also updated as shown in the following table:

Field	Value
Status	One of the following: • `Complete` (if the change was closed) • `Cancelled` (if the change was rejected)
% Complete	One of the following: • `100` (if the change was closed) • `0` (if the change was rejected)

Certifications

The following certifications are included in Service Pack 4:

• Support for Documentum 5.3 SP6

For new Document Management deployments, HP recommends that you install the following software:

— Version 5.3 SP6 of the Documentum Foundation Classes

— Version 5.3 SP6 of the Documentum Content Server

— Version 5.3 SP6 of the Documentum Index Server

For more information, see the *System Requirements and Compatibility Matrix*.

• Support for HP Quality Center version 10.0 in the HP Center Management for Quality Center integration suite

Important Note: Integration with HP Quality Center version 10.0 only supports non-version-controlled projects.

• Support for HP Service Manager version 7.10 in the HP Managing Application Change integration suite

This certification integrates HP PPM Center RFCs (Requests for Change) with HP Service Manager changes (tickets). For best result, make sure that you perform the following actions:

— When configuring the Service Manager Web tier for this integration, make sure that you have correctly configured the parameters in the `web.xml` file. For more information about configuring the Service Manager Web tier, see the Service Manager online help.

— Any changes to the conversion script for either the PPM Center adapter or the Service Manager adapter or to the Service Manager WSDL might cause the existing tickets in the queue to fail. The tickets in the queue will not be updated. In this case, you need to do the following to clean up the tickets in the queue:

1. Stop the PPM Server.

2. Rename the `<PPM_HOME>`/sdi-persistency directory.

3. Start the PPM Server.

Fixes

The following items (identified by a tracking number) are fixed in Service Pack 4:

3605105958: Integrations

PROBLEM: Because the words "Gantt View" are hardcoded in the Plug-in for PPM, if a user is using a non-English version of Microsoft Project, an error occurs when the user uses the Plug-in for PPM to synchronize project work plan changes from PPM Center to Microsoft Project. (205086)

3603213457: Costing

PROBLEM: When a project has more than 1,000 tasks, running the Cost Rollup Service on this project causes the following error message: "`ORA-01795: maximum number of expressions in a list is 1000.`" (203071)

3602932841: Platform

PROBLEM: When there are more than 1,000 records in the `kcst_pending_ev_updates` table, running the Pending Cost EV Updates Service results in the following error message in the server logs: "`ORA-00907: missing right parenthesis.`" (202842)

1603185720: Demand Management

PROBLEM: When the actual start and finish dates of a request are being set by resources logging hours against the request, incorrect actual finish date is displayed in the Work Item Fields section of the request. (204271)

3605113132: Resource Management

PROBLEM: When the `Scheduled and Actual Effort` data of a resource is exported from the Analyze Assignment Load portlet in PPM Center into Microsoft Excel, the resource's total `Scheduled Effort` and total `Actual Effort` data are listed in the wrong rows in the exported table. (205358)

2606509353: Project Management

PROBLEM: If a time sheet has multiple lines and one of them has an `Actual Effort` greater than zero and a `% Complete` of zero, attempting to rework another time sheet line (either in Rejected or Submitted status) caused the following error message: "`SaveTMException:PERCENT_COMPLETE_0_WHEN_EFFORT_EXISTS.`" (205832)

3600047607: Project Management

PROBLEM: Performance is slow when editing work plans (such as Add/Delete, Indent/Outdent, Copy/Paste tasks) in PPM Center. (206092)

3603114375: Project Management

PROBLEM: Under some circumstances the Cost Update Service could create large archive logs on the database. (205320)

3605038417: Dashboard

PROBLEM: A security enhancement has been made. (204944, 204945)

3605160860: Dashboard

PROBLEM: A 500 Server error appeared when users entered invalid non-numeric data, such as very long text strings. (205090)

SSRT080064: Platform

PROBLEM: A security enhancement has been made for the redirector of PPM Center. (205345)

1603635422: Costing

PROBLEM: When a user entered a value exceeding the allowed maximum number of whole digits in a budget line and then tabbed over to the next field in the form, the budget line became blank and the budget total remained at its previous value. No warning message was displayed.

Now budget lines allow up to eleven whole digits. If the value exceeds the maximum number of allowed whole digits, you will receive a warning message when you try to tab over to the next field: "`Your input is over the field limit. Only 11 whole number digits are allowed.`" (204229)

2606407151: Demand Management

PROBLEM: After triggering an "Apply on Transition" rule on a request, saving the request causes it to move to the next workflow step though the rule is set to block workflow transitions. (205243)

3604173552: Project Management

PROBLEM: The Cost Rollup Service failed to process projects if the threshold values of cost exceeding prorated budget were empty in the `Cost and Earned Value Health`. A `NullPointerException` appeared in the server log for such projects. (203872)

3603716263: Project Management

PROBLEM: If a project has tasks with a deep hierarchy (for example, four or more levels deep), the Cost Rollup Service did not calculate the Cost Performance Index (CPI) and Scheduled Performance Index (SPI) values correctly for the project. (203369)

1602390546: Deployment Management

PROBLEM: When a request type is migrated from one PPM Center instance to another, if the request type has advanced rules that specify a dependency between two fields of the request type, the rules are not migrated correctly. (203716)

3604736289: Project Management

PROBLEM: If a milestone was set to automatically complete when all predecessors were complete, changing any predecessor's actual finish date did not trigger an automatic update of the milestone's actual start and finish dates. (204901)

3603051320: Costing

PROBLEM: When a staffing profile is synchronized with a budget, the budget is calculated by considering only the resource types of the staffing profile positions. If a resource is assigned to a position of the staffing profile, the resource category of this resource is ignored during the calculation. (203421)

N/A: Demand Management

PROBLEM: If a request type has a table component with a link field, when records are added to this field, the URLs are not displayed correctly. (203858)

1603541750: Demand Management

PROBLEM: When opening a request that contains a non-empty Table Component field, a `java.lang.NullPointerException` appears in the server logs. (204206)

3603684693: Time Management

PROBLEM: When the time sheet policy requires entering time by **Period in Hours**, adding two or more activities to a time sheet leads to an HTML tag (`<span>`) being displayed in the `Time Period` column of the time sheet. (203930)

3604826247: Project Management

PROBLEM: By default, the Plug-in for PPM will try to write information into a log file under the same directory where the plug-in is installed. If you have installed the Plug-in for PPM in the default installation directory and have set up your environment security so that creating new files under a certain directory (for example, `C:\Program Files`) requires permission and manual confirmation, you cannot run the Plug-in for PPM. (205815)

1603580368: Project Management

PROBLEM: If a staffing profile is synchronized with a budget, when a user with sufficient permissions attempts to add a position to the staffing profile, the following error message appears: "`You do not have the privilege to take this action. Please consult your PPM Administrator`". (204253)

3604360617, 1602315426: Demand Management

PROBLEM: Saving a request header in which auditing is enabled for a large number of fields causes the following error message: "`ORA-06502: PL/SQL: numeric or value error: character string buffer too small {KCRT_AUDIT-2061} (KNTA-10498)`." (204004, 204012)

3604243867: Project Management

PROBLEM: Saving time sheets caused a high level of CPU usage, which led to slowed server performance. (203983)

3604443193: Project Management

PROBLEM: Project names were not correctly displayed when containing special characters such as "&". (204235)

3603831361: Demand Management

PROBLEM: The multi-select delimiter ";" appeared as "@#@" in a field with the DLV- package validation. (203513)

2602956483: Integrations

PROBLEM: When users clicked the "View Available Actions" link of a request in PPM Center while the corresponding defect was locked in Quality Center, the error message that appeared was not appropriate. (202605)

NA: Platform

PROBLEM: The Exception Rule Service kept running for a long time without updating any information. (202956)

NA: Resource Management

PROBLEM: Position details were not displayed in the hover text on the Staffing Profile page. (202389)

3603968508: Time Management

PROBLEM: The Actual Time Sheet and Time Sheet Summary reports used cancelled time sheets in their calculations. (203593)

1602634532: Project Management

PROBLEM: If a task that had subtasks was being deleted from a work plan, a SQL error might occur if there were too many subtasks:
"`com.mercury.itg.exceptions.InfrastructureException:org.hibernate.exception.SQLGrammarException: could not execute query.`" (203105)

3601584271, 3600382722, 3601130553: Resource Management

PROBLEM: By running the Run PPM Organization Unit Interface report with the **REPLACE ALL EXISTING USERS** option, users were not able to do the following:

- Move resources from a primary organization unit to another;

- Add resources to an existing primary organization unit.

(201102)

1602717813: Demand Management

PROBLEM: The Available Actions page allowed non-manager users to take Bypass actions even if the parameter `com.kintana.core.server.RESTRICT_BYPASS_REQ_EXEC_TO_MANAGERS` in the `server.conf` file specified that only managers could take Bypass actions. (203058)

3603721031: Integrations

PROBLEM: When retrieving actuals from PPM Center to Microsoft Project, contributors' actuals were also retrieved. However, since contributors themselves were not synchronized to Microsoft Project, synchronizing Microsoft Project data back to PPM Center triggered an error: "`Task Error. Can not remove resource from task.`"

Now, contributors as well as their actuals are no longer synchronized to Microsoft Project, that is, they exist only in PPM Center. (204068)

2604418324: Project Management

PROBLEM: If a user does not have the Edit Budget and Edit All Budgets access grants, the user cannot select any project for a Staffing Profile because of the following validation error: "`One of the tokens in the validation was unparseable. This can be caused by an invalid token name or missing data from the field the token represents. (KNTA-10073).`" (**203971**)

3603862936: Demand Management

PROBLEM: If a request's fields contain certain control characters (any of the first 32 ASCII characters except TAB, LF and CR), the read operation through web service **http://PPM:PORT/itg/services/dm** will fail.

