



PRIMAVERA

**Best Practices for Upgrading P6 EPPM
Release 8.4**

September 2014

Contents

Best Practices for Upgrading P6 EPPM	5
Upgrade Overview	7
The Upgrade Process	7
Assessing the Technical Environment	8
Preparing for the Upgrade	9
Upgrading P6 EPPM.....	9
Post-Upgrade Processes	9
Examining Your Upgrade Criteria.....	11
Application Functionality	11
Technological Enhancements.....	11
Operational Considerations	12
Support Availability	12
Upgrade Best Practices	13
Determining Your Upgrade Path	13
Treating Your Upgrade Activity as a Formal Company Project	14
Using an Appropriate Change Management Strategy.....	14
Building an Upgrade Team with Broad and Complementary Skills	14
Utilizing Peer and Oracle Resources.....	15
Deciding When to Change or Add Business Processes	15
Managing Issues.....	16
Preparing the Organization	16
Ensuring the Quality of Your Data	16
Taking Inventory for Your System.....	16
Preparing a Go Live Checklist	17
Understanding and Mitigating Project Risks	17
Evaluating Your Architecture	17
Calculating New Hardware Sizing	18
Identifying Custom Code and Scripting	18
Adhering to Current Tested Configurations Requirements	19
Implementing the Current P6 EPPM Release and Patches	19
Minimizing Application Data to Upgrade	19
Testing a Copy of the Production Database	19
Leveraging Existing Test Scripts and Plans	19
Performing Index Management	20
Training End Users on the New Solution	20
Post-Upgrade Best Practices.....	20
Securing Functional User Buy-In	20

Testing Scope	20
Deciding to Go Live	20
For More Information	21
Where to Get Documentation	21
Where to Get Training.....	23
Where to Get Support	24
Legal Notices	26

Best Practices for Upgrading P6 EPPM

Use this guide to determine when an upgrade is appropriate for your organization; to evaluate common upgrade paths; and to create an upgrade agenda for your organization.

You should consider upgrading your current P6 EPPM if upgrading will:

- ▶ Provide access to new functionality and software applications that can help keep your organization positioned to meet business objectives through leveraging the latest technology and built-in business processes.
- ▶ Facilitate compliance at a lower cost through retiring customizations.
- ▶ Allow you to leverage the latest performance and usability enhancements, enabling you to increase the efficiency of your applications and your business.
- ▶ Ensure you remain eligible for the highest levels of product support.

When you evaluate an upgrade, you should consider support timeframes, functional capabilities, technical infrastructure, and underlying business needs.

Upgrade Overview

Before upgrading, you should review the upgrade process, potential upgrade paths, and your upgrade criteria.

In This Section

The Upgrade Process	7
Assessing the Technical Environment	8
Preparing for the Upgrade	9
Upgrading P6 EPPM	9
Post-Upgrade Processes.....	9

