

HP APM for PPM

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Release Notes

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Why version number 9.10?

HP APM for PPM is an integrated part of the HP BTO Operations version 9 portfolio. Using this version number aligns HP APM with other products that are releasing in the same time frame. Product releases within the HP BTO Operations version 9 portfolio will feature shared technology, common platforms, integrations, solutions, upgrade tools, and professional services offerings.

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- Submit and track support cases and enhancement requests
- Download software patches
- Manage support contracts
- Look up HP support contacts
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1 Overview of HP APM for PPM

This document provides an overview of HP APM for PPM (HP APM) version 9.10. It contains important information not included in the manuals.



While the version of HP APM is 9.10, HP APM must be run on top of PPM Center version 9.12.

In this Version

HP APM is a module that runs on top of PPM Center version 9.12. It is a tool used to assess your current application portfolio and can help you to determine which applications need to be modernized.

Use HP APM to:

- Document the size of your portfolio and what applications support your business processes
- Compare and analyze application information (such as health, effectiveness, ownership, cost of ownership, business value, and risk)
- Identify improvement opportunities and make a strategic determination about the future of each application in the portfolio

The following features are provided by HP APM:

- Dynamic graphing
- PPM Data Migrator for Microsoft Excel
- HP APM-provided entities, modules, portlets, and reports
- Create, Search, and Browse Entity pages

Moving from HP APM Version 1.00

HP APM version 1.00 is a multi-tenant version of HP APM where multiple companies may be using the same instance of HP APM. HP APM for PPM version 9.10 is a single-tenant version of HP APM where a single company or organization uses a single instance of HP APM for PPM.

If you are moving from HP APM version 1.00 to HP APM for PPM version 9.10, you should note the following differences:

- **Business Objective Entity.** The business objective entity is replaced by the PPM Center business objective. See the *HP Program Management User's Guide* for more information about PPM Center business objectives.

Note the following differences between a PPM Center business objective and an HP APM business objective:

- PPM Center business objectives are not hierarchical. You cannot specify a parent-child relationship between PPM Center business objectives.
- PPM Center business objectives are not customizable. You cannot configure user data to add customized fields to a PPM Center business objective.
- PPM Center business objectives cannot be imported or exported using the PPM Data Migrator for Microsoft Excel.
- PPM Center business objectives are viewable by all users with the appropriate access grant. User access is controlled by the Portfolio Mgmt: Edit All Portfolios access grant.

- PPM Center business objectives have no automated data source. The Entity Query tool cannot be used to generate a data source for PPM Center business objectives.
- **Initiative Entity.** The HP APM initiative entity has been renamed to transformation proposal in PPM Center.
- **Organization Entity.** The organization entity is replaced by the PPM Center organization unit. See the *HP Resource Management User's Guide* for more information about PPM Center organization units.

Note the following differences between a PPM Center organization unit and an HP APM organization:

- PPM Center organization units are customizable using the Organization User Data data type. Additional attributes can be added by configuring user data.
- PPM Center organization units cannot be imported or exported using the PPM Data Migrator for Microsoft Excel.
- PPM Center organization units have no automated data source. The Entity Query tool cannot be used to generate a data source for PPM Center organization units.
- The Location field in the PPM Center organization unit is not related to the HP APM location entity. However, you can configure HP APM location entities in the RSC - Location validation so that they appear as selectable items in the Location field drop-down list.
- **Company Field Name.** HP APM entities no longer require a company assignment. The Company field has been removed from all HP APM entities.
- **Registering Users.** There is no longer a separate menu option to register users. Users must be configured following PPM Center guidelines. See the *Security Model Guide and Reference* for information on configuring users.
- **XML Importer.** The XML Importer has been replaced by the PPM Data Migrator for Microsoft Excel (Data Migrator). All HP APM entities may be imported or exported using the Data Migrator. See the *HP Application Portfolio Management Analyst's Guide* for more information about the

Data Migrator. Note that because business objectives and organizations are no longer HP APM entities, their data cannot be imported nor exported using the Data Migrator. Follow PPM Center guidelines to create business objectives and organizations,

Installation Notes

This section describes the system requirements that must be met before installing HP APM and how to install HP APM.

Server-Side and Client-Side System Requirements

Before you install HP APM, make sure that your system meets the minimum requirements.

Server-Side Requirements

HP APM requires the following server-side components:

- PPM Center version 9.12
- PPM Center Best Practices



HP APM server-side requirements are the same as the server-side requirements for PPM Center version 9.12.

For information about PPM Center server-side requirements, see the *System Requirements and Compatibility Matrix* for PPM Center.

For information on how to install PPM Center and PPM Center Best Practices, see the *Installation and Administration Guide* for PPM Center.

Client-Side Requirements

Client-side products and environments for HP APM and PPM Center version 9.12 are the same except for the following components required by HP APM.