NOTE: This web service is not open to users, that is, it is for internal use only. For example, it is used when PPM Center integrates with Release Control.

(203229)

3600669363: Project Management

PROBLEM: When using the Mozilla Firefox browser, the workflow buttons on the Project Detail page were not getting refreshed. (**199768**)

1602569032: Project Management

PROBLEM: When all the tasks of a project were completed, if users ran a Baseline Comparison Report of this project with the **Include Completed Tasks** option unchecked, the following error occurred: "`HTTP response: 500 - javax.servlet.jsp.JspTagException: 'end' < 0.`"

(202872)

3604148476: Time Management

PROBLEM: When the user started tabbing from a line in a time sheet, the lines the user tabbed to moved down on the right-hand side while the requests on the left-hand side did not move. (203994)

2603603674: Time Management

PROBLEM: The Actual Time Summary and Time Sheet Summary reports took a long time to complete. (203713)

3603431605: Integrations

PROBLEM: When copying a request, if the user deleted any attached files of the request before submitting the new request, the `ConcurrentModificationException` error was returned. (203196)

3604335313: Demand Management

PROBLEM: An issue arose when PPM Center Web services were used to update a table component text field, that is, the visible parameter and hidden parameter fields were not the same. The hidden parameter showed as FILLME. (204267)

2603581310: Integrations

PROBLEM: The integration of PPM Center with HP Quality Center did not support HTTPS. (203972)

3601769635: Project Management

PROBLEM: When users set up a portlet to retrieve certain information and then exported the information into Microsoft Excel, some values were displayed as "####################". (201596)

3604070480: Project Management

PROBLEM: The PV (Planned Value) calculation logic was not consistent with the new EV (Earned Value) calculation logic introduced at a previous Service Pack. This inconsistency might cause CPI and SPI to be very low. (204010)

3602463051: Project Management

PROBLEM: After a project was created from a request, the Status field in the project details that appeared as a reference link on the request page was not automatically updated. (202135)

3603381043: Deployment Management

PROBLEM: A module's Request References portlet preferences were lost after the module was migrated to its destination. (202867)

3601324596: Project Management

PROBLEM: After the `RM_OVERRIDE_ASSIGNMENT_CONTROLS` parameter was added to the `server.conf` file, the parameter did not function as expected. (200979)

2602139225: Project Management

PROBLEM: Resource Breakdown values of a staffing profile might not be completely displayed because a scrollbar was not available. (202136)

3600400422: Resource Management

PROBLEM: Staffing Profile and Resource Pool names of a staffing profile request might be truncated. (199019)

3601403920: Resource Management

PROBLEM: A resource validation error occurred if users attempted to search for a specified Direct Manager when working on a work plan to edit assignments from a task. (200943)

4000182991: Program Management

PROBLEM: When users opened a program, the list of projects in the program was not consistently sorted in a certain order (for example, by project ID). (201408)

1601914343: Time Management

PROBLEM: Actuals for projects and tasks were not synchronized between HP Time Management and HP Project Management. (202374)

3601125398: Project Management

PROBLEM: When a user who was defined as a Project Manager attempted to edit a project work plan, a stack trace error occurred. (200328)

3603664569: Time Management

PROBLEM: Once a user had logged time against a task in a project, no option was available in the Project Security settings that prevented this user from further logging time against the same task. (203288)

1600336784: Platform

PROBLEM: The "Default" label was not disabled for CST - Budget Labor Category or CST - Budget Non-Labor Category, which were automatically completed and therefore should not have a default value. (200878)

3604263879: Dashboard

PROBLEM: Users could not get any results back in the Analyze Assignment Load portlet after upgrade to PPM Center 7.1 SP9. (203938)

3602844431: Deployment Management

PROBLEM: Users were unable to delete a package due to the following error: "`DB Package error: ORA-01403: no data found {KDLV_PACKAGES_TH-505} (KNTA-10498).`" (202266)

1601901186: Demand Management

PROBLEM: When a request that had the text-4000 validation was copied by running special commands through the Workflow button, no more than 1800 characters of the request were copied. (202366)

1601953464: Project Management

PROBLEM: A stack trace error occurred when users were trying to add a resource to a task on which there was an external predecessor task with exceptions defined. (202504)

2603686630: Demand Management

PROBLEM: When a user was set to have a calendar with a decimal point in the hours (8.5 for example) for a working day, it caused a SQL error (`KNTA-10521`) if the Work Item Fields field group was used. (203230)

3600940864: Project Management

PROBLEM: The Project Timelines search portlet did not display programs that had budgets associated with them. (200304)

3602448356: Demand Management

PROBLEM: When creating a request and clicking the available actions, the following message might appear: "`Your workflow action could not be processed. The workflow action chosen is no longer eligible at this time.`" (203997)

1602369622: Demand Management

PROBLEM: User's entries in Table Component fields of a request might not be correctly displayed. (202986)

3603557810: Project Management

PROBLEM: The characters "#@#" appeared between project manager names in advanced request search results. (202908)

1602469386: Resource Management

PROBLEM: When removing a user from an organization unit or moving a user to another organization unit, an exception page appeared, where unnecessary code level error information was displayed to users. (203204)

3603946906: Project Management

PROBLEM: Users might not be able to finish scheduling a project work plan when there were many critical tasks in the work plan. (204151)

3603125070: Deployment Management

PROBLEM: When importing a request type, the following error occurred: "`ORA-06503: PL/SQL: Function returned without value {KNTA_PARAMETER_SET_FIELDS_TH-}`." (202559)

3602859275: Time Management

PROBLEM: When two or more users were saving time sheet lines at the same time for an identical task in their time sheets, one or more of them might receive the following message: "`The Time Sheet or its Work Items has been updated by another user. Please refresh to continue with your changes.`" However, after the user (s) clicked **refresh**, the changes that the user(s) had made were lost. (202648)

3603130803: Dashboard

PROBLEM: When the "Most Recent Note" column in a portlet was selected, the following error appeared: "`ORA-06502: PL/SQL: numeric or value error: character string buffer too small==Error in the portlet.`" (202617)

3602490604: Demand Management

PROBLEM: ORA-06502: PL/SQL error: Querying View MREQ_NOTE failed if a request field (4000 characters in length) notes/transaction history was set to "Yes". Return values of the PL/SQL function had a Maximum Length limit of 4000 characters (for VARCHAR2). (202616)

1601296240: Platform

PROBLEM: The Cost Rollup Service failed with a null pointer exception during calculation of summary tasks. (203305)

1602626615: Demand Management

PROBLEM: NPV values were not displayed correctly in the Request Search Results of a request type, because the Request Search Results section and Request List portlet did not honor Numeric or Currency validation settings. (202963)

3603118055: Resource Management

PROBLEM: Removing a soft-booked resource from a staffing profile returned the position Status to New rather than Requested. (202996)

3601225178: Dashboard

PROBLEM: The Request List portlet on a user's Shared Page showed data from other users when the user Sorted any column on the portlet. (203424)

3603375951: Resource Management

PROBLEM: Users could not create any new staffing profiles for a project as a non-existing staffing profile was linked to the project. (203358)

4000393221: Project Management

PROBLEM: Negative unmet demands were treated as positive in calculation of the Total Hours in the Staffing Profile Unmet Demand row. (203456)

NA: Project Management

PROBLEM: When scheduling a project task, users were allowed to enter "unreasonable" dates (for example, year 1099 or year 3027), which could lead to system overload when processing such long time spans. (203909)

1600263654: Time Management

PROBLEM: Opening a time sheet might cause an error related to number formatting:
`java.lang.NumberFormatException: For input string: "154,00".`(200970)

2604835634: Dashboard

PROBLEM: Performance of some Request List portlets suffered when Request Detail fields were used as a filter. (204357)

3602949742: Demand Management

PROBLEM: Performance of the Request List portlet in some cases might be slow due to improper optimization of the participant check. (202974)

3603646940: Deployment Management

PROBLEM: An Out of Memory error might occur when choosing a file using the file chooser in the content migrator. (203937)

3602578934: Demand Management

PROBLEM: When files that were attached to a request had special characters in their filenames, the files might not be correctly downloaded using the Microsoft Internet Explorer 6.0 browser. (202601)

3603016683: Platform

PROBLEM: When creating a project from another by using the `ksc_create_Project` command from the execution step, the db session could not be released. (202794)

NA: Time Management

PROBLEM: When a user saves a time sheet after removing an existing line from the time sheet and adding a new line with the same work item that was on the line just deleted, the page refreshes and the time sheet line added disappears. (203239)

Minor Updates

Starting with Service Pack 4, the following filter parameters have been removed from HP PPM Center:

- com.kintana.core.web.SQL_FILTER_REGEX
- com.kintana.core.web.ENABLE_SEC_DETECTION

- com.kintana.core.web.ENABLE_SEC_PROTECTION
- com.kintana.core.web.ENABLE_XSS_EXCEPTION
- com.kintana.core.web.ENABLE_XSS_PROTECTION
- com.kintana.core.web.ENABLE_SQL_EXCEPTION
- com.kintana.core.web.ENABLE_SQL_PROTECTION
- com.kintana.core.web.XSS_FILTER_REGEX
- com.kintana.core.web.SQL_FILTER_REGEX
- com.kintana.core.web.VALIDATION_FIELDS
- com.kintana.core.web.NUM_EXCLUDED_PARAM
- com.kintana.core.web.EXCLUDED_PARAM