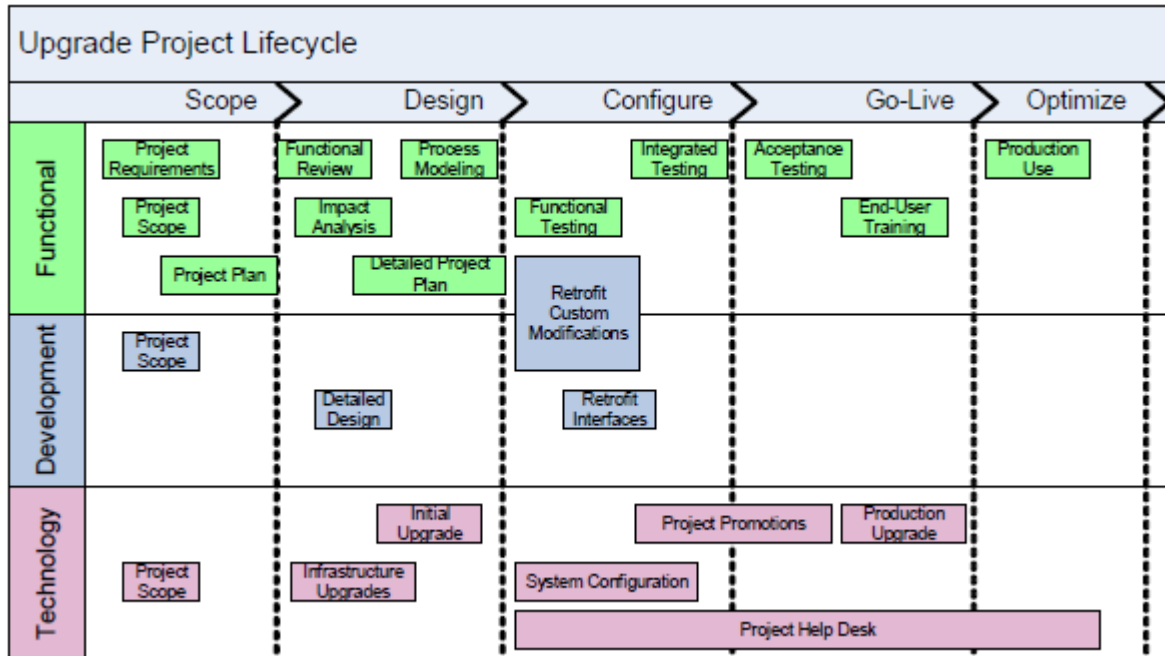
The Upgrade Process

An upgrade is similar to an implementation; however, upgrades are more efficient because they leverage your previous implementation, acquired knowledge, and outputs. You can also upgrade within your organization's change management system.

The five phases of an upgrade are:

- ▶ Scoping and Planning
- ▶ Design and Process Modeling
- ▶ Configuration
- ▶ Go-Live
- ▶ Optimizing

The following graphic presents the lifecycle of a typical P6 EPPM upgrade project.



The technology activities associated with an upgrade typically represent one-third of the overall project workload and include upgrading the application objects, master configuration data, and business transactional data that comprise the foundation for development and functional activities.

Assessing the Technical Environment

Prior to upgrading:

Note: Oracle Consulting or an Oracle partner can provide technology assessments and architectural planning workshops to guide you through these processes.

- 1) Review your configuration for the hardware and software used to support P6 EPPM.
- 2) Compare the *Tested Configurations* for the new release against your inventory to determine gaps in your infrastructure.
- 3) Have your enterprise servers and database servers sized by your hardware partner.
P6 EPPM may have a different processing footprint than your current release. Many customers retire old servers during an upgrade, using the updated server hardware for the upgrade.
- 4) Plan how to deploy the Web application server technology in your infrastructure to meet IT and business requirements.

Preparing for the Upgrade

To prepare for the upgrade:

- 1) Copy the entire production environment into one of the environments you will initially upgrade. This copy allows the upgrade team to work with the most current set of transactional data for testing and to utilize any custom modifications.
 - 2) Ensure you have installed all servers and validated them against the minimum technical and software requirements for P6 EPPM.
 - 3) Ensure you have installed and configured a web application server.
 - 4) Download the P6 EPPM media pack from Oracle Software Delivery Cloud.
- Also, download the latest service packs available for the P6 EPPM release, which you can find in the readme for the media pack.

Upgrading P6 EPPM

Use the *Upgrading and Configuring P6 EPPM* guide to help you upgrade P6 EPPM. You can download the documentation from the Oracle Software Delivery Cloud or you can use the documentation available on OTN.

Note: OTN will have the most up-to-date documentation.

Post-Upgrade Processes

After you upgrade:

- 1) Apply current service packs available for the release.
- 2) Build and deploy a full set of client and server packages.
- 3) Execute a series of processes that surface tests the environments.
- 4) Give the environment to the appropriate project teams for testing and development.

