

HP Project and Portfolio Management Center

Software Version: Content Pack 1.2

Operational Reporting for PPM Center Release Notes

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This manual's title page contains the following identifying information:

- Software version number, which indicates the software version
- Document release date, which changes each time the document is updated
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1 Overview of Operational Reporting for PPM Center Content Pack 1.2

This document provides an overview of the changes made to Operational Reporting for HP Project and Portfolio Management Center (PPM Center) Content Pack 1.2 (CP1.2). It contains important information not included in the manuals. This section contains general notes on system requirements and installation.

The remaining sections of this document provide information about the changes introduced in CP1.2:

- *Overview of Operational Reporting for PPM Center Content Pack 1.2 on page 7 (This section)*
- *Changes to Tables and Views on page 19*
- *Enhancements and Fixes in Content Pack 1.2 on page 23*
- *Known Problems and Limitations in Content Pack 1.2 on page 33*
- *Documentation Updates on page 39*
- *Documentation Errata on page 43*

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.

Software and Hardware Requirements

Before you install Operational Reporting for PPM Center CP1.2, check to make sure that your system meets the minimum requirements, as described in the *System Requirements and Compatibility Matrix* for Operational Reporting for PPM Center CP1.2. The *System Requirements and Compatibility Matrix* is available from the HP Software Product Manuals Web site (h20230.www2.hp.com/selfsolve/manuals). You must have an HP Passport account to access this Web site.

Installation Notes

Operational Reporting for PPM Center CP1.2 is compatible with PPM Center versions 9.12, 9.13, and 9.14.

You can upgrade the Operational Reporting from 9.10 version to CP1.2 directly, or from Operational Reporting Content Pack 1 (CP1) to CP1.2, or from Operational Reporting CP1.1 to CP1.2.



- To avoid duplicate data in PPM schema, you should follow the steps mentioned here ([step on page 33](#)) before upgrading Operational Reporting to CP1.2.
- Before upgrading to CP1.2, you should increase the value of the Oracle parameter `processes` in the Operational Reporting database server to 1000 to avoid the problem described here: [step on page 34](#).

Obtaining Installation Bundle for Content Pack 1.2

To obtain the installation bundle for Operational Reporting for PPM Center Content Pack 1.2,

1. Install all necessary service packs and packages for your operating system.
2. Check to make sure that your system meets the following minimum disk space requirements for BusinessObjects Enterprise installation:
 - 8.0 GB for BusinessObjects Enterprise (BusinessObjects Server and BusinessObjects Client)
 - 3.0 GB for BusinessObjects Enterprise Client
3. To get the Operational Reporting for PPM Center Content Pack 1.2 upgrade bundle:
 - a. Go to the [Operational Reporting Content delivery page](http://h22038.www2.hp.com) (h22038.www2.hp.com) on the HP Live Network site.

To access the Operational Reporting Content delivery page, you must first sign in on the HP Passport sign-in page.

For detailed information about how to access the Operational Reporting Content delivery page, see [Operational Reporting on HP Live Network](#) on page 16.

- b. Under **Quick Links**, click **Download Reporting Content**.
 - c. In the **Name** column, click the **CP1.2** link.
 - d. Download the Content Pack 1.2 upgrade bundle for your operating system.
4. Extract the contents of the Operational Reporting for PPM Center Content Pack 1.2 upgrade bundle to its own directory (hereinafter referred to as the <PPM_CP1.2> directory), separate from the <Op_Reports_Home> directory.
5. Make sure that an additional 2 GB is available on your c:\ drive for Windows installer. (Windows installer creates install patches under the C:\Windows\Installer folder.)

The *Operational Reporting Administrator's Guide* provides all of the detailed instructions on how to deploy Operational Reporting for PPM Center Content Pack.

Upgrading Operational Reporting to Content Pack 1.2

If you are on Operational Reporting 9.10 deployment (introduced with PPM Center 9.10), you need to upgrade your PPM Center instance to version 9.12, 9.13, or 9.14, then upgrade the Operational Reporting from 9.10 version to CP1.2.

If you are on Operational Reporting Content Pack 1 (CP1), you can upgrade your PPM Center to version 9.13 or 9.14 as necessary, then upgrade the Operational Reporting from CP1 to CP1.2.

If you are on Operational Reporting Content Pack 1.1 (CP1.1), you can upgrade your PPM Center to version 9.13 or 9.14 as necessary, then upgrade the Operational Reporting from CP1.1 to CP1.2.



Upgrading PPM Center to version 9.13 or 9.14 is optional, as CP1.2 is compatible with PPM Center versions 9.12, 9.13, and 9.14.

For detailed instructions on installing PPM Center version 9.14, see the *Release Notes for PPM Center 9.14*.

To upgrade the Operational Reporting solution to CP1.2,

1. (Optional) Navigate to the `<Op_Report_Home>/DB/install/sample` directory and run the `sample_onetime_batch.bat` file (On a Windows system) or the `sample_onetime_batch.sh` file (on a UNIX system) to synchronize PPM database to Operational Reporting database.



You need to wait for the ETL to complete before proceeding with Step 2.

For details, see the *Running Incremental ETL Jobs Manually* section of the *Operational Reporting Administrator's Guide*.