Known Problems, Limitations, and Workarounds in Service Pack 4

N/A: Integrations

LIMITATION:	By default, PPM Center uses the Microsoft Project custom field Text30 to store PPM Center project link information. When mapping activities, HP recommends that you use custom fields Text1-29 (Text30 is invisible by default). If you must map Text30 for activity synchronization, set the MSP_PROJECT_CUSTOM_FIELD parameter in `server.conf` to a custom field other than Text30. (203746)

3603497999: Project Management

KNOWN PROBLEM:	It takes a long time to save after a resource from a staffing profile is added to a project. (205575)

1603645977: Project Management

KNOWN PROBLEM:	Saving a work plan task with a large planned labor cost caused the following error: "`Planned Labor has an invalid currency format according to your user regional setting. This field only accepts 2 decimal places.`" (204209)

3605155650: Demand Management

KNOWN PROBLEM:	When the Microsoft Internet Explorer 6.0 browser is used, the **Done** and **Cancel** buttons on the Required/Reconfirm screen in the **Project Details** tab of the Project Overview page partially or completely disappear after values are entered in a table component. (205349)

1603871382: Demand Management

KNOWN PROBLEM:	UI rules could not resolve SYS (system) or AS (application server) tokens. (204652)

3603219874: Demand Management

KNOWN PROBLEM:	Table component field values of some requests sometimes do not show up. (204008)

3600684820: Resource Management

KNOWN PROBLEM:	An error message appeared when attempting to softbook or commit a resource; this happened for users without the Edit All Staffing Profiles access grant or certain other access grants for a specific staffing profile. (199687)

3603734985, 1603364125: Time Management

KNOWN PROBLEM:	Close and Freeze actions did not show in Timesheet Audit Trail logs. (203165, 204104)

Enhancements, Certifications, and Fixes in Service Pack 3

The following enhancements, certifications, and fixes were made in Service Pack 3 (SP3).

Enhancements

The following enhancements were made in Service Pack 3.

- Mapping and synchronizing HP Project Management and Microsoft Project activities
- Synchronizing HP Project Management and Microsoft Project notes
- Thresholds for Analyze Resource Pools and Analyze Assignment Load Portlets
- Exporting data from the Analyze Resource Pools and Analyze Assignment Load portlets
- Time sheet data loader
- Synchronizing actuals from HP Time Management to HP Project Management

Mapping and Synchronizing HP Project Management and Microsoft Project Activities

Before you can map and synchronize activities, you must integrate HP Project Management and Microsoft Project by downloading and installing the Plug-in for PPM. See the *HP Project Management User's Guide* for more information.

About Activities in HP Project Management

Activities are simple configuration entities that can be associated with tasks in the project work plan. Tasks can be characterized by the type of activity involved in accomplishing the task. For example, certain tasks could be categorized as design activity while other tasks could be characterized as testing activity.

Although they can be used for simple categorization, activities are usually used to identify costs that can be capitalized for Statement of Position (SOP) 98-1 compliance. For example, activities marked as capitalized will categorize the costs of associated tasks as capital if the project supports capitalization. A project or task is identified as capitalized when it is associated with a capitalized activity.

HP Project Management comes with a pre-defined set of activities reflecting common SOP 98-1 categories that can be configured for use with tasks.

If you choose not to activate SOP 98-1 tracking, activities can still be associated with tasks as a categorization tool, and any associated costs will be considered operating expenses. That is, activities can be used even when SOP 98-1 functionality is not enabled, but they cannot be marked as capitalized, nor will projects or tasks associated with any activities track capitalization data.

NOTE: Activities can also be associated with requests and packages (but cannot be capitalized). However, only activities associated with tasks can be mapped and synchronized between HP Project Management and Microsoft Project.

For detailed discussion of configuring activities and activity behavior, see the *HP Financial Management User's Guide.*

Enabling Microsoft Project Integration Options: Activity Synchronization and Mapping

Activities in HP Project Management are mapped to and from the Text1-29 fields (by default, Text1) of Microsoft Project.

To enable activity mapping, from PPM Center, do the following:

1   Open the project

2   Click **Project Settings** in the Project Overview page.

3   Click **Microsoft Project Integration.**

4   In the Microsoft Field Mapping section, select **Enable Activity Synchronization.**

5   Select the Microsoft Project custom field (Text1-29) to map to HP Project Management activities. By default, Text1 is selected.

6   Click **Done.**

HP Project Management and Microsoft Project Activity Synchronization Modes

The synchronization mode of a project determines which application (PPM Center or Microsoft Project) has control over project information when updating information between HP Project Management and Microsoft Project.

- If HP Project Management controls all shared work plan information, activities are editable in PPM Center only. When PPM Center project information is transferred to Microsoft Project, the PPM Center Activity field is exported to Microsoft Project custom field Text1-29 (Text1, by default).

- If Microsoft Project controls all shared work plan information, activities are editable in Microsoft Project only. When the Microsoft Project work plan information is transferred to a PPM Center project, the Microsoft Project custom field Text1-29 (Text1, by default) is imported into the PPM Center Activity field.

- If control is shared, activities are controlled by and editable in Microsoft Project only. When the Microsoft Project work plan information is transferred to a PPM Center project, the Microsoft Project custom field Text1-29 (Text1, by default) is imported into the PPM Center Activity field.

Activity Synchronization Behavior in Microsoft Project

When synchronizing activities, you should either let the Plug-in for PPM generate the activity column in Microsoft Project or define the activity column in Microsoft Project using the label "Activity" and map the same custom field configured in the PPM Center project settings.

If the activity column is defined incorrectly (either the Microsoft Project column is not labeled "Activity" or the custom field used is not the same custom field configured in the PPM Center project settings), the following occurs:

	HP Project Management Controlled	**Microsoft Project Controlled or Shared Control**
Microsoft Project Column Label is Incorrect, Custom Field is Correct	When a PPM Center work plan is first opened from Microsoft Project, a column labeled "Activity" in Microsoft Project is created. If the "Activity" column is renamed, activities in PPM Center are still synchronized to the same (renamed) column in Microsoft Project.	Mislabeled activities in Microsoft Project are synchronized to activities in PPM Center. A warning message is logged.
Microsoft Project Column Label is Correct, Custom Field is Incorrect	When a PPM Center work plan is first opened from Microsoft Project, a column labeled "Activity" in Microsoft Project is created. If another column labeled "Activity" is added in Microsoft Project that is mapped to a different custom field (not the one configured in the PPM Center project settings), it is ignored during synchronization.	The column labeled "Activity" in Microsoft Project is not synchronized in PPM Center. Instead, another column labeled "Activity" is created that is mapped to the correct custom field. A warning message is logged to rename the initial column labeled "Activity."

NOTE: After the first synchronization, do NOT modify the column label or mapped custom field in Microsoft Project.

Activity Inheritance Behavior

Tasks and summary tasks can inherit their activity settings from their parent projects, making it unnecessary to manually set the activity for every task and summary task within a project.

Activity inheritance follows certain rules (also described in the *HP Financial Management User's Guide):*

- When an activity is set on a project, the same activity cascades down to all its children. These children will continue to inherit whatever their parent's activity setting is. If one of these children is moved to a different parent with a different activity setting, the child will acquire the new parent's activity setting.

- When a child with a different activity setting than its parent is found, the activity setting cascade stops and that child's activity setting is preserved. This child's activity setting will be preserved even if the child is indented, outdented, or cut-and-pasted under a different parent.

- In the case of a child with a different activity setting, manually setting that child's activity setting to that of its parent means that its activity setting will no longer be preserved, and will become that of its current parent.

- Manually setting a child's activity to an empty value will keep it empty, but it will not stay empty if the child is moved to a parent with a non-empty activity setting.

- If a summary task's parent changes its activity setting, the new activity will be applied to the summary task and all its children as well, unless the summary task's activity setting is different than its parent's, in which case the summary task and its children will remain untouched.

Additional rules regarding activity inheritance behavior:

- In HP Project Management controlled mode, when activities are synchronized, if a child's activity is empty in PPM Center, it will remain empty in Microsoft Project.

- In Microsoft Project controlled mode and shared controlled mode, when activities are synchronized, if a child's activity is empty in Microsoft Project, that child's activity will inherit its parent's activity in PPM Center.

Synchronizing HP Project Management and Microsoft Project Notes

Before you can synchronize notes, you must integrate HP Project Management and Microsoft Project by downloading and installing the Plug-in for PPM. See the *HP Project Management User's Guide* for more information.

About HP Project Management Notes

Notes are free-form text entered in the Task Details page and can contain up to 32K of information per work plan. Once saved, notes cannot be modified. Saved entries are marked with a timestamp. A user may submit multiple notes. Formatted text, OLE objects, and bitmaps (which are allowed in Microsoft Project notes) are not allowed in HP Project Management notes.

About HP Project Management Controlled Synchronized Notes

If HP Project Management controls the notes for the integration, all notes for a task are grouped together into one synchronized note, up to the synchronized note size limit (see Configuring Microsoft Project Integration Options: Notes Synchronization for more information). The notes are sorted by date in ascending order (the most current note is at the beginning of the synchronized note) and the timestamp and user who created the note are included with each note.

Configuring Microsoft Project Integration Options: Notes Synchronization

By default, both PPM Center and Microsoft Project limit the size of a synchronized note to 1,500 bytes. This limitation is only applicable for synchronized notes. That is, you can create and store notes larger than 1,500 bytes in PPM Center or in Microsoft Project, but the information that is synchronized between the two applications is limited.

In Microsoft Project, a synchronized note's size is not configurable. That is, the size of a synchronized note sent from Microsoft Project to PPM Center cannot be larger than 1,500 bytes and cannot be modified.

