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PRIMAVERA

**Connecting the Content Repository to P6**

September 2014



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# About Connecting the Content Repository

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Having a content repository integrated with P6 can turn cluttered, unstructured content into organized assets by making it easier to catalog, access, search, and reuse documentation.

This guide will tell you how to:

- ▶ Configure Oracle Webcenter Content Core Capabilities (WCCC) 11g or any CMIS-compliant content repository when you install it.

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**Note:** WCCC was formerly Universal Content Management.

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- ▶ Set your content repository settings in the P6 Administrator application to connect your content repository to P6.

# About Content Repository Authentication Modes

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P6 EPPM offers two content repository authentication modes. You can configure authentication for either single user authentication or multiple user authentication. In single user authentication mode, all P6 EPPM users access the repository using a single administrator user login that is set during repository configuration. In multiple user authentication mode, each P6 EPPM user is authenticated based on their individual login.

**Single User** authentication mode is useful when you want users to have full access to the content repository through P6 EPPM without having to maintain an equivalent list of users for both P6 EPPM and the repository. This allows a repository administrator to maintain one set of credentials for the repository without having to share those credentials with all users. Single user authentication is also useful for quickly setting up test repositories that testers can access with ease.



**Multiple User** authentication mode is the default mode. Multiple user authentication mode provides increased security by restricting content repository access on an individual user basis. Because it uses native auditing fields it also allows a clear audit of who has created and modified files.

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**Note:**

- When using multiple user authentication mode, you should disable for the Oracle content repository Guest Access. If you leave Guest Access enabled and the guest user is not part of the P6 EPPM security group, that user will not be able to access P6 repository functionality.
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- If you are using the Oracle Database as your content repository, you can only use multiple user.

See the *P6 EPPM Post Installation Administrator's Guide* for more information about Single User and Multiple User settings.

## Configuring the Content Repository for P6

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If you are installing P6 and the content repository for the first time, follow the steps in this section.

If you upgraded from a previous P6 version to R8.4 or from a previous content repository to WCCC 11.1.1.8 or later, you need to follow the steps in ***Upgrading the Content Repository*** (on page 13).

Before you configure your content repository, you need to decide which authentication mode to use. Refer to the documentation included with the content repository application for detailed instructions on how to complete the guidelines in this section.

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**Note:** When P6 is configured with a content repository, it develops a dependency on that content repository. After you configure your content repository, if dependency is broken (for example, starting P6 when the content repository is not running), the content repository features will fail until the P6 Server is restarted.

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### Configuring WCCC to Work with P6

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**Note:** These instructions contain information only on configuring Oracle Webcenter Content Core Capabilities (WCCC) to work with P6. They do not include information on installing WCCC. For WCCC's installation instructions, see the documentation included with Oracle WCCC.

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Except where noted, the guidelines below are recommendations. Depending on your organization, you can choose to use existing configurations or your own naming conventions. Refer to the documentation included with Oracle Webcenter Content Core Capabilities for detailed instructions on how to complete the guidelines in this section. See the *Tested Configurations* document for information on supported versions.

To configure Oracle WCCC:

- 1) (*required*) Establish a Trusted Connection to the P6 EPPM database by adding the P6 EPPM machine name or IP address as a trusted server in the WCCC server's configuration file.
  - a. Go to `WCCC_Home\ucm\cs\config\` in which `WCCC_Home` is the location where you installed WCCC.

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By default, `WCCC_Home path =`  
`\Oracle\Middleware\user_projects\domains\${domain_name}`

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- b. Edit the `config.cfg` file.
- c. Find the **SocketHostAddressSecurityFilter** line and add the P6 EPPM machine name or IP address to the end of the line.