2. Navigate to the `<PPM_CP1.2>/Sample` directory, run the `sample_preupgrade_rpt.bat` file (on a Windows system) or the `sample_preupgrade_rpt.sh` file (on a UNIX system).
3. Review the generated `preupgrade_rpt` log file (located in the `<PPM_CP1.2>/log` folder).
 - If no error occurs, proceed to [step 4](#).
 - If the following error occurs, go to [step 1](#):
***PPM database needs to be synchronized
4. Stop your PPM Servers.
5. Set the value for the new parameter `Reporting Upgrade Type`.
 - On a Windows system, navigate to the `<PPM_CP1.2>\Sample` directory, open the `sample_upgrade_rpt.bat` file in a text editor, locate the new parameter `Reporting Upgrade Type`, and then set the parameter value to:
 - **ALL** if you are upgrading the Operational Reporting from 9.10 version
 - **CP1.1+CP1.2** if you are upgrading the Operational Reporting from CP1
 - **CP1.2** if you are upgrading the Operational Reporting from CP1.1
 - On a UNIX system, navigate to the `<PPM_CP1.2>/Sample` directory, open the `sample_upgrade_rpt.sh` file in a text editor, locate the new parameter `UPGRADE_TYPE`, and then set the parameter value to:
 - **all** if you are upgrading the Operational Reporting from 9.10 version
 - **CP1.1+CP1.2** if you are upgrading the Operational Reporting from CP1
 - **CP1.2** if you are upgrading the Operational Reporting from CP1.1



You can query the current version of Operational Reporting by the following SQL:

```
select parameter_value from RPT_PARAMS where  
parameter_name='PRODUCT_VERSION';
```

6. Run the `sample_upgrade_rpt.bat` file (on a Windows system) or the `sample_upgrade_rpt.sh` file (on a UNIX system).
7. Review the generated `upgrade_rpt_<Date_Time>.log` file (located in the `<PPM_CP1.2>/log` directory). Check whether there is an error `Error:ORA-` in the log file or any error messages at the end of log file. If no such errors occur, upgrade is successful.
8. Navigate to the `<PPM_CP1.2>/Deployment/platform/biar` directory, open the `biar_import.properties` file in a text editor, then edit and save the values for the following parameters:
 - `bo.home` Specifies the value to reflect the correct path to the BusinessObjects target patch installation directory, e.g.
`c:\hp\ppm\reporting\boe31` (on a Windows system) and
`/opt/hp/ppm/reporting/boe31` (on a UNIX system).
 - `cms.username` Specifies username for the BusinessObjects XI Central Management Server (CMS) administrator
 - `cms.password` (Windows only) Specifies password for the Central Management Server (CMS) administrator
 - The CMS password must be in clear text.
 - If you are upgrading on a UNIX system, remove the CMS password value.
 - `cms.host` Specifies IP address of the machine that hosts Business Objects XI Central Management Server
 - `cms.port` Specifies port assigned to Central Management Server
9. Do one of the following:
 - On a Windows system, navigate to the `<PPM_CP1.2>\Deployment` directory and run `upgradeBIARs.bat`.



- On a UNIX system, navigate to the `<PPM_CP1.2>/Deployment` directory, and run `upgradeBIARs.sh`.



When you run the script, you will receive a message that `biar_import.properties` needs to be updated to contain the correct values, you can ignore it.

10. Restart the PPM Servers, one at a time.

2 New Features in Operational Reporting for PPM Center Content Pack

New in Version Content Pack 1.2

Operational Reporting for PPM Center Content Pack 1.2 does not include any new features.

New in Version Content Pack 1.1

Operational Reporting for PPM Center Content Pack 1.1 does not include any new features.

New in Version 9.12 Content Pack 1

Operational Reporting for PPM Center version 9.12 Content Pack 1 introduces the following new features:

- *Operational Reporting on HP Live Network*
- *Operational Reporting for HP Project Management*
- *Operational Reporting Portlets*
- *Adding Request Custom Parameter Data to Operational Reporting*

Operational Reporting on HP Live Network

HP Live Network (HPLN) is an online virtual community for product experts, partners, and customers to collaborate and share knowledge, best practices, and add-on content for HP software products, including PPM Center and Operational Reporting. You can log in to the Operational Reporting Community page on HPLN to access the latest news, updates, and documentation for Operational Reporting. You can browse from the Operational Reporting community page or subscribe to receive notifications via email.

Access to HPLN is free to all PPM Center customers. You must have an HP passport account to access the PPM Center and Operational Reporting community pages.



Only project owners and administrators can post to the Announcements forum. If you are not a project owner or administrator, direct your feedback to the project owner or the general discussion forum.

To access Operational Reporting content on HPLN:

1. Go to the [HP Support Contract information page](http://support.openview.hp.com/entitlement/contracts) (support.openview.hp.com/entitlement/contracts).
2. Sign in to the HP Passport page.

The HP Support Contract information page opens.

Software > [Software Support Online](#)

Support contract information

Contracts

- » List contracts
- » Investigate contract
- » Contact HP sales
- » Help

Related links:

- » Support home

» Site map

Printable version

Support contract information

Listed below are the software support contracts you have added to your HP Passport profile.

Contract	Expiration date	Status	Delete
----------	-----------------	--------	--------

Add a contract to your profile

Contract identifier (SAID)*

Assistance options

- » Investigate contract
- » Contact HP sales

3. In the **Contract identifier (SAID)*** box, type your service agreement ID (SAID).
4. Click **Add**.
5. Go to the [Operational Reporting community](http://h22038.www2.hp.com) page on HP Live Network (h22038.www2.hp.com).
6. Log on to the HP Passport sign-in page.
7. To view the latest announcements about Operational Reporting, select the **Operational Reporting Content Announcements** link.

Operational Reporting for HP Project Management

PPM Center 9.12 Content Pack 1 now provides capability for reporting on HP Project Management module in PPM Center. You can access the PM Derived Universe from BusinessObjects InfoView and Universe Designer to create report queries.