In PPM Center, a synchronized note's size is configurable. That is, the size of a synchronized note sent from PPM Center to Microsoft Project is determined by the MSP_NOTES_SIZE_LIMIT `server.conf` parameter.

To configure a synchronized note's size in PPM Center, edit the MSP_NOTES_SIZE_LIMIT parameter in `server.conf.` By default, a synchronized note's size is 1,500 bytes. Refer to the *System Administration Guide and Reference* for more information about editing the `server.conf` file.

Enabling Microsoft Project Integration Options: Notes Synchronization

You need to determine if notes will be used to track task data or actuals details. Once you have made this decision, this should be set as a project policy. Therefore, notes synchronization should be enabled at the project type level. Synchronization of notes in projects of the same project type should always be in the same direction (from PPM Center to Microsoft Project or from Microsoft Project to PPM Center).

To enable notes synchronization, from PPM Center, do the following:

1 Create or open an existing project type.

   To create a project type,

   a   Select **Administration > Project Types & Templates > Create Project Type.**

   To open an existing project type,

   b   Select **Administration > Project Types & Templates > Manage Project Types.**

   c   Click the project type.

2 Click **Microsoft Project Integration.**

3 In the Microsoft Field Mapping section, select **Enable Notes Synchronization.**

4 Select the Notes synchronization direction.

   If control of work plan information is shared, this selection indicates the type of data being stored in notes. For example, if control of work plan information is shared and you select **From PPM to Microsoft Project,** notes are considered to be actuals details. If you select **From Microsoft Project to PPM,** notes are considered to be task data.

5 Click **Create** or **Done.**

HP Project Management and Microsoft Project Notes Synchronization Modes

The synchronization mode of a project determines which application (PPM Center or Microsoft Project) has control over project information when updating information between HP Project Management and Microsoft Project.

- If HP Project Management controls all shared work plan information, notes are editable in PPM Center only. When PPM Center project information is transferred to Microsoft Project, each note along with its description, user, and timestamp, are consolidated into the Microsoft Project Notes field..

- If Microsoft Project controls all shared work plan information, notes are editable in Microsoft Project only. When the Microsoft Project work plan information is transferred to a PPM Center project, the Microsoft Project Notes field is imported into a single PPM Center Notes field. Formatted text, OLE objects, and bitmaps (which are allowed in Microsoft Project notes) are not allowed in HP Project Management notes.

- If control is shared, the application that controls and edits notes is determined by the Microsoft Project integration project settings of the project. See step 4 in Configuring Microsoft Project Integration Options: Notes Synchronization.

About Sending Work Plan Information from Microsoft Project to HP Project Management

In shared control mode, selecting **PPM > Update associated work plan in Microsoft Project** allows you to choose between the following options:

- **Send work plan information from MSP to PPM.** Send updated schedule information from Microsoft Project to HP Project Management. If this option is chosen, the integration refreshes the work plan schedule information in the associated work plan in HP Project Management based on the data in Microsoft Project. Any additional edits made in HP Project Management are retained. If the Microsoft Project work plan includes resources that cannot be mapped to resources in PPM Center, you will be asked to map these resources.

  Whenever you send a Microsoft Project file to HP Project Management, a backup copy of the `.mpp` file is automatically saved to the same directory in which the original file is stored, with the extension `.bak`.

  If you originally created the work plan in HP Project Management using a work plan template, tasks marked as required by the template cannot be deleted in Microsoft Project. Tasks that have actuals logged against them in HP Project Management cannot be removed from the Microsoft Project file. You must first remove the actuals if you intend to remove the tasks.

- **Retrieve actuals from PPM to Microsoft.** Retrieving actuals information from HP Project Management based on the project-level settings for integration. If this option is chosen, the integration retrieves actuals data from HP Project Management for your review and optional application.

When notes synchronization is enabled and you send work plan information from Microsoft Project to HP Project Management, notes synchronization behaves in the following manner:

Selected Option	Synchronization Direction	Results
Send work plan information from MSP to PPM	From Microsoft Project to PPM	Notes in Microsoft Project are synchronized in PPM Center.
	From PPM to Microsoft Project	Notes in Microsoft Project are not synchronized.
Retrieve actuals from PPM to MSP	From Microsoft Project to PPM	Notes in PPM Center are not synchronized.
	From PPM to Microsoft Project	Notes in PPM Center are synchronized in Microsoft Project.

Changing Synchronization Modes

If the synchronization mode of a project is changed from HP Project Management controlled to Microsoft Project controlled, notes initially entered in HP Project Management are deleted when the project is synchronized. To preserve notes initially entered in HP Project Management, synchronize the project to Microsoft Project BEFORE changing the synchronization mode.

Thresholds for Analyze Resource Pools and Analyze Assignment Load Portlets

The Analyze Resource Pools portlet provides a way to assess planned load on resource pools by directly comparing the projected demand in a staffing profile or profiles to projected capacity in a resource pool or pools.

The Analyze Assignment Load portlet provides a tool for visualizing assignments that allows a manager to view workload sorted according to different criteria and levels of specificity, giving them better control and visibility over their resources' workload.

Data shown in each portlet can be filtered by setting the parameters in the portlet preferences. However, if large amounts of data are supplied, there may be portlet performance problems. Therefore, thresholds for

these portlets can be specified in the `server.conf` file and default values are provided for optimal performance.

For the Analyze Resource Pools portlet, you can specify the following parameters.

- ARP_MAX_RESOURCES: the maximum number of total resources. The default value is 300.

- ARP_MAX_RESOURCE_POOLS: the maximum number of total resource pools. The default value is 30.

For the Analyze Assignment Load portlet, you can specify the following parameter.

- AAL_PORTLET_MAX_RESOURCES: the maximum number of total resources. The default value is 300.

When a threshold is exceeded, the portlet does not display. Instead, a message containing the threshold value and current value that exceeds the threshold appear. To make the portlet display, you can edit the preferences of the portlet so that the threshold is no longer exceeded. HP does not recommend that you increase the threshold values as this may cause performance problems.

If the amount of data you need to analyze exceeds the thresholds, you can export the data to Microsoft Excel. See Exporting Data for the Analyze Resource Pools and Analyze Assignment Load Portlets for more information.

See the *Resource Management User's Guide* for more information about these portlets. See the *System Administration Guide and Reference* for more information about specifying configuration parameter values.

Exporting Data from the Analyze Resource Pools and Analyze Assignment Load Portlets

Data from the Analyze Resource Pools or Analyze Assignment Load portlets can be exported to Microsoft Excel. The effort decompression service on the PPM Server, which takes a snapshot of the resource capacity, resource pool capacity, and workload data, must be enabled before you can export the data. By default, the effort decompression service is enabled.

Typically, you can view this data in the Analyze Resource Pools and its Breakdown (data) table or the Analyze Assignment Load and its Resource Breakdown table. However, if thresholds are exceeded for these portlets (see Thresholds for Analyze Resource Pools and Analyze Assignment Load Portlets for more details), these portlets do not display. Use the data export to view the data in Microsoft Excel.

To configure the effort decompression service on the PPM Server, modify the following parameters in the `server.conf` file. See the *System Administration and Reference* for more information.

Parameter	Description
ENABLE_EFFORT_DECOMPRESSION_SERVICE	Enable or disable the effort decompression service. Set this parameter to true to enable the effort decompression service. When the service is enabled, a snapshot is taken of the resource capacity, resource pool capacity, and workload data at the interval specified by EFFORT_DECOMPRESSION_INTERVAL. Valid values: true, false Default: true
EFFORT_DECOMPRESSION_INTERVAL	How often, in minutes, a snapshot is taken of the resource capacity, resource pool capacity, and workload data. Default: 1440 (24 hours)

To export Analyze Resource Pool portlet data to Microsoft Excel, do the following:

1   Select **Resource Management > Data Exports > Analyze Resource Pool.**

2   Set the filter criteria for export. See the *Resource Management User's Guide* for more information.

    An additional field is included for the filter criteria: Include Detailed Data. Select this checkbox if you want to get a breakdown of total resource capacity viewed against load by staffing profile (data displayed in the Analyze Resource Pool Breakdown table).

3   Click **Export To Excel.**

To export Analyze Resource Pool portlet data to Microsoft Excel, do the following:

1   Select **Resource Management > Data Exports > Analyze Assignment Load.**

2   Set the filter criteria for export. See the *Resource Management User's Guide* for more information.

    An additional field is included for the filter criteria: Include Detailed Data. Select this checkbox if you want to get a breakdown of total resource capacity and workload (data displayed in the Analyze Assignment Load Resource Breakdown table).

3   Click **Export To Excel.**

The date when the snapshot was taken is included in the export. If the effort decompression service is disabled, either the data is displayed from the last snapshot or no data is displayed (if no snapshots have been taken).

Time Sheet Data Loader

A time sheet data import tool has been added. The tool enables you to import time sheets from external systems into PPM Center. The time sheets must be converted to XML format. An XSD file is included to help you understand the format to which your XML files must conform.

Some of the features of the time sheet data importer include:

*   You can upload a large volume of time sheet data at one time.

*   The tool uses multi-threading to support the parallel processing of time sheets.

*   Time sheet data is validated for integrity.

*   The tool checks for time sheet policy violations.

*   The tool supports logging time against Projects, Tasks, Requests, Packages, and Miscellaneous work items. It also supports specifying activities, charge codes, and user data, but does not support creating them. The tool does not support work allocations processing and delegations.