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**Note:** If multiple IP Address or machine name entries are made, they must be separated by a pipe symbol. For example, `127.0.0.1|127.0.0.2`

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- d. Restart the WCCC server.
- 2) Enable Framework folders or Folder\_G. The Framework folder interface and Folder\_G are not enabled by default. To enable either of them, see the WCCC documentation for more information.
- 3) (*required*) Create a P6 EPPM Security Group in WCCC and grant the appropriate rights (read, write, delete) for P6 EPPM users. You should consider the following:
  - ▶ Log into the WCCC Content Server as an administrator. Default Groups are already created -- Public and Secure -- making this step optional. Public is the default security group assigned to framework folders. User Assignment to roles (associated to groups) still apply if using the Public or secure group.
  - ▶ WCCC users are assigned to Roles, Roles are assigned to Security Groups, and Security Groups are assigned to framework or Folder\_G folders.
  - ▶ You should assign the Security Group created to the folder used by P6 EPPM.
  - ▶ If using Multiple User Authentication Mode when configuring A WCCC Admin User will need to be assigned to a role with read, write, delete, admin rights to the group.:
    - WCCC Users need to be assigned to a role with appropriate rights to the group for reading, writing, and deleting objects.
    - A WCCC Admin User will need to be assigned to a role with read, write, delete, admin rights to the group.
  - ▶ If using Single User Authentication Mode when configuring P6 EPPM:
    - A WCCC Admin User will need to be assigned to a role with read, write, delete, admin rights to the group.
- 4) (*required*) Create an P6 EPPM documents home folder on the WCCC server by adding a unique path to the root folder.
  - a. Log into the WCCC Content Server as an administrative user.
  - b. Create a new folder (see the WCCC documentation for more information).

Example format:

OracleEnterpriseProjectPortfolioManagement
  - c. Use the advanced options to assign the security group you created for P6 EPPM to this folder.
- 5) Create users in WCCC for integrating with P6 EPPM. Consider the following:
  - ▶ If using Multiple User Authentication Mode when configuring P6 EPPM:
    - You must create a WCCC user for every P6 EPPM user, and the username created must match the P6 EPPM user.

- You must assign the user to a role mapped to the security group associated with the P6 EPPM framework folder and must have appropriate rights (read, write, delete).
  - You must create an administrative user in WCCC. The username does not have to match an P6 EPPM user.
  - You must assign the administrative user to a role mapped to the security group associated with the P6 EPPM folder and must have read, write, delete, and admin rights the security group.
  - ▶ If using Single User Authentication Mode when configuring P6 EPPM:
    - You must create an administrative user in WCCC. The username does not have to match that of an P6 EPPM user.
    - You must assign the administrative user to a role mapped to the security group associated with the P6 EPPM framework folder and must have read, write, delete, and admin rights to the security group.
- 6)  If you enabled Security Accounts, create an P6 EPPM Security Account. For example, depending on your organization, you might need to set up a Security Account for performance and storage reasons. Security considerations, similar to those made for the Security Group above, include the following:
- ▶ P6 EPPM user names must match the WCCC usernames, unless using "Single User" for the Authentication Mode.
  - ▶ All P6 EPPM-related WCCC usernames must have appropriate assignments to WCCC Roles and Users.
  - ▶ All P6 EPPM-related WCCC usernames must have access to the Oracle Primavera Prime Security Account.
- 7) Create a Document Type for P6 EPPM documents in WCCC.
- a. Log into the WCCC Content Server as an administrative user.
  - b. Use the Configuration Manager to create a new Content Type for P6 EPPM Documents (see the WCCC documentation for more information).
- 8) *(required)* From the Configuration Manager applet:
- a. Create the following metadata text fields in the "Information fields" tab, exactly as specified (including case), in WCCC for P6 EPPM:
    - PrmUserId
    - PrmProjectId
    - PrmWorkgroupId
    - PrmWorkflowId
    - PrmWorkflowStatus
    - PrmWorkflowAction
    - PrmSecurityPolicy
    - PrmTemplate
    - PrmCheckedOutUserId
    - PrmCheckedOutDate
    - PrmLocalFilePath (make Type = Long Text)
    - PrmAuthorId



Using "Prm" as a prefix is optional. You can use any prefix. If you don't use a prefix, ensure that none of the P6 EPPM metadata fields conflict with existing metadata fields.

- b. Select the "Update Database Design" button to commit the changes.
- 9) (required) Configure the appropriate settings for the P6 Administrator application. See **Configuring Oracle Webcenter Content Core Capabilities (WCCC) in the Database Instance Settings** (on page 9).