Operational Reporting Portlets

HP has introduced two new out-of-the-box portlets named Operational Report and Operational Report list to PPM Center. Adding one of these portlets to PPM Dashboard pages, enables users to access operational reports from within the PPM Center standard interface.

REPORTING_BASE_URL Parameter

Operational Reporting version 9.12 CP1 introduces the `REPORTING_BASE_URL` server configuration parameter, which is used to specify the base URL for your BusinessObjects server. Before PPM Center users can add Operational Reporting portlets to their PPM Dashboard pages, the PPM Center administrator must specify a value for this parameter. (See [Operational Reporting Portlets on page 17](#).)

Operational Report Portlet

The Operational Report portlet displays operational reports based on the report name you select. After you add this portlet to a PPM Dashboard page, you can edit the preferences for the portlet and select the name of the operational report to display in it.

Operational Report List Portlet

The new Operational Report List portlet displays a link to each of the following preconfigured, HP-supplied reports:

- Demand Vs Capacity Report
- Time Sheet Compliance Report
- Financial Summary Report
- Project Status List Report

The first time you click the link for a report during a PPM Center session, the BusinessObjects InfoView logon page opens. After you provide your InfoView credentials, the Prompts window for the selected report opens. You can specify report filters, and then run the report. If you click a link in the displayed report results, the linked report opens in a new web browser window.

Adding Request Custom Parameter Data to Operational Reporting

In PPM Center, an administrator can configure up to 50 custom request parameters at the header level and any number of custom parameters at the request detail level. The Operational Reporting Kernel universe makes all of the custom parameters (at the request header level) and the first 100 custom parameters (at the request detail level) available for reporting. In Universe Designer and InfoView, you can now access these custom parameters in the Request Header Custom Parameters and Request Detail Custom Parameters folders under the Request Information class and add them to your reports. (For details, see the *Operational Reporting Administrator's Guide*.)

3 Changes to Tables and Views

Data Model Changes in Content Pack 1.2

This section describes the major changes to the Operational Reporting data model in Operational Reporting for PPM Center Content Pack 1.2.

Tables

Table 3-1 details the table added.

Table 3-1. Table added to the Operational Reporting data model

Table Name	Contents
RPT_TRACE_DETAILS	Stores the file, line and function that need to do SQL level trace during full ETL or incremental ETL

Data Model Changes in Content Pack 1.1

No changes are made to the Operational Reporting data model in Operational Reporting for PPM Center Content Pack 1.1.

Data Model Changes in PPM Center 9.12 Content Pack 1

This section describes the major changes to the Operational Reporting data model in PPM Center 9.12 Content Pack 1. For complete information about the tables and views in 9.12 Content Pack 1, see the *Data Model Guide*.

Tables

Table 3-2 details the tables added since PPM Center version 9.10. Some tables have been deleted, some new tables have been introduced, some existing tables have been modified, some tables have been deprecated and are unused in version 9.12 Content Pack 1, and other tables have been replaced by views.

Table 3-2. Tables added to the Operational Reporting data model (page 1 of 2)

Table Name	Contents
RPT_DIM_PM_TASKS	Task information derived from PPM Center tables
RPT_DIM_REQ_DTL_CUSTOM_PARAMS	Detail custom parameters for request entities
RPT_DIM_REQ_HDR_CUSTOM_PARAMS	Header custom parameters for request entities
RPT_DIM_REQUESTS	Request information derived from PPM Center tables. All of the fields are derived from PPM Center request tables
RPT_EVENT_LOG	Stores the events with error or information logged during steps executed during full ETL or incremental ETL
RPT_FCT_PM_AGGG_PROJ Effort	Stores all the effort for a project at the project level

Table 3-2. Tables added to the Operational Reporting data model (page 2 of 2)

Table Name	Contents
RPT_FCT_PM_AGGR_TASK Effort	Stores the effort information in a workplan aggregated by task hierarchy. Effort information at a summary task level is an aggregated value of all tasks below it in the hierarchy and its own value (if any). At the leaf task level, effort is not aggregated.
RPT_FCT_PM_TASK_ASSIGNMENTS	Stores the actual effort, assigned scheduled effort, and estimated remaining effort information for tasks at the individual resource level
RPT_FCT_PM_TASK_COST	Project cost information
RPT_FCT_PM_TASK_UNASSGN Effort	Stores the unassigned scheduled effort information at the task level without aggregation. The “resource_id” column in this table, which always has the value NULL, acts as a dummy column to help align the fact table with all other effort facts available at the resource level of granularity.
RPT_PM_PROJECT_ENTRIES	Project identifiers for fact calculation
RPT_PM_PROJECT_MANAGERS	Project manager information
RPT_PM_TASK_ENTRIES	Task identifiers for fact calculation

New Materialized Views

Table 3-3 lists the materialized views that have been added since PPM Center version 9.10.

Table 3-3. Views added to the Operational Reporting data model

View Name	Contents
RPT_DIM_PM_DTL_CSTPARMS_IRS_MV	Detail custom parameters for project issue, risk and scope change entities
RPT_DIM_PM_HDR_CSTPARMS_IRS_MV	Header custom parameters for project issue, risk and scope change entities
RPT_DIM_PM_PROJ_ISSUE_MV	Project issue information
RPT_DIM_PM_PROJ_RISK_MV	Project risk information
RPT_DIM_PM_PROJ_SCPCHG_MV	Project scope changes information
RPT_DIM_PM_PROJ_SETTINGS_MV	Represents the Project Setting dimension in the star schema.
RPT_DIM_PM_WORKPLAN_MV	Represents the work plan dimension in the star schema.
RPT_DIM_PROGRAM_CONTENT_MV	A view on top of PPM Center's PGM_PROGRAM_CONTENT table
RPT_DIM_PROJECTS_MV	Represents the Project dimension in the star schema.