To use the time sheet data import tool:

1   Convert your time sheet data to XML format. The XSD file to help you understand the format to which your XML files must conform is
    `http://<PPM_Server_Name>:<port>/itg/web/knta/global/webservices/xsd/timeConversion.xsd`

    where

    <PPM_Server_Name> is the host name or IP address of your PPM Center instance

    <port> is the port number from which your PPM Center instance is accessed

2   Change to the *<PPM_Home>*/bin directory.

3   Run the following command: sh ./kTMDataConversion.sh

The following arguments can be used:

-user (user name) - Required
-pwd (password) - Required
-xmlLocation (directory or single file name) - Required
-logLocation (defaults to the xml directory)
-maxThreadcount (10 by default; the number of threads that can be used depends on the type of hardware)
-checkPolicyAndDefaultCC (false by default) - Checks policy for time sheets and default charge codes, if any
-errorsPerMinuteForCancel (50 by default) – Number of errors count per minute to cause auto graceful exit
-testMode (false by default) – Runs without commit

IMPORTANT: Be sure to use a TEST instance before deploying the tool in a production environment. Use a minimum of 20% to 30% of the real data to capture potential functional, performance, and setup issues.

Synchronizing Actuals from HP Time Management to HP Project Management

An actuals synchronization tool has been added. The tool enables you to synchronize actuals (actual start date, actual finish date, percent complete, and actual effort) from HP Time Management to HP Project Management.

Some of the features of the tool include:

- Multiple instances of the tool can be run at the same time.

- Synchronized values are rolled up. However, you may not see the values immediately. Values are rolled up based on when the roll-up service is run

WARNING: Any actuals not entered using HP Time Management for a project being synchronized are lost.

To use the actuals synchronization tool:

1 Back up the database. Changes made by the tool are not reversible.

2 From the PPM Server, change to the *<PPM_Home>*/bin directory.

3 Run the following command: sh ./kPMTMSync.sh

The following arguments can be used:

Argument	Description
username	*Required.* Any existing PPM Center user who has the Edit All Projects access grant.
password	*Required.* The password for the PPM Center user.
projectno	Optional. The project number of the project to which the actuals are synchronized. The project number is available on the Search Projects page or in the Project Details tab of the project. If you also specify the projectname argument, the name must correspond the the project number. If neither the projectno nor the projectname argument is specified, all projects whose work plan SOURCE field is set to NEEDS_TM_SYNC have their actuals synchronized.

Argument	Description
projectname	Optional. The project name of the project to which the actuals are synchronized. The project name is available on the Search Projects page or in the Project Details tab of the project. If you also specify the projectno argument, the number must correspond the the project name. If neither the projectno nor the projectname argument is specified, all projects whose work plan SOURCE field is set to NEEDS_TM_SYNC have their actuals synchronized.

Certifications

- Oracle 10.2.0.4 has been added to the collection of supported PPM Center databases.

- VMware ESX Server 3.5 has been added for selected PPM Center platforms.

Fixes

1-645544323, 1-662433562: PLATFORM

PROBLEM: A stack trace error appeared when values selected from a multiselect auto-complete field added up to more than 4000 characters. (195053, 195355)

2215743764: Demand Management

PROBLEM: The Demand Scheduling field group cannot be added to a project. (198726)

1-739429483: Platform

PROBLEM: After upgrading to version 7.1 Service Pack 3, Workbench performance is slow. (198868)

3600307379: Resource Management

PROBLEM: The Resource Request portlet does not display the expected information for unmet hours (the portlet displays total unmet hours from the start date to the end date, not for the date range selected in the preferences). Three new columns of information have been added to the portlet: Unmet Range Start, Unmet Range End, and Unmet Range Hours.(199110)

3600046101: Project Management

PROBLEM: A project or high-level task is shown as 100% complete even if a subtask is not completed. Projects or high-level tasks that are 99.5% complete or higher are rounded up to 100%. (199319)

1600699632: Project Management

PROBLEM: When a project is created from a proposal and the name of the financial benefit is greater than 100 characters, a database error is displayed instead of a PPM Center error that explains the problem. (201368)

3601850804: Demand Management

PROBLEM: Pre-configured system validations (RSC – Roles – Existing, PM – Project Types (restricted), and PPM – User Id – Enabled or Existed) do not migrate correctly. (201444)

1600875665: Integrations

PROBLEM: When integrating MSP and PPMC, if a task is cancelled, PPMC adds `Cancelled` to the task name each time the project is exported from MSP to PPMC. (201541)

3601412847: Time Management

PROBLEM: "Please fix the following problems: is required." error message is too vague. (201544)

3601354434: Platform

PROBLEM: Certain SMTP servers (sendmail in particular) strip dots (.) at the beginning of the line in a message body. This could lead to formatting loss in HTML emails. (201545)

3602103273: PROJECT MANAGEMENT

PROBLEM: The header field of the Project Overview page was not refreshed after a project was submitted. (201631)

3602110303, 3600315141: Demand Management

PROBLEM: When a user tries to move a request forward in a workflow, the following error appears: `One or more references in this Request is being updated by another database session. Please try again later. (KCRT-40186)` (201637, 202439)

NA: Time Management

PROBLEM: If there is more than one activity on a timesheet line logging time against a task, the actual effort entered differs from the actual effort displayed in the Compare to Workplan view. (201650)

1218443632: Costing

PROBLEM: When exporting budget and list portlets to Excel, if the BUDGETS_IN_WHOLE_DOLLARS `server.conf` parameter is set, numbers exported to Excel are not in this format. (201652)

1600587672: Project Management

PROBLEM: From a project in the resources tab, when time over 1,000 is entered into a time sheet of an existing resource and the delimiter used for numbers is a space, when adding an additional resource, the overall actual effort displays `NaN`. When saving the project, an error occurs. (201681)

3600520673: Platform

PROBLEM: The user cannot open a report type in the Workbench if the report type has too many configured security groups (for example, more than 6,000). (201844)

3600520673: Platform

PROBLEM: A report type cannot be copied if it contains too many restricted security groups. (201845)

1601228866, 1-702869853: Project Management

PROBLEM: If a Proposal request type has a table component field with rules and the Project request type has the same table component (with the same token name), the Create Project workflow step may fail. (201860, 202138)

3601384326: Demand Management

PROBLEM: Selecting **Enter** in the Date Time Chooser dialog results in an error. (201867)

1601306863: Time Management

PROBLEM: The PMTMSync tool, used to synchronize actual efforts between Project Management and Time Management, does not correctly calculate the estimated remaining effort and percent complete. (201940)

1600841525: Integrations

PROBLEM: The user cannot open a PPM Center project in Microsoft Project. (202043)

3602461956: Demand Management

PROBLEM: When configuring notifications, setting the interval to `Immediate` and enabling the `Reminder` option disables the `Do not send if obsolete` option. (202046)

NA: Time Management

PROBLEM: The `timeConversion.xsd` file was missing. (202107)

3601651837: Project Management

PROBLEM: Microsoft Project does not open a file until the Plug-in for PPM is disabled. After disabling the Plug-in for PPM, the user must either re-enable the Plug-in for PPM or uninstall and re-install the Plug-in for PPM. (202117)

3601635873: Integrations

PROBLEM: Synchronization between PPM Center and Microsoft Project takes a long time. (202118)

1601914343, 1600747766: Time Management

PROBLEM: Actuals for projects and tasks were not synchronized between HP Time Management and HP Project Management. (202374, 202121)

3602857570: Demand Management

PROBLEM: Cannot select a workflow button with a long name. (202140)

NA: Installer

PROBLEM: `kSupport.sh` is in DOS format and does not run on some platforms. (202181)

3601881394: Deployment Management

PROBLEM: File transfers over Secure Copy Protocol (SCP) occasionally hung because the target host was not ready for the transfer. (202368)

3602776289: Demand Management

PROBLEM: A project cannot be created from a proposal. (202370)

1601993534: Demand Management

PROBLEM: Requests cannot be searched if the Request No field was renamed in the request header type. (202418)

2602091034: Platform

PROBLEM: Updating the regional calendar from the Dashboard does not update the calendar in the KNTA_SERVER_PARAMETERS table. (202419)

3602884565: Dashboard

PROBLEM: If flexible fiscal periods are used and the start date for two periods is in the same month, some portlets, such as the Analyze Resource Pool portlet, display the months incorrectly. (202459)

3602768612: Project Management

PROBLEM: In the Resource Assignment portlet, when selecting any user from the portlet preferences, an error occurs. (202507)

1600700084: Project Management

PROBLEM: The work item description in a time sheet is truncated to 17 characters. The full description is now displayed in a tooltip. (202596)

2602252451: Demand Management

PROBLEM: Performance is slow for the Request List portlet and when searching requests. (202603)

2601808497: Resource Management

PROBLEM: Assignments cannot be made to a new staffing profile if the end period is after the year 2015. (202604)

1600336979: Demand Management

PROBLEM: Net present value (NPV) displays more than two numbers to the right of the decimal point. (202710)

3601573035: Integrations

PROBLEM: If you removed a resource from a task in a Microsoft Project work plan, and the resource had some actual effort entered for the task in PPM Center, sending an update of the work plan to PPM Center caused the actuals to be removed from PPM Center. If you select Refresh Association to undo the deletion, only the tasks, but not the resource, are recovered. (202749)

3602370601: Resource Management

PROBLEM: When modifying a resource, if a change is made in the Role/Skill tab but the modification is saved from another tabbed area except the Calendar tab, the KNTA_PENDING_ROLLUPS table is not updated. (202812)

3603111667: Dashboard

PROBLEM: Cannot view Request List portlet. (202820)

3603261982: Dashboard

PROBLEM: If Display on Search and Filter is disabled for a field, the field does not appear in the search results. (202821)

2603416622: Dashboard

PROBLEM: Preconfigured Dashboard pages cannot be added to the Dashboard if the Internet Explorer 6.0 Service Pack 2 browser is used. (202871)