## Configuring Oracle Webcenter Content Core Capabilities (WCCC) in the Database Instance Settings

To set your WCCC settings:

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**Note:** Ensure the settings you entered in when you configured the content repository match the settings you enter below.

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- 1) Open the P6 Administrator application.
- 2) In the **Configurations** tab, expand your configuration.
- 3) Expand **Database/Instance[n]/Content Repository**.
- 4) In the **Type** field, choose **Oracle**.
- 5) In the **Maximum document size** field, enter the maximum size for documents that can be uploaded to P6. The default is 10240 KB. You can enter anything from 0-1048576 KB.
- 6) Expand **Database/Instance[n]/Content Repository/Oracle Webcenter Content Core Capabilities**.
- 7) In the **Host** field, enter the machine name or IP address of the content repository server.
- 8) In the **Port** field, enter the IntradocServerPort number of the content repository server. By default, this is 4444.
  - a. Go to `WCCC_Home\ucm\cs\config\`.
  - b. Edit the **config.cfg** file.
  - c. Find the IntradocServerPort line, which contains the port number.
- 9) In the **Oracle Home** field, enter the location of the framework or Folder\_G folder.

For example:

/Production/Oracle Primavera
- 10) In the **Oracle Security Group** field, enter the name of the Security Group assigned to the document folder created in WebCenter for P6 EPPM documents, as specified when you configured the content repository.
- 11) In the **Oracle Security Account** field, enter the name of the Security Account for P6 EPPM documents, as specified when you configured the content repository.

If you did not enable security accounts, leave this setting blank.
- 12) In the **Oracle Document Type** field, enter the document type for P6 EPPM documents, which can be either an existing document type or a new one, as specified when you configured the content repository. If you enabled Document Types, you must configure this setting.

**For example:**

Enter the Document Type as Document.

- 13) In the **Metadata Prefix** field, enter the prefix added to P6 EPPM metadata fields, as specified when you configured the content repository.
- 14) In the **Admin User** field, enter the user name with administrative privileges, as specified when you configured the content repository. This setting is required.
- 15) In the **Authentication Mode** field, enter authentication mode used to access the content repository server. P6 EPPM users cannot access content repository functions if you do not configure this setting.

If you choose "Multiple User", all P6 EPPM content repository-related user names must match the equivalent content repository user name. For example, a P6 EPPM user named "Joe" must have an equivalent user named "Joe" in the content repository. If you choose "Single User", the administrative user specified in the setting above must have access to all appropriate Security Groups to browse to documents outside of the P6 EPPM home folder.

### Configuring CMIS-Compliant Content Repository for P6

Content Management Interoperability Services (CMIS) is a standard that content repositories have agreed to adhere to so that a single document connector can be used to connect to any CMIS-compliant repository.

You can connect any CMIS-compliant content repository to P6. The repository must be 100% CMIS-compliant to utilize all the features of P6 document functionality.

### Configuring CMIS-Compliant Content Repository in the Database Instance Settings

To configure your CMIS-compliant content repository:

- 1) Open the P6 Administrator application.
- 2) In the **Configurations** tab, expand your configuration.
- 3) Expand **Database/Instance[n]/Content Repository**.
- 4) In the **Type** field, choose **CMIS**.
- 5) In the **Maximum document size** field, enter the maximum size for documents that can be uploaded to P6. The default is 10240 KB. You can enter anything from 0-1048576 KB.
- 6) Expand **Database/Instance[n]/Content Repository/CMIS**.
- 7) In the **Login Name** field, enter the user name for your content repository.
- 8) In the **Password** field, enter the password for the user name you entered above.
- 9) In the **Authentication Mode** field, enter authentication mode used to access the content repository server. P6 EPPM users cannot access content repository functions if you do not configure this setting.

If you choose "Multiple User", all P6 EPPM content repository-related user names must match the equivalent content repository user name. For example, a P6 EPPM user named "Joe" must have an equivalent user named "Joe" in the content repository.