4 Enhancements and Fixes

Enhancements and Fixes in Content Pack 1.2

Enhancements

The following enhancements are included in Content Pack 1.2:

- ETL Performance improvement
- *Oracle Trace Log Control for ETL Performance Troubleshooting*
- New parameters introduced for upgrade purpose:
 - A new parameter `Reporting Upgrade Type` is added to the `sample_onetime_batch.bat` file (which resides in the `<PPM_CP1.2>\Sample` directory).
 - A new parameter `UPGRADE_TYPE` is added to the `sample_onetime_batch.sh` file (which resides in the `<PPM_CP1.2>/Sample` directory).

The `Reporting Upgrade Type` and the `UPGRADE_TYPE` parameters specify target content pack version for upgrading the Operational Reporting solution.

Valid values for both parameters: `CP1.2`, `CP1.1+CP1.2`, `ALL`.

- If you are upgrading the Operational Reporting from 9.10 version to CP1.2, set the parameter value to `ALL`.

- If you are upgrading the Operational Reporting from CP1 to CP1.2, set the value to CP1.1+CP1.2.
- If you are upgrading the Operational Reporting from CP1.1 to CP1.2, set the value to CP1.2.

Oracle Trace Log Control for ETL Performance Troubleshooting

This functionality is used to analyze ETL performance on Oracle side.

To troubleshoot the ETL performance,

1. Find the SQLs that cost long time from the `rpt_event_log_detail` table.
 - a. Run the following SQL:

```
select cast(event_time as timestamp),
round((event_time - lead(event_time,1) over
(order by event_log_id desc))*24*60 ,2) duration, t1.*
from rpt_event_log_detail t1 order by event_log_id desc;
```

From the DURATION column of the returned results, you can find the SQLs that cost long time.

For example, as shown in the screenshot below, Row 1540 costs 8.33 minutes.

	CAST(EVENT_TIME...	DURATION	EVENT_LOG_ID	EVENT_TIME	MODULE_NAME	FUNC_NAME	FILE_NAME	LINE_NO	MSG
1536	20-7-12 04:15:01...	0	31229	20-7-12	RPT_ETL_JOB_UTIL	RUN_ETL	rpt_etl_job_util.plb	193	Done TM ETL Wrapper for ETL_J
1537	20-7-12 04:15:01...	0	31228	20-7-12	RPT_INCREMENTAL_ETL_DO_IM_INCREMENTAL_ETL		rpt_incremental_etl.plb	(null)	(null)
1538	20-7-12 04:15:01...	0	31227	20-7-12	RPT_INCREMENTAL_ETL_DO_IM_INCREMENTAL_ETL		rpt_incremental_etl.plb	145	Finished RM Actual effort fro
1539	20-7-12 04:15:01...	0	31226	20-7-12	RPT_RM_UPDATE_EF...	do_incremental_actuals	rpt_rm_update_effort_fa...	(null)	(null)
1540	20-7-12 04:15:01...	8.33	31225	20-7-12	RPT_RM_UPDATE_EF...	do_incremental_actuals	rpt_rm_update_effort_fa...	211	Inserted RPT_FCT_RM_RESOURCE...
1541	20-7-12 04:06:41...	0	31224	20-7-12	RPT_RM_UPDATE_EF...	do_incremental_actuals	rpt_rm_update_effort_fa...	81	Recalculating RPT_FCT_RM_RSC...
1542	20-7-12 04:06:41...	0.18	31223	20-7-12	RPT_RM_UPDATE_EF...	do_incremental_actuals	rpt_rm_update_effort_fa...	76	Deleted RPT_FCT_RM_RESOURCE...
1543	20-7-12 04:06:30...	0	31222	20-7-12	RPT_RM_UPDATE_EF...	do_incremental_actuals	rpt_rm_update_effort_fa...	71	Deleting RPT_FCT_RM_RESOURCE...
1544	20-7-12 04:06:30...	0	31221	20-7-12	RPT_RM_UPDATE_EF...	do_incremental_actuals	rpt_rm_update_effort_fa...	(null)	(null)
1545	20-7-12 04:06:30...	0	31220	20-7-12	RPT_INCREMENTAL_ETL_DO_IM_INCREMENTAL_ETL		rpt_incremental_etl.plb	141	Starting RM Actual effort fro
1546	20-7-12 04:06:30...	0	31219	20-7-12	RPT_INCREMENTAL_ETL_DO_IM_INCREMENTAL_ETL		rpt_incremental_etl.plb	139	Finished TM Incremental ETL
1547	20-7-12 04:06:30...	0	31218	20-7-12	RPT_TM_REFRESH	RPT_TM_REFRESH_ALL	rpt_tm_refresh.plb	(null)	(null)
1548	20-7-12 04:06:30...	0	31217	20-7-12	RPT_TM_REFRESH	RPT_TM_REFRESH_FACT_TABLES	rpt_tm_refresh.plb	(null)	(null)
1549	20-7-12 04:06:30...	0	31216	20-7-12	RPT_TM_REFRESH	RPT_TM_REFRESH_FACT_TABLES	rpt_tm_refresh.plb	153	Completed incremental update
1550	20-7-12 04:06:30...	0	31215	20-7-12	RPT_TM_POPULATE...	RPT_TM_REFRESH_DISTRIBUTU...	rpt_tm_populate_facts.plb	(null)	(null)

- b. Note down the file name, line number, and function name for the pervious rows (start record).

In this example, you need to note down the information for Row 1541. The file name is `rpt_rm_update_effort_fact.plb`, the line number is 81, and the function name is `do_incremental_actuals`.