NA: Demand Management

PROBLEM: In the Workbench, some disabled keys can be operated using the keyboard. (203041)

NA: Time Management

PROBLEM: The Approve Time search results page does not appear after clicking **Done** or **Cancel** from a selected time sheet if you clicked **Next** from the search results page to find the selected time sheet. (203096)

NA: Time Management

PROBLEM: An empty request description appears as `null` in the time sheet line when the request is added to a time sheet. (203108)

NA: Time Management

PROBLEM: The auto-complete feature of the **Project** field in the Add Projects/Tasks to Time Sheet window does not work. (203109, 203144)

2603603674: Platform

PROBLEM: Currency fields or fields that use currency as a validation do not validate with spaces in its value. (203112)

NA: Time Management

PROBLEM: The auto-complete window of the **Project** field in the Add Projects/Tasks to Time Sheet window contains headers labeled **Empty.** (203145)

NA: Time Management

PROBLEM: A time sheet cannot be saved if an item has been deleted then re-added. (203153)

3600684820: Resource Management

PROBLEM: An error message appeared when attempting to softbook or commit a resource; this happened for users without the Edit All Staffing Profiles access grant or certain other access grants for a specific staffing profile. (199687)

1601965277: Demand Management

PROBLEM: When the base URL of the external Web server uses HTTPS (the external Web server or hardware load balancer uses SSL), security errors may display when the request details page is opened. (202277)

NA: Dashboard

PROBLEM: Java graphical portlets do not display any images.

3603224371: Demand Management

PROBLEM: An error message appeared when a request was created from another request using the create_request workflow event and resource tracking on requests was enabled. (202806)

3603350917: Resource Management

PROBLEM: An error message appeared when comments for staffing profile positions exceed field limitations. (202828)

3603479874: Project Management

PROBLEM: If a milestone was set to automatically complete when all predecessors were complete, the milestone's actual start and finish dates were automatically overwritten with the scheduled start and finish dates. (202860)

4000345666: Demand Management

PROBLEM: When a transition is not validated, the workflow still continues to the next step. (202930)

3603322897: Demand Management

PROBLEM: A request cannot be submitted if resource tracking is enabled and the Assigned To field is not editable. (202992)

3603505784, 3603505784: Demand Management

PROBLEM: After an upgrade of PPM Center version 6.0 to 7.5 SP2 and a request is copied or created, request type rules in the new request are ignored. (203066)

3603353138: Demand Management

PROBLEM: Graphical View of a request cannot be displayed. (203101)

3603597241: Time Management

PROBLEM: Saving or submitting a time sheet results in a Percent Complete error. (203171)

3603675934: Dashboard

PROBLEM: The Favorites list in the Dashboard does not display properly in the Mozilla Firefox 2.0.x browser. (203186)

3603650652: Integrations

PROBLEM: After integrating PPM Center version 7.5 with Universal CMD, configuration items cannot be selected and HP Change Control Management impact analysis does not work. (203187)

1602854097: Demand Management

PROBLEM: If a rule is created with a table component field as a dependency, when a new request is created using the request type with this table component field and any value is entered into the table component field, the value is not saved. (203202)

1602842917: Demand Management

PROBLEM: If a request type contains a field defined with a Date Field component type and this field is not editable, rules for this request type are ignored. (203268)

1602908991: Demand Management

PROBLEM: Rules for "look-ahead" pages (pages that display all required fields that are empty and all fields that must be reconfirmed) are ignored. (203296)

3603966538: Demand Management

PROBLEM: After upgrading from PPM Center version 7.1 to version 7.5, dates in the request search results page and Request List portlet display incorrectly. (203899)

1602254410: Platform

PROBLEM: Text for icons in the workbench are not or are partially translated. (202618)

Know Problems, Limitations, and Workarounds in Service Pack 3

N/A: Time Management

KNOWN PROBLEM: Performance enhancements that were made for HP Time Management portlets may decrease performance of HP Time Management. Aggregated calculations from several large tables (HP Time Management actuals tables) had caused portlets to time out and not display information. Performance enhancements were added so that the portlets would display their information. However, these performance enhancements may decrease performance for time sheet creation, copies, and saves. (203958)

N/A: Time Management

KNOWN PROBLEM:	When using HP Time Management Web services to update the status of a time sheet (to approve, close, reject, freeze, or cancel a time sheet), the entire time sheet is updated as well. Be sure to include its time sheet lines or cells. If any time sheet line IDs are not included when the status of the time sheet is updated, those time sheet lines are deleted from the time sheet. (204005)

1-665545897: Demand Management

LIMITATION:	If a term in the Query Builder uses an auto-complete field (that is, the field's data is dynamically populated), you cannot add additional terms to the query. (195666)

3602694631: Deployment Management

LIMITATION:	The PPM Center entity migrator cannot be used to migrate instances running PPM Center version 7.1 Service Pack 4 (or earlier) to instances running PPM Center version 7.1 Service Pack 5 (or later). An additional flag was added to Service Pack 5 (and later Service Packs). When the migrator from Service Pack 5 (or later) does not detect the correct number of flags, it fails. (202039)

3603350917: Resource Management

LIMITATION:	If comments for staffing profile positions exceed field limitations, the comments are automatically truncated (a warning message is not displayed). Field limitations include comments larger than 255 characters sent in notifications and aggregated comments exceeding 2,000 characters. (202828)

N/A: Integrations

WORKAROUND:	By default, PPM Center uses the Microsoft Project custom field Text30 to store PPM Center project link information. When mapping activities, HP recommends that you use custom fields Text1-29 (do not use Text30). If you map Text30 to HP Project Management activities, synchronization will fail. If you must map Text30 for activity synchronization, set the MSP_PROJECT_CUSTOM_FIELD parameter in `server.conf` to a custom field other than Text30. (203746)

Enhancements, Certifications, and Fixes in Service Pack 2

The following changes were made in Service Pack 2 (SP2).

Enhancements

- Earned value (EV) calculation can now be done in one of two ways: The current (pre-SP2) way is to obtain the total planned cost from the baseline, then multiply that by the percent complete. Beginning with SP2, if a task or project is less than 100%, the EV calculation is 0. The EV calculation is 100 only if the task or project is 100% complete. A server.conf parameter has been added to control EV calculation: `EV_ALLOW_PRORATING`. The new way of calculating EV is when the parameter is set to false. The default is true.

- Program Management: A participant model of security has been added for program managers. Beginning with Service Pack 2, the Create Program and the Edit Program pages allow a user to add only those projects to a program in which the user is a participant. If a program manager is not a participant of a project, the program manager will not see those projects when creating or modifying a program (see the following paragraph for an exception). See the *Project Management Users Guide* for details about configuring participants.

- If program managers are provided the View All Projects, they will be able to add projects to programs even for those projects for which they are not participants.

Certifications

- Russian language support (see the PPM Center version 7.5 Language Pack Release Notes for additional details)

- National language support for HP Service Manager version 7.00 in the Managing Application Change integration suite

- Support for HP Universal CMDB version 7.50 in the Managing Application Change integration suite (see the *HP Managing Application Change Guide* for additional details)

Fixes

The following items (identified by a tracking number) were fixed in Service Pack 2.

3600833301: DEMAND MANAGEMENT

PROBLEM: The ksc_copy_request special command did not run the Apply On Creation rules. (201457)

3600888684: DEMAND MANAGEMENT

PROBLEM: Adding "!" to the description of a field for a request header type did not correctly create banner fields. Instead, a blank string appeared in the Available Columns list when configuring a Request List portlet. Also, the column header appeared blank in the portlet. (200121)

1600226119: PROJECT MANAGEMENT

PROBLEM: Field-level security for Task User Data did not work. (201571)

3600913241: DEMAND MANAGEMENT

PROBLEM: Query Builder results were incorrect if two Query Builder searches were conducted in the same session using different tabs or windows. (200101)

1218546773: DEMAND MANAGEMENT

PROBLEM: When using Microsoft Internet Explorer, it was possible to bypass required date fields. (199650)

3600702104: DEMAND MANAGEMENT

PROBLEM: When using the Query Builder, selecting a field that is a drop-down list then the comparison operator of IN displayed a drop-down selection. It is now a multi-select list. (199474)

1600336709: DEMAND MANAGEMENT

PROBLEM: There were problems when copying table components from parent to child requests. (201420)

1600336986: RESOURCE MANAGEMENT

PROBLEM: Numbers in the Request Detail Report were not formatted correctly or right-aligned. (201325)

3601167366: DEMAND MANAGEMENT

PROBLEM: The text for portlet column headers was not wrapping, causing the page to be excessively wide and requiring the user to scroll horizontally to see the whole page. Other portlets on the page adopted the same size as that of the widest portlet. (200442)

NA: PLATFORM

PROBLEM: Applying an earlier service pack may have resulted in the following error: "ORA-01422: exact fetch returns more than requested number of rows." (200530)

1-742177383: REPORTS

PROBLEM: Scheduling a report to run by selecting the "Run Report On" option did not work. (197859)

3601225501: PROJECT MANAGEMENT

PROBLEM: A Java error message appeared when saving a time sheet, after the session timed out. (200901)

1218260598: TIME MANAGEMENT

PROBLEM: Adding work items to My Suggested Items led to a mismatch in between the Hours Added in the My Suggested Items list and a time sheet. An error message appeared when saving the time sheet, indicating a problem with the Actual Effort amount. (200100)

3600164492: PLATFORM

PROBLEM: Users received a session timeout message prior to the time as set in the server.conf parameter for timeouts. The problem was resolved by requiring that the JBoss session timeout take its value from the KINTANA_SESSION_TIMEOUT parameter. (198928)