The following components are required for the PPM Data Migrator for Microsoft Excel (Data Migrator):

- Microsoft Office Excel 2007 SP1 or 2010
- Microsoft .NET Framework 4 or .NET Framework 4 Client Profile
- Visual Studio 2010 Tools for Office Runtime
- 2007 or 2010 Microsoft Office Primary Interop Assemblies
- Microsoft Visual Basic Power Packs 10.0

The following component is required for dynamic graphing:

- Microsoft Silverlight add-on for Microsoft Internet Explorer or Silverlight Plug-In for Mozilla Firefox



If you attempt to run the Data Migrator or dynamic graphing without installing the required components, you will be prompted to install these components.

For information about PPM Center client-side requirements, see the *System Requirements and Compatibility Matrix* for PPM Center.

Preparing for Installation

To prepare for installation of HP APM:

1. Obtain the HP APM software.
2. Collect the following information, which you will need to supply during the installation procedure:
 - PPM Center administrator user name
 - PPM Center administrator password
 - PPM Center database schema password
 - PPM Center database TNS name
3. Verify that system requirements have been met. See *Server-Side and Client-Side System Requirements*.
4. Verify that you are not using user data fields in the Request Type User Data. See *User Data on page 14* for more information.

Installing HP APM

Before you install HP APM, PPM Center version 9.12 and PPM Center Best Practices must be installed.

For information about installing PPM Center and PPM Center Best Practices, see the *Installation and Administration Guide* for PPM Center.

Complete the following steps to install HP APM on the PPM Server:

1. Back up the database and file system for the PPM Server.
2. Verify that the PPM Server is running.
3. Copy the file `ppm-912-APM.jar` to the `<PPM_Home>` directory. This is the directory where your PPM Center instance is installed.
4. Change to the `<PPM_Home>/bin` directory.

5. Start the installation by typing the following command:
sh ./kDeploy.sh -i APM
6. Follow the on-screen instructions to complete the installation.
7. Stop the PPM Server.
8. Compile the JSP files using the following command:
sh ./kJSPCompiler.sh
9. (Optional) Delete PPM Center's cache in the following directories:

```
<PPM_Home>/server/<PPM_Server_Name>/tmp
<PPM_Home>/server/<PPM_Server_Name>/work
```

10. Start the PPM Server.
11. Verify the installation. Type:

```
sh ./kDeploy.sh -l
```

where the last character in the command is the lowercase letter "l."

The name APM should appear in the list of installed modules. For example, you should see the following entry:

| Deployment | Version | Deployed | Description |
|------------|---------|-----------------|-------------------------------------|
| APM | 910 | <date and time> | HP Application Portfolio Management |



If you are running PPM Center in a clustered environment, repeat the installation procedure for each PPM Server.

Known Problems, Limitations, and Workarounds

The following problems and limitations are known to exist in HP APM for PPM version 9.10 (or other software, as indicated). The problems are categorized by the affected product area. If a problem has an assigned internal tracking number, that tracking number is provided (in parentheses) at the end of the problem description.

User Data

| | |
|------------|--|
| PROBLEM | <p>When HP APM is installed, two user data fields are added to the Request Type User Data to help distinguish HP APM entities from PPM Center request types. The User Data Columns used are USER_DATA19 and USER_DATA20.</p> <p>User data fields for the Request Type User Data are affected as follows:</p> <ul style="list-style-type: none">• If you are using User Data Columns USER_DATA1 – USER_DATA18, these fields are removed from the request type (however, the data is not lost).• If you are using User Data Columns USER_DATA19 or USER_DATA20, these fields are overwritten and any data stored in these fields is lost. |
| WORKAROUND | <p>Before installing HP APM, verify that you are not using user data fields for the Request Type User Data. If you are using user data fields for the Request Type User Data, do the following:</p> <ol style="list-style-type: none">1. If you are using User Data Columns USER_DATA19 or USER_DATA20, reconfigure them to use different User Data Columns so that your data is preserved.2. After installing HP APM, reconfigure User Data Columns USER_DATA1 – USER_DATA18. |

Dynamic Graphing

| | |
|------------|---|
| LIMITATION | <p>In dynamic graphing, when viewing dependencies of more than 2,000 applications, the following error message displays:</p> <pre>Exception of type 'System.OutOfMemoryException' was thrown. (QCCR1L42231)</pre> |
| WORKAROUND | <p>Load a subset of the applications such that there are less than 2,000 applications displayed in dynamic graphing before trying to view upstream/downstream or direct dependencies.</p> |