2. Enable trace log for the SQLs you noted down.

- a. Set the parameter `TRACE_LOG_FLAG` in the table `RPT_PARAMS` to `true` by running the following SQL:

```
update RPT_PARAMS set PARAMETER_VALUE='TRUE' where  
PARAMETER_NAME='TRACE_LOG_FLAG';
```

- b. Enable trace log for the SQLs you noted down by adding the file name, line number, and function name of the rows to the `RPT_TRACE_DETAILS` table.

If you add file name and set line number to `-1`, the SQL trace log stays open for the entire package body file (in this example, the `rpt_rm_update_effort_fact.plb` file) .

In this example, you need to set the information as follows:

FILE_NAME	LINE_NO	FUNC_NAME
rpt_rm_update_effort_fact.plb	81	do_incremental_actuals

The specified SQLs will be traced during the next ETL running process.

3. After the next ETL is completed, find the trace log file path in the table `rpt_event_log_details` by running the following SQL:

```
select * from rpt_event_log_detail where MSG like 'SQL trace  
path is%'
```

EVENT_LOG_ID	EVENT_TIME	MODULE_NAME	FUNC_NAME	FILE_NAME	LINE_NO	MSG
1	43705 23-7 -12	RPT_EVENT_UTIL	LOG_TRACE...	rpt_event...	406	SQL trace path is: /u01/oracle11g/diag/rdbms/ppm1/ppm1/trace/ppm1_j000_7992.trc
2	43724 23-7 -12	RPT_EVENT_UTIL	LOG_TRACE...	rpt_event...	406	SQL trace path is: /u01/oracle11g/diag/rdbms/ppm1/ppm1/trace/ppm1_j001_7994.trc
3	43731 23-7 -12	RPT_EVENT_UTIL	LOG_TRACE...	rpt_event...	406	SQL trace path is: /u01/oracle11g/diag/rdbms/ppm1/ppm1/trace/ppm1_j001_7994.trc

The SQL trace log file path can be found from the `MSG` column of the returned results.

4. Log on to the computer where Oracle is installed.
5. Generate a formatted version of the SQL trace log file by running the following command:

```
cd <trace_file_path>  
tkprof <trace_file_path> <new_log_filename>
```

where `<trace_file_path>` is the SQL trace log file path you get in [step 3](#); `<new_log_filename>` is the file name you specify for the target log file to be generated.

6. Open the new log file and find the SQLs that cost long time for analysis.
7. To close the SQL trace log, empty the table `RPT_TRACE_DETAILS` and disable the parameter `TRACE_LOG_FLAG` by running the following SQL:

```
truncate table RPT_TRACE_DETAILS;  
update RPT_PARAMS set PARAMETER_VALUE='FALSE' where  
PARAMETER_NAME='TRACE_LOG_FLAG';
```

Fixes

Operational Reporting for PPM Center Content Pack 1.2 includes the fixes listed in the following table:

Global ID	Problem Description
QCCR1L47810	ETL process throws Exception ORA-30926: unable to get a stable set of rows in the source tables. (Duplicate data when merging)
QCCR1L47807	ETL process throws Exception ORA-04062: timestamp of package "PPM_BO.PPM_CDC_UTILS" has been changed, error code:-4062.
QCCR1L47808	Indexes of some tables are not synchronized from PPM.
QCCR1L47805	When setup, if the schema is not upper case, setup fails.

Enhancements and Fixes in Content Pack 1.1

Enhancements

The following enhancements are included in Content Pack 1.1:

- Support for SAP BusinessObjects Enterprise XI 3.1 with Service Pack 4 Fix Pack 1 (SBOP Enterprise XI 3.1 SP4 FP1)
- New parameters introduced for upgrade purpose:
 - A new parameter `Reporting Upgrade Type` is added to the `sample_onetime_batch.bat` file (which resides in the `<PPM_CP1.1>\Sample` directory).
 - A new parameter `UPGRADE_TYPE` is added to the `sample_onetime_batch.sh` file (which resides in the `<PPM_CP1.1>\Sample` directory).

The `Reporting Upgrade Type` and the `UPGRADE_TYPE` parameters specify target content pack version for upgrading the Operational Reporting solution.

Valid values for both parameters: `CP1.1`, `CP1+CP1.1`.

- If you are upgrading the Operational Reporting from 9.10 version to `CP1.1`, set the parameter value to `CP1+CP1.1`.
- If you are upgrading the Operational Reporting from `CP1` to `CP1.1`, set the value to `CP1.1`.

Fixes

Operational Reporting for PPM Center Content Pack 1.1 includes the fixes listed in the following table.

Global ID	Problem Description
QCCR1L42203	When performing data synchronization, it is necessary to manually clear out log table. For details, see <i>Verifying Successful Incremental ETL Jobs</i> section of the <i>Operational Reporting User's Guide</i> version 9.12 CP1.
QCCR1L43793	Business Objects Data load script (final step of BO installation) is taking huge amount of execution time.
QCCR1L43763	OOTB Financial Summary Report Crashes WebIntelligenceServer from SUSE Linux & Red Hat Linux Servers. Note: The issue is resolved after you upgrade to SBOP Enterprise XI 3.1 SP4 FP1.
QCCR1L43895	When installing on UNIX, installation instructions for deploying client on Windows not documented. For details of the documentation, see <i>Installing BusinessObjects Enterprise on a UNIX System</i> section in the <i>Operational Reporting Administrator's Guide</i> version 9.12 CP1.
QCCR1L43740	During upgrade, due to string length it errors out. Need to increase the string length of the variable for the RSC_RESOURCES table.
QCCR1L43800	(AIX ONLY) BOBJ ENTERPRISE XI 3.1 SP4 (Browsers IE 7, IE 8 and FIREFOX) Opening Double-Byte Characters Issues. Note: The issue is resolved after you upgrade to SBOP Enterprise XI 3.1 SP4 FP1.
QCCR1L43739	Preupgrade script validates PPM schema name by using a dblink name. Instead it can use PPM_SCHEMA_NAME parameter.
QCCR1L43914	(IE 6 Only) The available page height became very narrow, it happened on all platforms, but only on IE 6. Note: The issue is resolved after you upgrade to SBOP Enterprise XI 3.1 SP4.
QCCR1L40731	BO Reporting - CDC scripts issues when refreshing PPM - Bug.
QCCR1L44336	Error message received when running the upgrade BAT script from the PPM 913 branch bundle.