If you choose "Single User", the administrative user specified in the setting above must have access to all appropriate Security Groups to browse to documents outside of the P6 EPPM home folder.

- 10) In the **Repository Name** field, enter the name for your content repository.

- 11) In the **Document Home** field, enter the location of your documentation home where you want to store P6 documents.
- 12) In the **Web Service URL** field, enter the URL for your web services home.
- 13) Restart the P6 server.

## Configuring Microsoft SharePoint to Work with P6

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### Notes:

- These instructions contain information only on configuring Microsoft SharePoint to work with P6. They do not include information on installing Microsoft SharePoint. For Microsoft SharePoint's installation instructions, see the documentation included with Microsoft SharePoint.
  - Oracle recommends that you install the P6 SharePoint Connector on the same Internet Information Server (IIS) where you installed SharePoint. However, if you want to install it on a different server, you must install the P6 SharePoint Connector on an IIS where it can continually connect to the SharePoint server and Web Access Server in the same Local Area Network.
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Except where noted, the guidelines below are required. Depending on your organization, you can choose to use your own naming conventions. Refer to the documentation included with Microsoft SharePoint for detailed instructions on how to complete the guidelines in this section.

To configure Microsoft SharePoint:

- 1) Create a new site named "WS\_FPRPC" (recommended name) on the Microsoft IIS using the IIS Admin.
- 2) If not already installed, install Microsoft .Net Framework 3.5 SP1. You can download it from this Web site: <http://msdn.microsoft.com/en-us/netframework/cc378097>.
- 3) From the **\Tools\SharePoint Connector** folder of the P6 EPPM physical media or download, launch **setup.exe** to install P6 EPPM Web Services on the "WS\_FPRPC" site.
- 4) During the web service installation, retain the default virtual directory. For example, on the **Select Installation Address** dialog box, enter the following:  
Site = WSFPRPC  
Virtual Directory = WS\_FPRPC  
Application Pool = DefaultAppPool
- 5) Once the installation finishes, test the installation by launching the following URL:  
`http://host:port/virtual_dir/WS_FPRPC.asmx`  
where *host* is the server machine name or IP address where you installed SharePoint, *port* is the port number that SharePoint is using (the default is 80), and *virtual dir* is the default virtual directory (for example, WS\_FPRPC).
- 6) From the **\Tools\SharePoint Connector** folder of the P6 EPPM physical media or download, upload one of these templates to the SharePoint server:
  - ▶ For SharePoint 2010 or 2013, **WebAccessLibraryTemplate2010.stp**.

- 7) Go to **Site Actions, Site Settings, List Templates** and create a SharePoint document library for P6 EPPM. Note what you call the document library.
- 8) Enter the appropriate settings in the P6 Administrator application.

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**Note:** You will configure the P6 Administrator application settings when you run the P6 EPPM Configuration Wizard. See About the P6 EPPM Configuration Wizard.

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### Configuring Microsoft SharePoint in the Database Instance Settings

To set your SharePoint settings:

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**Note:** Ensure the settings you entered in **Configuring Microsoft SharePoint to Work with P6** (on page 11) match the settings you enter below.

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- 1) Open the P6 Administrator application.
- 2) In the **Configurations** tab, expand your configuration.
- 3) Expand **Database/Instance[n]/Content Repository**.
- 4) In the **Type** field, choose **SharePoint**.
- 5) In the **Maximum document size** field, enter the maximum size for documents that can be uploaded to P6. The default is 10240 KB. You can enter anything from 0-1048576 KB.
- 6) Expand **Database/Instance[n]/Content Repository/SharePoint**.
- 7) In the **Login Name** field, enter a SharePoint user name with administrative privileges.

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**Note:** You do not need to include your domain. You just need your user name.

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- 8) In the **Password** field, enter the password for the SharePoint login name.
- 9) In the **Authentication Mode** field, select the mode used to connect to the SharePoint content repository database. P6 EPPM users cannot access content repository functions if you do not configure this setting.

If you choose "Multiple User", all P6 EPPM content repository-related user names must match the equivalent SharePoint user name. For example, a P6 EPPM user named "Joe" must have an equivalent user named "Joe" in SharePoint.