3601699224: TIME MANAGEMENT

PROBLEM: The Work Items validation auto-complete list was not sorted. Now, the items are sorted by ID. (201391)

1600736474: TIME MANAGEMENT

PROBLEM: The Percent Complete field was not highlighted (in red) if left with a zero value, when non-zero effort was logged. (201287)

3600504932: RESOURCE MANAGEMENT

PROBLEM: Changing a holiday non-working day to a working day in the regional calendar was not reflected in the resource calendar. (199425)

1-644938533: PROJECT MANAGEMENT

PROBLEM: Individuals with the View Project access grant could delete project references. (194892)

1-690954072: DEPLOYMENT MANAGEMENT

PROBLEM: When a package line entered a workflow step at the same time another package line departed the step, a "Mercury internal error" message appeared. Now, a dialog box appears that advises the user to try again to modify the package. (196122)

1600747766: RESOURCE MANAGEMENT

PROBLEM: The Expand All feature for View Organization Model performed slowly. In SP2, the Expand All and the Collapse All buttons are not enabled by default. A new server.conf parameter has been added:

    RM_ENABLE_ORG_VIEW_EXPAND_ALL

When the value is set to true, both the Expand All and the Collapse All buttons are visible on the View Organization Model page. (196922)

1-724766953: TIME MANAGEMENT

PROBLEM: Empty time sheets were not included in the Delinquent Time Sheets report. (197208)

1600747766: TIME MANAGEMENT

PROBLEM: When creating a staffing profile from a proposal, the Region field had no default value. Now, when the Region field is hidden for both Create Budget and Create Staffing Profile, the default value for Region is the system default region. (197456)

1-716288493: PORTFOLIO MANAGEMENT

PROBLEM: The following filters can now be used to find a resource pool for a staffing profile:
- Resource Pool
- Primary Org Unit
- Resource Pool Manager
- Resource Name

(197645)

3600184507: COSTING

PROBLEM: Budget amounts appeared without commas. (198436)

1600747766: PROJECT MANAGEMENT

PROBLEM: If you opened the Project Overview page from the References section of a request, and you clicked Done after adding a task, the Project Overview page closed. (198514)

1217845871: PROJECT MANAGEMENT

PROBLEM: When a project was spawned from a proposal, the original owner of the staffing profile remained the owner in the new copy and could not be removed from the access list. (199141)

3600523416: PROJECT MANAGEMENT

PROBLEM: The Reference Update service now runs every minute instead of every 5 seconds. This service handles synchronization between request and request (as in the case of blocking predecessors) and request and tasks when a request has been updated and the target entity happens to be locked. This is a rare occurrence, and the Reference Update service will handle those rare occurrences. (199228)

NA: PROJECT MANAGEMENT

PROBLEM: A Java error appeared when attempting to add a user as a stakeholder a second time. (199349)

3600559266: PROJECT MANAGEMENT

PROBLEM: The header field of the Project Overview page was not refreshed after a project was submitted. (199351)

1218499406: TIME MANAGEMENT

PROBLEM: By copying time sheets, duplicate time sheets could be created even when the time sheet policy was set to disallow multiple time sheets for the same time period. (199568)

3600670904: DEMAND MANAGEMENT

PROBLEM: When a program was deleted, the references in requests were not deleted successfully. (199639)

3600560771: PROJECT MANAGEMENT

PROBLEM: An error message appeared when clicking Create New `<Request_type>` in the history trail ("breadcrumb") of a Project Overview page. (199642)

3600573797: TIME MANAGEMENT

PROBLEM: When multiple users who were assigned the same task submitted their time sheets concurrently, the time sheets did not get submitted correctly. (199647)

3600515343: PROJECT MANAGEMENT

PROBLEM: Projects with many tasks could not be scheduled. (199695)

3600329502: PROJECT MANAGEMENT

PROBLEM: An error appeared for the Project Gantt portlet when `ENABLE_PORTLET_FULL_RESULTS_SORTING` was set to true. (199741)

1-725736913: PROJECT MANAGEMENT

PROBLEM: Deleting work plans could take a long time. (199762)

3600877016: TIME MANAGEMENT

PROBLEM: Staffing profiles with a status of Complete were considered when calculating resource assignment load. (199923)

3600863580: PROJECT MANAGEMENT

PROBLEM: In certain cases, users were unable to open project (project attributes were missing from the database. (199932)

NA: PLATFORM

PROBLEM: The special command ksc_run_plsql_procedure did not release a database connection after a timeout. (200037)

3600981379: DEMAND MANAGEMENT

PROBLEM: The Net Present Value and Return On Investment values were not formatted properly in the Notes section of requests if the Currency validation was used. (200162)

3600394935, 3600545252: PROJECT MANAGEMENT

PROBLEM: Better error messaging has been added for problems related to Microsoft Project integration and converting existing work plans to templates. (200164)

2216852646: PROJECT MANAGEMENT

PROBLEM: The Reference section was missing when an Issue, Risk, or Scope Change request was created from the Project Overview page. (200168)

NA: PLATFORM

PROBLEM: Rollup services did not function correctly if the NLS settings did not indicate US locale parameters. (200236)

3600392769: COSTING

PROBLEM: A required field in a project request type prevented a capitalized cost project from appearing in the Capitalized Project Breakdown portlet. (200256)

3601066194, 3600953947: RESOURCE MANAGEMENT

PROBLEM: After creating a staffing profile and viewing the resource pool breakdown, the breakdown included disabled resources with zero time assigned, and also included assignment line items for assets with no have time left. (200373)

3600109344: TIME MANAGEMENT

PROBLEM: Under certain circumstances (many time sheets, many projects and tasks, certain database attributes), the My Work Items portlet timed out. (200432)

1600336044: RESOURCE MANAGEMENT

PROBLEM: In a Resource Pool, when clicking View Resource Load, the resources were not listed alphabetically. Now, resources are listed by Last Name, First Name. (200475)

3601340431: DEPLOYMENT MANAGEMENT

PROBLEM: The Clear button for a package line that had executed cleared all the fields (editable and non-editable) in the Package Line detail tab. Beginning in SP8, the Clear button clears only editable fields. (200576)

1600335898: TIME MANAGEMENT

PROBLEM: The Estimated Remaining Effort on a time sheet was calculated based on the value of the largest actual effort. (200598)

3601031322: TIME MANAGEMENT

PROBLEM: Changes were made to improve the performance of the Time Sheet Approval portlet. Beginning with SP8, the Time Sheet Approval portlet shows only time sheets that are eligible to approve. The portlet no longer shows time sheets with statuses of:

- Closed
- Frozen
- Cancelled
- Unsubmitted

(200712)

2215742886: TIME MANAGEMENT

PROBLEM: An error appeared when request and package work item types were disabled and the Create Work Allocations page opens up with the Project/Task work item type by default. (201083)

3601272418: INTEGRATIONS

PROBLEM: There were problems with percent complete calculation when the project or work plan was imported from Microsoft Project (MSP-controlled mode). (201123)

3601412847: TIME MANAGEMENT

PROBLEM: When a task on a time sheet was changed so that the Estimated Finish Date was the same as the Actual Start Date, an error message appeared indicating "Estimated Finish Date is less than Actual Start Date." (201135)

3601278297: PLATFORM

PROBLEM: When clicking a log hyperlink in the status section of a PFM-Proposal request, a Java error appeared. (201233)

3601497607: PROJECT MANAGEMENT

PROBLEM: When configuring participants for a project type, if no security group was specified for "Only users in the groups listed below that have the Edit Project Types access grant," the project type had View Only access. (201264)

NA: PROJECT MANAGEMENT

PROBLEM: A project that included a user in the Program Manager field of Project Participation could not be found in another program. (201267)

1600460338: REPORTS

PROBLEM: A report did not open if the set of security groups not allowed to execute the report was large. (201276)

1218443632: COSTING

PROBLEM: Exporting budgets resulted extremely large files. (201295)

1600275037: PROJECT MANAGEMENT

PROBLEM: After a proposal converted to a project, users without access grants to the proposal could not view attached documents in the newly spawned project. (201297)

2600200307: PLATFORM

PROBLEM: The Import Users report did not update the calendar when a resource's region was updated. (201311)

1218537936: DEMAND MANAGEMENT

PROBLEM: Performance improvements were made for creating requests, particularly for those requests in which the project reference field group is enabled. (201313)

3601278297: PROJECT MANAGEMENT

PROBLEM: The Export to Excel feature did not work if the "Automatic prompting for file downloads" option in Internet Explorer is turned off. (201352)

1600320936: PROJECT MANAGEMENT

PROBLEM: The View Projects access grant did not enable a user to view milestones or tasks. (201359)

1600836580: PROJECT MANAGEMENT

PROBLEM: Users who were no longer participants in a project but who were resources in the baseline of the work plan could access the project. Now, any user who is no longer a participant in a project cannot access the project. (201376)

1600006999: DEMAND MANAGEMENT

PROBLEM: Clicking an action button quickly multiple times in succession potentially caused duplicate entries in the KCRT_TABLE_ENTRIES table. (201419)

3601545061: DEMAND MANAGEMENT

PROBLEM: In the Validation report, if the Validation From and the Validation To fields are left blank, the report does not run. (201422)

3601245977: PROJECT MANAGEMENT

PROBLEM: Deleting tasks and sections from a work plan was slow. (201612)

3602188405: PROJECT MANAGEMENT

PROBLEM: For custom PFM-PROJECT request types, if the KNTA_PLAN_START_DATE display mode was set to No, an error appeared when attempting to create a project. (201644)