Enhancements and Fixes in PPM Center 9.12 Content Pack 1

This section includes information about the fixes in PPM Center version 9.12 Content Pack 1.

Enhancements

The following enhancements are included in PPM Center version 9.12 Content Pack 1:

- Launching BusinessObjects InfoView from the PPM Dashboard

With the introduction of reporting portlets (see [Operational Reporting Portlets on page 17](#)), users can launch InfoView from PPM Dashboard pages.

- Exposing custom parameters in Operational Reporting

With this enhancement, operational reports can include custom parameter data created for requests in PPM Center.

- Reporting for HP Project Management

PPM Center 9.12 Content Pack 1 now provides capability for reporting on HP Project Management. You can access the PM Derived Universe from BusinessObjects InfoView and Universe Designer to create report queries.

Fixes

PPM Center version 9.12 Content Pack 1 includes the fixes listed in the following table.

Global ID	Problem Description
QCCR1L16066	A database error occurs if you provide a query prompt value that contains a backslash (\) character.
QCCR1L25229	Although you can run the operational reports that HP supplies, you cannot create or edit reports in InfoView without security risk. If you attempt to create or edit a Web Intelligence document in InfoView, a dialog box displays the message, "The application's digital signal has an error. Do you want to run the application?"
QCCR1L25537	In order to display a long text string so that it wraps to fit the width of a cell, InfoView added a hyphen to the string in Web Intelligence documents. If a text string such as this contained Asian or particular European (Russian, Turkish) characters, InfoView placed the hyphen(s) incorrectly so that some characters were not displayed in report results. This sometimes occurred if the resource pool names in the Time Sheet Compliance report were long and contained Asian characters.
QCCR1L25538	If you exported a Web Intelligence document that contained Asian characters to PDF format, the Asian characters were not exported.
QCCR1L26501	Parallelism, which can degrade performance on large systems, was turned off in the ETL scripts for Operational Reporting. The <i>Deployment Best Practices Guide for Operational Reporting</i> provides administrators recommendations that they can appropriately configure the parallel options at the database level.
QCCR1L26958	HP-supplied operational reports sometimes omitted result rows or incorrectly totalled row values if the results included a large number of rows. If you ran an HP-supplied operational report and specified query filter options that included a wide range of data that generated a large number of result rows, the last few rows and totals were sometimes hidden by the Query Filter options text in the report results displayed.
QCCR1L27596	If you modified the fiscal period definition in PPM Center after you set up the Operational Reporting schema and loaded PPM Center data, the changes to the fiscal period definition were not brought into in the Operational Reporting schema during subsequent incremental ETL operations.
QCCR1L29041	TM Incremental ETL job failed if the fully-qualified DBLINK name to PPM database exceeded 30 characters. The code was fixed to handle longer fully-qualified DBLINK names.

Global ID	Problem Description
QCCR1L41639	<p>Incremental ETL failures occurred with a data type mismatch error. The data type mismatch occurred when copying delta changes from PPM Center to the reporting database.</p> <p>This was the result of an incorrect select statement used to copy the data.</p>
QCCR1L42279	<p>If a resource was assigned to a resource pool with 0% distribution set for the resource's participation in the resource pool, then the effort logged by the resource was counted again against null resource pool, resulting in a doubling of the effort value reported for the resource.</p>
QCCR1L42376	<p>A unique constraint violation occurs during an incremental ETL job if you first delete, and then re-create a staffing profile in PPM Center using same staffing profile name. A similar violation occurs if you first delete a resource pool, and the re-create the resource pool in PPM Center using the same resource pool name.</p> <p>These violations occur when incremental ETL copies and merges changed data from PPM Center CDC tables with the reporting database. In this version, the copy and merge code base was updated to handle deleting and re-creating same staffing profile or resource pool in PPM Center.</p>

5 Known Problems and Limitations

Known Problems and Limitations in Content Pack 1.2

The following problems and limitations are known to exist in Operational Reporting for PPM Center Content Pack 1.2. If a problem has an assigned internal tracking number, that tracking number is provided (in brackets) at the end of the problem description.

Known Issues in Operational Reporting

PROBLEM	There is some duplicate data in PPM schema which hinders ETL job.
WORKAROUND	To resolve this issue, <ol style="list-style-type: none">1. Create stored procedure <code>PPM_PURGE_DUP</code> in PPM schema. (You can find the source file in the <code>workarounds</code> folder)2. Run the procedure <code>PPM_PURGE_DUP</code>.
PROBLEM	When creating tables or adding columns in BusinessObjects (BO), some <code>varchar2</code> columns are not specified using byte or character length semantics. So it is decided by current system parameter <code>NLS_LENGTH_SEMANTICS</code> . If <code>NLS_LENGTH_SEMANTICS</code> is <code>BYTE</code> , the columns' size will not be large enough to hold data.
WORKAROUND	To resolve this issue, <ol style="list-style-type: none">1. Before setup or upgrading, run <code>ALTER SYSTEM SET NLS_LENGTH_SEMANTICS=CHAR</code>2. For the existing system, manually alter all the <code>varchar2</code> columns from using byte length semantics to using character length semantics.
PROBLEM	Some tables in BO are altered to nologging and inserted data by direct load, which will lead database recovery to fail after a system failure.
WORKAROUND	After system failure, drop BO schema, then setup and load data again.