If you choose "Single User", the administrative user specified in the setting above must have access to all appropriate SharePoint libraries to browse to documents outside of the P6 EPPM home folder.

- 10) In the **Host Name** field, enter the machine name or IP address of the SharePoint server.
- 11) In the **Domain** field, enter the domain where the SharePoint server resides.
- 12) In the **Document Library URL** field, enter the URL of the P6 EPPM document library on SharePoint that you created when you configured SharePoint. The URL includes the machine name (or IP address) of the content repository server and the path to the content repository library.

**Example format:**

`http://<hostname>:<port>/<domain>/<doclib>`

**Note:**

- Do not put a / at the end of the URL.
- Ensure there are no spaces in the URL.

- 13) In the **Web Service URL** field, enter the URL of the Web Service used to connect P6 EPPM to SharePoint, as specified when you configured SharePoint. The URL includes the machine name (or IP address) of the content repository server, port number of the server, and web service name.

**Example format:**

`http://<hostname>:<port>/WS_FPRPC`

**Note:** Do not put a / at the end of the URL.

- 14) In the **External Document Library URL** field, enter the URL of an external document library. If you need to connect to a non-P6 EPPM document library, you must configure this setting.

**Example format:**

`http://<hostname>:<port>/<extdoclib>`

**Note:** Do not put a / at the end of the URL.

- 15) Restart the P6 server.

## Configuring the Oracle Database Content Repository

To configure the Oracle database as your content repository:

- 1) Open the P6 Administrator application.
- 2) In the **Configurations** tab, expand your configuration.
- 3) Expand **Database/Instance[n]/Content Repository**.
- 4) In the **Type** field, choose **Oracle Database**.

This option will save documents and associated information in the P6 database schema. This option is only applicable if you are using an Oracle database on-premises.

- 5) In the **Maximum document size** field, enter the maximum size for documents that can be uploaded to P6. The default is 10240 KB. You can enter anything from 0-1048576 KB.
- 6) Restart the P6 server.

## Upgrading the Content Repository

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If you upgraded to P6 or the content repository, you need to do one of the following:

- ▶ If you upgraded from a previous P6 version to R8.4, see ***Migrating the Content Repository if Upgrading to P6 R8.4*** (on page 14).
- ▶ If you upgraded UCM to 11.1.1.6 or later, see ***Upgrading from Previous Universal Content Management Version to WCCC*** (on page 14).

### Migrating the Content Repository if Upgrading to P6 R8.4

If you upgraded to P6 R8.4 from a previous version, you must:

- 1) Run the migration utility before connecting the upgraded environment back to the Content Repository. Running the migration utility will ensure all project folder names in the Content Repository change from Database IDs to their Project ID field (from P6).respective
  - a. Go to the **P6EPPM\_Home/p6** folder.
  - b. Run **migrationtool.cmd** or **migrationtool.sh** (based on your operating system).

### Upgrading from Previous Universal Content Management Version to WCCC

If you were using a previous version of Universal Content Management (UCM), you will notice many changes when you upgrade to WCCC 11.1.1.8 or later. To maintain your documents from P6, you should ensure folder\_g updates to a framework folder correctly. To do this, you should:

- 1) Shutdown all the P6 applications connecting to your current content repository.
- 2) Run the migration utility.
  - a. Go to the **P6EPPM\_Home/p6** folder.
  - b. Run **migrationtool.cmd** or **migrationtool.sh** (based on your operating system).

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**Note:** **Users** is a restricted folder name for folders within the WCCC 11.1.1.8 or later folder structure.

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- 3) Note the folder database converts project IDs to project short names.
- 4) Upgrade UCM 11.1.1.5 to WCCC 11.1.1.8 or later using the upgrade guide provided with the UCM media packs.
  - a. Enable both folder\_g and framework folders components.

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**Note:** You should enable both these components only when you want to migrate data from folder\_g to the Framework folders.