3601278297: TIME MANAGEMENT

PROBLEM: In some environments, running the Cost Rate Rule Update caused an Oracle error message to appear. (201776)

2600670416: RESOURCE MANAGEMENT

PROBLEM: Saving an org unit with a large number of direct members caused the application to run out of memory when the application node was part of a cluster. (201829)

NA: TIME MANAGEMENT

PROBLEM: In a time sheet, if tasks are added that both track Estimated Remaining Effort (ERE) and that don't track ERE, then an error may appear when saving the time sheet, which states: "Actual Effort/(Actual Effort + Estimated Remaining Effort)*100 must be equal to PercentComplete (+-.5)." (201871)

2601975838: DEMAND MANAGEMENT

PROBLEM: Chinese characters did not appear correctly in the workflow step layout view. (202012)

202026: COSTING

PROBLEM: In some situations, running the Cost Rollup service resulted in a "No more data to read from socket" message. Performance improvements have been made to the queries used for the service. (202026)

3602912380: DEMAND MANAGEMENT

PROBLEM: Attempting to save Request Types and Request Header Types in which Notes or Transaction History was enabled caused an "ORA-04098: trigger" error to appear. (202267)

NA: TIME MANAGEMENT

PROBLEM: After creating a time sheet and using the vertical and horizontal scroll bars to move the view of the page, the Daily Totals line was no longer visible. (202328)

NA: TIME MANAGEMENT

PROBLEM: When searching for Work Items to put on a time sheet, clicking Search without first tabbing out of an auto-complete field for a filter caused the filter field to be ignored. (202568)

1-634752563: DASHBOARD

PROBLEM: In portlets with bubble charts, bubbles with extreme values may not have been completely shown and appeared cut off. (194244)

3600100058: RESOURCE MANAGEMENT

PROBLEM: The View Forecasted Demand feature for a resource pool displayed staffing profiles with a Complete status as well as staffing profiles outside the relevant date range. (198632)

3600334357: DASHBOARD

PROBLEM: The right-most close icon (X) did not close the preference window in the Budget Summary portlet. (199056)

1218582256: RESOURCE MANAGEMENT

PROBLEM: Because of problems with a validation, unsynched budgets did not appear in the Budget auto-complete list when creating a staffing profile. (199725)

123445343: DEMAND MANAGEMENT

PROBLEM: Currency field validations did not work correctly. Now, currency is shown correctly according to Microsoft Internet Explorer language settings. (199872)

2216846736: DEPLOYMENT MANAGEMENT

PROBLEM: An error appeared when clicking the Line Execution Log History URL for a package. (200242)

3600568607: RESOURCE MANAGEMENT

PROBLEM: Completed staffing profiles were visible on the View Resource Load page. (200387)

3601046255: DEMAND MANAGEMENT

PROBLEM: The display of currency was inconsistent across pages in PPM Center. Now, the client regional settings are inherited uniformly across PPM Center, and currency is displayed consistently. (200413)

1600523599: PLATFORM

PROBLEM: In currency displays, the euro sign was shown at the end of a number, not the beginning. (201100)

NA: WEB SERVICES

PROBLEM: An error message (exception) appeared when retrieving a request using Demand Management Web services, in which the request included a reference created by a user who was disabled after creating the reference. (201101)

NA: COSTING

PROBLEM: When the user regional setting was modified to use "," as a decimal separator and the server.conf parameter `BUDGET_IN_THOUSAND_SHOW_DECIMAL=true`, the actuals column values were multiplied by 1000 in the Modify Budgets or Benefits pages when switching between Plan and Actuals & Plan Only views. (201241)

3601163653: TIME MANAGEMENT

PROBLEM: Performance improvements have been made to the Actual Time Summary report. (201613)

3601278297: PLATFORM

PROBLEM: The Broker in Use Sessions report and the Broker Performance report have been enhanced to show information from all three database pools: kintana, ITG, and Dashboard.

3602785466: INTEGRATIONS

PROBLEM: Mercury Application Management (MAM) impact analyses could not be viewed in PPM Center 7.5 SP1. (202417)

3603217850: TIME MANAGEMENT

PROBLEM: Adding work items to a time sheet was very slow when using Microsoft Internet Explorer. (202519)

NA: TIME MANAGEMENT

PROBLEM: After searching for items to add to the My Items list, it was not possible to add an item if it was on the second page or later of the search results. (202602)

3600684820: RESOURCE MANAGEMENT

PROBLEM: An error message appeared when attempting to softbook or commit a resource; this happened for users without the Edit All Staffing Profiles access grant or certain other access grants for a specific staffing profile. (199687)

3601278297: PLATFORM

PROBLEM: When editing the preferences for a Request Summary portlet, if you filtered for many request types, a warning box appeared with the following text: `You have exceeded the maximum length of this multi-select Auto-Complete field."` Now, the field size limitation has been removed. (202414)

102345: PLATFORM

PROBLEM: After changing the cost rate rule for a resource, the actual cost for effort on the resource's time sheet was reset to 0. (202683)

3601278297: PLATFORM

PROBLEM: If an activity was first saved as a capitalized cost and then changed to an operational cost, the actual cost was calculated as doubled in the Actual Time Summary report. (202698)

Certifications and Fixes in Service Pack 1

The following changes were made in Service Pack 1.

Certifications

HP Service Manager version 7.00 is certified as a Managing Application Change (MAC) software integration.

NOTE: You do not need to update your MAC software from version 1.0 to integrate with Service Manager 7.00. You only need to update PPM Center version 7.5 to Service Pack 1. See the *Managing Application Change Guide* (updated for Service Pack 1) for details.

Fixes

The following items (identified by a tracking number) were fixed in Service Pack 1.

1-734830013: DEMAND MANAGEMENT

PROBLEM: User tokens did not affect security settings for attachments to a request. (197930)

NA: DEMAND MANAGEMENT

PROBLEM: When performing a mass update to the Assigned To field, an error message appeared. (199870)

3601284725: GENERAL

PROBLEM: It was not possible to bind RMI (used for the Workbench) to all network interfaces. In SP1, a new `server.conf` parameter has been added: `BIND_RMI_TO_ALL_IPS`. Setting the value to `true` enables the RMI socket to bind to all available network interfaces. Setting the value to `false` or omitting it enables the RMI socket to bind to only to the interface specified in the `RMI_URL`. (201286)

36124516: GENERAL

PROBLEM: Re-importing a user through the User Import report or through LDAP import created orphan rows in the `KDRV_CALENDARS` database table. (201314)

3601031322: GENERAL

PROBLEM: To prevent Out of Memory errors, error handling is enforced in Hibernate cleanup code. All sessions are closed and all contexts are cleaned up. (201527)

3601643158: PROJECT MANAGEMENT

PROBLEM: There were performance issues when moving between tabs on the Project Overview page. (201570)

3600610280: PROJECT MANAGEMENT

PROBLEM: Searching projects when using the Plug-in for PPM was slow and consumed a large amount of server memory. (200690)

1600960175: PROJECT MANAGEMENT

PROBLEM: Due to a software limitation in Microsoft Project: The Actual Efforts option on the Microsoft Project Integration page takes into account Percent Complete under some circumstances. (201600)

NA: RESOURCE MANAGEMENT

PROBLEM: An Out of Memory error appeared when attempting to use the View Resource Breakdown portlet in environments with a large number of resources. (201427)

3600610280: RESOURCE MANAGEMENT

PROBLEM: An Out of Memory error appeared in some environments when the Staffing Profile Period Sum Update service ran. (200691)

1600747766: TIME MANAGEMENT

PROBLEM: It was possible to create a time sheet (by copying an existing time sheet) in which the `TM_ACTUALS` database table included null currency and cost data. (201504)

3600001700: TIME MANAGEMENT

PROBLEM: Saving a time sheet with over 20 lines was slow. (201266)

NA: TIME MANAGEMENT

PROBLEM: There were performance issues when the batch size of time sheets was large for approving, freezing, or closing.

In SP1, the following server.conf parameters have been added to improve system performance related to time sheets. You can limit the maximum batch size for freezing and closing, and for approving time sheets. These parameters are especially useful if a single manager potentially can approve hundreds of time sheets.

The parameters are:
```
MAX_BATCH_TIMESHEET_FREEZE_CLOSE
MAX_BATCH_TIMESHEET_LINE_APPROVE
```

The suggested value for each parameter is 50.

If you don't use these parameters, the batch size is determined by the maximum search results for time sheets when approving, or freezing or closing; in the case of approving, the batch size is also determined by the maximum portlet results in the Time Sheet Approval portlet. (201418)

3601082248: TIME MANAGEMENT

PROBLEM: There were performance issues with some SQL queries. The SQL for calculating the actuals to date for a work item was tuned. (201615)

Support

You can visit the HP Software support web site at:

www.hp.com/go/hpsoftwaresupport

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

HP Software online software support provides customer self-solve capabilities. It provides a fast and efficient way to access interactive technical support tools needed to manage your business. As a valued support customer, you can benefit by using the support site to:

- Search for knowledge documents of interest
- Submit and track support cases and enhancement requests
- Download software patches
- Manage support contracts
- Look up HP support contacts
- Review information about available services
- Enter into discussions with other software customers
- Research and register for software training

Most of the support areas require that you register as an HP Passport user and sign in. Many also require an active support contract. To find more information about support access levels, go to the following URL:

http://h20230.www2.hp.com/new_access_levels.jsp

To register for an HP Passport ID, go to the following URL:

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

Legal Notices

For information about third-party license agreements, see the Open Source and Third-Party License Agreements on the HP Software Manuals Web site.

To view open source code, see the `<PPM_HOME>`/integration/freeware/ directory of your PPM Center installation.