PROBLEM	Exception <code>ORA-12518: TNS:listener could not hand off client connection tips</code> is thrown when upgrading to CP1.2.
WORKAROUND	Before upgrading to CP1.2, increase the value of the Oracle parameter <code>processes</code> in the Operational Reporting database server to 1000 to ensure a successful upgrade.
PROBLEM	The definition of Materialized View <code>RPT_DIM_RM_RESOURCES</code> in Operational Reporting 9.10 version causes big performance problems when loading data.
WORKAROUND	Between setup and loading data, replace it with new definition in CP1.2: <code>CP1.2\DB\updated_scripts\rpt_dim_rm_resources.sql</code>

Known Problems and Limitations in Content Pack 1.1

The following problems and limitations are known to exist in Operational Reporting for PPM Center Content Pack 1.1. If a problem has an assigned internal tracking number, that tracking number is provided (in brackets) at the end of the problem description.

PROBLEM	You receive an <code>ant not found</code> error when running the <code>upgradeBIARs.sh</code> script in SAP BusinessObjects Enterprise (BOE). This problem only occurs when BOE is installed on AIX platforms. (QCCR44348)
WORKAROUND	Run the <code>dos2unix</code> command to change the file format from DOS to UNIX, and then run the <code>upgradeBIARs.sh</code> script again.
PROBLEM	You receive the <code>Web Intelligence Processing Server is busy</code> or the <code>Connection failed</code> error messages when performing common operations on reports, such as opening a report, or clicking a link in a report. This problem only occurs on HP Unix platforms. [QCCR43917]
WORKAROUND	To work around this problem, restart the Web Intelligence Processing Server.

PROBLEM	<p>The <code>upgradeBIARs.sh</code> script fails in SUSE platforms when the following conditions are true:</p> <ul style="list-style-type: none"> • There is a space in the first line of the <code>ant</code> and <code>antRun</code> files. (<code>#!/bin/sh</code>) • The <code>JAVA_HOME</code> environment variable is not set. <p>(QCCR44198)</p>
WORKAROUND	<p>Run the <code>dos2unix</code> command to change the file format from DOS to UNIX, and then run the <code>upgradeBIARs.sh</code> script again.</p>
PROBLEM	<p>(Operational Reporting 9.10 version only)</p> <p>You receive the <code>MERGE_ONE_TABLE ORA-06502: PL/SQL: numeric or value error: character string buffer too small, error code:-20000, error code:-20000</code> error message during the ETL process.</p>
WORKAROUND	<p>After you install PPM Center version 9.11 or a later version, you can locate the packages <code>rpt_sync_objects.plb</code> and <code>rpt_request_update_dimension.plb</code> under the <code>OpsReporting</code> folder, and then deploy these two packages on your Reporting DB schema to replace the previous version.</p>

Known Problems and Limitations in PPM Center

9.12 Content Pack 1

The following problems and limitations are known to exist in PPM Center version 9.12 Content Pack 1. If a problem has an assigned internal tracking number, that tracking number is provided (in brackets) at the end of the problem description.

PROBLEM	Opening a linked report from the parent WEB Intelligence report results in the removal of data from the parent report results. This happens only if you open a linked report after you export the parent report to Excel and save it. Thereafter, if you click the refresh button on the parent report prompt, saved filter values are lost. [QCCR1L16514]
WORKAROUND	After you export a parent report to Excel, re-run the report with new prompt values, and then open the linked report without exporting it to Excel.
PROBLEM	If the PPM Center database schema is restored from a data dump in which BusinessObjects was already configured, and the BusinessObjects scripts are re-run on the restored dump, the setup script cannot automatically drop the Oracle Change Data Capture (CDC) tables.
WORKAROUND	Before you run <code>sample_setup_all.bat (.sh)</code> , do the following: 1. Navigate to the <code><PPM_CP1>\910_CP1\DB\upgrade</code> directory. 2. Run the <code>drop_cdc_tabs_views.sql</code> script against your PPM Center database schema before you run <code>sample_setup_all.bat (.sh)</code> . The <code>drop_cdc_tabs_views.sql</code> script deletes the CDC tables and views imported from the dump, and enables the creation of new CDC tables and views when you next run <code>sample_setup_all.bat (.sh)</code>

PROBLEM	If BusinessObjects 3.1 XI was installed on an HP-UX system, you could not run any report from InfoView because of a memory issue. [QCCR1L41876]
WORKAROUND	<p>To resolve the issue:</p> <ol style="list-style-type: none"> 1. Go to Central Management Console (CMC). (Start > Programs > Business Objects 3.1 XI > BusinessObjects Enterprise > Central Management Console). 2. Click Servers. 3. Open the Properties screen for the Web Intelligence Processing server. 4. Set Memory Upper Threshold (MB) to 2000. 5. Set Memory Maximum Threshold (MB) to 2000. 6. Save your settings and close CMC. 7. Open the Central Configuration Manager (CCM). (Start > Programs > Business Objects 3.1 XI > BusinessObjects Enterprise > Central Configuration Manager). 8. Restart the Apache Tomcat and Server Intelligence Agent servers from CCM. 9. From CMC, verify that all servers are up and running. 10. Run your reports from InfoView.
PROBLEM	HP has noticed Oracle Internal Errors (Ora 600) for certain test data sets when accessing operational reports or during the ETL process.
WORKAROUND	If you encounter such errors, upgrade your Oracle Database software to version 11.2.0.2 or later to fix the problem.