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- b. In the **Migration** menu under **Administration** section, migrate folder\_g to the Framework folders.
- 5) After the migration:

- a. Locate the **migration\_run\*\*\*\*** folder that was created.
  - b. Move all the folders and documents under this folder to the Content repository home folder that you want to use.
  - c. Ensure you select **inhibit propagation** to ensure proper movement of documents and folders.
- 6) After the move completes, you can start using the documents with the correct content repository home.

### Tips

- ▶ Have 4-6 GB open memory space.
- ▶ Don't propagate changes when given the option.





# Troubleshooting

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If you started using the document functionality of the P6 application without running migration utility provided with P6 on an upgraded environment, where you were using a content repository for managing documents, you will be unable to use the documents that were earlier associated with any Projects or Users.

## For More Information

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### Where to Get Documentation

Complete documentation libraries for P6 EPPM releases are available on the Oracle Technology Network (OTN) at:

<http://www.oracle.com/technetwork/documentation/primavera-093289.html>

From this location you can either view libraries online or download them to have local copies. We recommend viewing them from OTN to ensure you always access the latest versions, including critical corrections and enhancements.

P6 EPPM is configured to access its help systems on OTN. However, you can also install local versions when you install the software.

The documentation assumes a standard setup of the product, with full access rights to all features and functions.

The following table describes the core documents available for P6 EPPM and lists the recommended readers by role. P6 EPPM roles are described in the *Planning Your P6 EPPM Implementation* guide.


Title	Description
<i>What's New in P6 EPPM</i>	Highlights the new and enhanced features included in this release. You can also use the <i>P6 EPPM Cumulative Feature Overview Tool</i> to identify the features that have been added since a specific release level. All users should read this guide.
<i>Planning Your P6 EPPM Implementation</i>	Explains planning your implementation, provides an installation process overview, frequently asked questions, client and server requirements, and security information.

Title	Description
	The P6 EPPM network administrator/database administrator and P6 administrator should read this guide.
<i>P6 EPPM Installation and Configuration Guide</i>	Explains how to install and configure the P6 EPPM using the P6 EPPM Installation and Configuration wizards. The P6 EPPM network administrator/database administrator and P6 administrator should read this guide.
<i>P6 EPPM Installation and Manual Configuration Guide</i>	Explains how to install and configure the P6 EPPM using the P6 EPPM Installation wizards, and how to manually configure individual components. The P6 EPPM network administrator/database administrator and P6 administrator should read this guide.
<i>P6 EPPM Post Installation Administrator's Guide</i>	Describes how to get started using P6 EPPM applications after you have installed and configured them. Complete the tasks in this guide before letting your users work with these applications. These tasks include information about configuring your users and security settings and privileges, configuring your P6 Administrator application Administrator settings, and finalizing your P6 Integration API and P6 EPPM Web Services settings. The P6 EPPM network administrator/database administrator and P6 administrator should read this guide.
<i>Tested Configurations</i>	Lists the configurations that have been tested and verified to work with P6 EPPM. The network administrator/database administrator and P6 EPPM administrator should read this document.
<i>P6 User's Guide</i>	Explains how to plan, set up, and manage projects in a multiuser environment. If you are new to P6, start with this guide to learn how to use the software effectively to plan and manage projects. When you need more detail, refer to the P6 Help. The program manager, project manager, resource/cost manager, team leader, and all P6 users should read this guide.
<i>P6 Help</i>	Explains how to use P6 to administer, plan, set up, and manage projects, portfolios, workflows, timesheets, documents, and reports in a multiuser environment. Describes how to analyze performance and ROI, and analyze budgets. If you are new to P6, use this Help to learn how to use the software effectively. The operations executive, P6 EPPM and P6 administrator, program manager, project manager, resource/cost manager, team leader, and all users should read this Help.