PPM Data Migrator for Microsoft Excel

| | |
|------------|---|
| PROBLEM | During the installation of the PPM Data Migrator for Microsoft Excel (Data Migrator), the following message displays: <code>Publisher cannot be verified.</code> (QCCR1L41307) |
| WORKAROUND | This message can be safely ignored. Click Install to continue installing the Data Migrator. |
| PROBLEM | When creating an entity with only an identifier in the import spreadsheet, the PPM Data Migrator for Microsoft Excel (Data Migrator) logs a message that the entity was not created. However, the entity is actually created. (QCCR1L42225) |
| WORKAROUND | Verify the existence of the entity before fixing or recreating it. If the entity has been created, it has a request ID assigned to it. Use this request ID to update the entity. |
| PROBLEM | For multi-value fields in the import spreadsheet, spaces after the delimiter are considered part of the next value. For example, if the values <code>CAISO; SOX</code> are entered in the spreadsheet, the PPM Data Migrator for Microsoft Excel (Data Migrator) considers the second value as “ <code>SOX</code> ” (contains a leading space). (QCCR1L42307) |
| WORKAROUND | Do one of the following: <ul style="list-style-type: none">• In the import spreadsheet, eliminate spaces after the delimiter in multi-value fields. For example, <code>CAISO;SOX</code>.• From the Data Migrator, change the delimiter to include the trailing space. |
| PROBLEM | If you create multiple entities using the same identifier and are using multiple threads, multiple entities with the same identifier are created in PPM Center. (QCCR1L42560) |
| WORKAROUND | Do the following: <ul style="list-style-type: none">• Verify that the identifiers you are using are unique.• Use a single thread when creating entities. If you create multiple entities with the same identifier, if possible, delete the duplicate entities. |

Application Portfolio Size Portlet

| | |
|------------|---|
| PROBLEM | The following error message displays in the Application Portfolio Size portlet: This shared portlet cannot be displayed because one or more required preferences are missing. Please contact your dashboard administrator. (QCCR1L42235) |
| WORKAROUND | The fiscal calendar for PPM Center is not configured for the time period specified in the portlet (that is, the time period falls outside of the configured fiscal calendar). Update the Period Start and Period Finish dates of the portlet to fall within the dates configured for the fiscal calendar. |

My Applications Portlet

| | |
|------------|---|
| PROBLEM | The following error message (only the first portion is shown here) displays in the My Applications portlet: Cannot load this portlet's data because of a misconfigured SQL query. (KNTA-10836) Please contact your administrator with the following information: ... |
| WORKAROUND | The data source for the My Applications portlet should be updated: <ol style="list-style-type: none">1. Open the PPM Workbench.2. On the shortcut bar, click Dashboard > Data Source.3. Click List.4. Double-click on APM - User - My Applications to open it.5. Locate the statement <code>NV(TBL2.PARAMETER9) = '[SYS.USER_ID]'</code> and change it to <code>NVL(TBL2.PARAMETER9, '0') = '[SYS.USER_ID]'</code>.6. Click Save. |
| PROBLEM | Applications for which the user is the ITO Contact do not appear in that user's My Applications portlet. |
| WORKAROUND | The data source for the My Applications portlet should be updated: <ol style="list-style-type: none">1. Open the PPM Workbench.2. On the shortcut bar, click Dashboard > Data Source.3. Click List.4. Double-click on APM - User - My Applications to open it.5. Locate the statement <code>NV(TBL2.PARAMETER9) = '[SYS.USER_ID]'</code> and change it to <code>NVL(TBL2.PARAMETER9, '0') = '[SYS.USER_ID]'</code>.6. Click Save. |

Creating and Managing Business Objectives

| | |
|------------|--|
| PROBLEM | As an HP APM analyst or administrator, you cannot create or manage business objectives. (QCCR1L42407) |
| WORKAROUND | In order to create and manage business objectives, you must have the Portfolio Mgmt: Edit All Portfolios access grant. Create a security group that contains this access grant and assign that security group to the user who will be creating and managing business objectives. See Creating and Managing Organization Units if you also want to add the ability to create and manage organization units. |

Creating and Managing Organization Units

| | |
|------------|--|
| PROBLEM | As an HP APM analyst or administrator, you cannot create or manage organization units. (QCCR1L42407) |
| WORKAROUND | In order to create and manage organization units, you must have the Resource Mgmt: Edit Entire Organization or Edit Only Organization Units That I Manage access grant. Create a security group that contains this access grant and assign that security group to the user who will be creating and managing organization units. See Creating and Managing Business Objectives if you also want to add the ability to create and manage business objectives. |

Accessing Scheduled Services in PPM Center 9.12

| | |
|------------|---|
| PROBLEM | If you have the Edit Services Schedules or View Services Schedules access grant but do not have the User Administration license, you may see the following menu items in PPM Center but do not have the ability to execute them: <ul style="list-style-type: none">• Open > Administration > Schedule Services• Open > Administration > View Services Audit Page (QCCR1L41783) |
| WORKAROUND | If you wish to view or modify scheduled services in the system, the PPM Center administrator must assign the User Administration license to you in addition to giving you the Edit Services Schedules or View Services Schedules access grant. |

Local Language Support

HP APM supports English only.