6 Documentation Updates

Documentation Updates for Operational Reporting for PPM Center CP1.2

This section describes the major changes made to the documentation.

Changes to the Operational Reporting Administrator's Guide

The following changes were made to the *Operational Reporting Administrator's Guide* for PPM Center 9.10:

- Added a note regarding the Materialized View `RPT_DIM_RM_RESOURCES` to the *Loading PPM Center Data Into the Operational Reporting Database* section in Chapter 2 and Chapter 3.
- Added the *Oracle Trace Log Control for ETL Performance Troubleshooting* section to *Appendix A, Troubleshooting*.

The following changes were made to the *Operational Reporting Administrator's Guide* for 9.12 Content Pack 1:

- Added a note regarding the Materialized View `RPT_DIM_RM_RESOURCES` to the *Loading PPM Center Data Into the Operational Reporting Database* section in Chapter 2 and Chapter 3.
- Added the *Oracle Trace Log Control for ETL Performance Troubleshooting* section to *Appendix A, Troubleshooting*.

Documentation Updates for PPM Center 9.12 Content Pack 1

This section describes the major changes made to documentation for PPM Center 9.12 Content Pack 1.

Changes to the Operational Reporting User's Guide

The following changes were made to the *Operational Reporting Administrator's Guide* for 9.12 Content Pack 1:

- Chapter 2, “General Use Information for Operational Reporting” was added to the guide. This chapter provides instructions on how to log on to BusinessObjects InfoView and how to set the locale for viewing operational reports if your organization has a multilingual PPM Center instance.

Changes to the Operational Reporting Administrator's Guide

The following changes were made to the *Operational Reporting Administrator's Guide* for 9.12 Content Pack 1:

- The guide now includes instructions on how to install BusinessObjects Client tools on Windows systems.
- The content in what was previously Chapter 2, Deploying Operational Reporting, has been divided into the following chapters:
 - Chapter 2, Deploying Operational Reporting on Windows
 - Chapter 3, Deploying Operational Reporting on UNIX
- The *Operational Reporting Administrator's Guide* contains the following new chapters:
 - Chapter 4, Upgrading Operational Reporting on Windows
 - Chapter 5, Upgrading Operational Reporting on UNIX
 - Chapter 7, Reporting Portlets

- Chapter 8, Reporting on PPM Center Request Custom Parameters
- Chapter 9, Troubleshooting

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>

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



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

7 Documentation Errata

The following items are corrections for the PPM Center Operational Reporting documentation.

Incorrect Value Suggested for JAVA_HOME Variable

LOCATION	<i>Operational Reporting Administrator's Guide</i> , 9.12 Content Pack 1, page 30
ERROR	The document incorrectly suggests to set the <code>JAVA_HOME</code> variable in the system environment of the user account to <code><BO_Home>\bobje\jdk</code> on the BusinessObjects server.
CORRECTION	Set the <code>JAVA_HOME</code> variable to <code><BO_Home>/javasdk</code> .

Clarification Needed for the Optional Step

LOCATION	<i>Operational Reporting for PPM Center Release Notes</i> , Content Pack 1.1, page 10
ERROR	The document indicates that Step 1 is optional, but it does not explain when to execute the step.
CORRECTION	<p>Add the following explanation after Step 3:</p> <ul style="list-style-type: none">• If no error occurs, proceed to Step 4.• If the following error occurs, go to Step 1: ***PPM database needs to be synchronized

Warning after Executing the Step

LOCATION	<i>Operational Reporting for PPM Center Release Notes</i> , Content Pack 1.1, page 10
ERROR	When executing Step 1, you need to wait for the ETL to complete before proceeding with Step 2, otherwise, you will receive an error when executing Step 2.
CORRECTION	Add a warning message after Step 1: “You need to wait for the ETL to complete before proceeding with Step 2.”

Directory of the sample_preupgrade_rpt.bat File

LOCATION	<i>Operational Reporting for PPM Center Release Notes</i> , Content Pack 1.1, page 10
ERROR	In Step 2, the document does not mention that the <code>sample_preupgrade_rpt.bat</code> file is located in the <code><PPM_CP1.1>/Sample</code> directory.
CORRECTION	Add the sentence “Navigate to the <code><PPM_CP1.2>/Sample</code> directory” before “run the <code>sample_preupgrade_rpt.bat</code> file”.

Symptom Changed after Executing the Step

LOCATION	<i>Operational Reporting for PPM Center Release Notes</i> , Content Pack 1.1, page 11
ERROR	After running the script in Step 9, you are not prompted for the information mentioned in Step 10. Instead, when you run the script, you receive a message that <code>biar_import.properties</code> needs to be updated to contain the correct values.
CORRECTION	Add a warning message after Step 9: “When you run the script, you will receive a message that <code>biar_import.properties</code> needs to be updated to contain the correct values.” Remove Step 10, and move the information to Step 8.

No Log File Generated

LOCATION	<i>Operational Reporting for PPM Center Release Notes</i> , Content Pack 1.1, page 11
ERROR	In Step 11, no log file is generated.
CORRECTION	Remove this step.

Step 12 Not Necessary in the Installation of Operational Reporting for PPM Center Content Pack 1.1

LOCATION	<i>Operational Reporting for PPM Center Release Notes</i> , Content Pack 1.1, page 12
ERROR	Step 12 requires restart of the PPM Servers, which is not necessary since PPM Center version 9.12.
CORRECTION	Remove this step.