<b>Title</b>	<b>Description</b>
<i>P6 Data Dictionary</i>	Defines fields used in P6. All P6 users should refer to this guide if they need a field definition.
<i>P6 Team Member Web Help</i>	Describes how to use P6 Team Member Web to provide status on activities. P6 Team Member Web users should read this Help.
<i>P6 EPPM Web Services Programmer's Guide</i>	Describes how to invoke, use, and troubleshoot the available services and operations within supported environments. When you need specific information about the services and operations available, refer to the P6 EPPM Web Services Reference Manual. Anyone who wants to develop applications which interact with P6 should read this guide.
<i>P6 EPPM Web Services Reference Manual</i>	Describes all services and operations available in P6 EPPM Web Services. Anyone who wants to develop applications which interact with P6 should read this guide.
<i>P3 to P6 EPPM Migration Guide</i>	Provides best practices for migrating your P3 data to P6 EPPM, and details how P3 functionality maps to P6 EPPM functionality. All administrators should read this guide if your organization is moving from P3 to P6.

### Distributing Information to the Team

You can copy the online documentation to a network drive for access by project participants. Team members can then view or print those portions that specifically relate to their roles in the organization.

Throughout this documentation, the Security Guidance icon  helps you to quickly identify security-related content to consider during the installation and configuration process.

### Where to Get Training

To access comprehensive training for all Primavera products, go to:

<http://education.oracle.com>

### Oracle Learning Library

The Oracle Learning Library (OLL) provides online learning content covering Primavera products. Content includes whitepapers, videos, tutorials, articles, demos, step-by-step instructions to accomplish specific tasks, and self-paced interactive learning modules.

To access the learning library's Primavera content, go to:

<http://www.oracle.com/oll/primavera>

### Where to Get Support

If you have a question about using Oracle products that you or your network administrator cannot resolve with information in the documentation or help, click <http://support.oracle.com/>. This page provides the latest information on contacting Oracle Global Customer Support, knowledge articles, and the support renewals process. For more information about working with Support, visit <https://support.oracle.com/epmos/faces/DocumentDisplay?id=888813.2> to view **Support Tools & Tips**.

The following knowledge articles are a good place to start your research because they link to the most frequently referenced articles about P6 EPPM

- ▶ Primavera Product Master Notes [ID 1489367.1]
- ▶ Master Note For Primavera P6 Common Application Questions Or Issues [ID 1292929.1]

P6 EPPM integrates with different Oracle applications; when you create a Service Request, be sure to open the request with the proper Support team. To ensure you reach the proper Support team, enter the correct product information when you create the Service Request. Each product has its own support line.

- ▶ Use the **Primavera P6 EPPM** support line when you are having installation, configuration, or connection issues related to P6 EPPM.
- ▶ Use one of the following support lines when you are having installation or configuration issues that do not relate to P6 EPPM.
  - ▶ Oracle WebLogic Server
  - ▶ Oracle Database Server
  - ▶ BI Publisher
  - ▶ BPM
  - ▶ Oracle Webcenter Content Core Capabilities (formerly Universal Content Management)
  - ▶ Oracle Enterprise Manager
  - ▶ Oracle Access Manager
  - ▶ Oracle AutoVue

### Access to Oracle Support

Oracle customers have access to electronic support through My Oracle Support. For information, visit <http://www.oracle.com/us/support/contact-068555.html> or visit <http://www.oracle.com/us/corporate/accessibility/support/index.html> if you are hearing impaired.

## Using Primavera's Support Resource Centers

Primavera's Support Resource Center provides links to important support and product information. Primavera's Product Information Centers (PICs) organize documents found on My Oracle Support (MOS), providing quick access to product and version specific information such as important knowledge documents, Release Value Propositions, and Oracle University training. PICs also offer documentation on Lifetime Management, from planning to installs, upgrades, and maintenance.

Visit <https://support.oracle.com/epmos/faces/DocumentDisplay?id=1486951.1> to access links to all of the current PICs.

PICs also provide access to:

- ▶ **Communities** which are moderated by Oracle providing a place for collaboration among industry peers to share best practices.
- ▶ **News** from our development and strategy groups.
- ▶ **Education** via a list of available Primavera product trainings through Oracle University. The Oracle Advisor Webcast program brings interactive expertise straight to the desktop using Oracle Web Conferencing technology. This capability brings you and Oracle experts together to access information about support services, products, technologies, best practices, and more.

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Oracle Primavera Connecting the Content Repository to P6

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