Examining Your Upgrade Criteria

You should consider the following for your upgrade criteria:

- ▶ Application functionality
- ▶ Technological enhancements
- ▶ Operational considerations
- ▶ Support availability

In This Section

Application Functionality	11
Technological Enhancements.....	11
Operational Considerations	12
Support Availability	12

Application Functionality

P6 EPPM delivers role-based interfaces that allow you to tailor functionality for the appropriate members of the project team. Each P6 EPPM module has been designed with specific project leaders in mind.

When considering an upgrade, you should assess the new capabilities and enhancements to current features provided in the new release to decide if they are worth the time it takes to do an upgrade. Often, the new capabilities can offer several productivity advantages, including increased business value and lower operational costs. When assessing a new P6 EPPM release, think about your current environment and whether it meets your current needs and the demands of your business for the next three to five years.

What's New in P6 EPPM will help you evaluate the changes in the new release.

Your Oracle Consulting sales representative can help you identify new features, functionality, and processes that may provide value to your organization.

Technological Enhancements

You should consider your technical infrastructure requirements, including client architecture, application server, Web services, and database options. Consider what has changed or what will change in terms of platform support, and also be aware of infrastructure enhancements that may provide additional benefits to your production environments. For example, by choosing to leverage Oracle Fusion Middleware and database options, you could experience productivity benefits by having your database and application server running on a single platform.

Oracle's documents information about infrastructure configuration in the Lifetime Support Policy.

Operational Considerations

Oracle continues to deliver improvements that will further reduce implementation costs, enhance usability, and increase supportability.

If you are running more than one instance of P6 EPPM, you should consider the cost, risk, and operational value of instance consolidation in your upgrade value analysis.

Support Availability

Oracle provides visibility into product road maps and helps customers derive continual success from their current applications by delivering development and support. Upgrading will ensure continued access to robust technical support. Oracle's Applications Unlimited provides continued enhancements to the current Oracle applications beyond the delivery of Oracle Fusion. With the guaranteed support announced through the Oracle Lifetime Support initiative, Oracle customers can remain on their P6 EPPM applications and have support for currently supported platforms.

Upgrade Best Practices

Oracle has gathered tips and techniques from hundreds of experienced systems managers, consultants, and partners. These recommendations will help you manage a successful upgrade.

In This Section

Determining Your Upgrade Path.....	13
Treating Your Upgrade Activity as a Formal Company Project	14
Using an Appropriate Change Management Strategy.....	14
Building an Upgrade Team with Broad and Complementary Skills	14
Utilizing Peer and Oracle Resources.....	15
Deciding When to Change or Add Business Processes.....	15
Managing Issues	16
Preparing the Organization.....	16
Ensuring the Quality of Your Data	16
Taking Inventory for Your System	16
Preparing a Go Live Checklist	17
Understanding and Mitigating Project Risks	17
Evaluating Your Architecture	17
Calculating New Hardware Sizing	18
Identifying Custom Code and Scripting.....	18
Adhering to Current Tested Configurations Requirements.....	19
Implementing the Current P6 EPPM Release and Patches	19
Minimizing Application Data to Upgrade	19
Testing a Copy of the Production Database	19
Leveraging Existing Test Scripts and Plans.....	19
Performing Index Management	20
Training End Users on the New Solution	20

Determining Your Upgrade Path

To determine your upgrade path:

- 1) Use the *Tested Configurations* document to determine supported upgrade paths for major releases.
- 2) Verify whether you can upgrade directly to the target release or whether you must first upgrade to a previous release before moving to the target release.
- 3) Evaluate the complexity of your upgrade based on the number of modules implemented, number of integration points, number of interfaces, total number of business process scripts, and number of customizations to include.
- 4) Determine the metrics and cost associated with each aspect of the upgrade.

Treating Your Upgrade Activity as a Formal Company Project

To make the upgrade a formal project:

- 1) Have a structured approach for managing tasks, resolving issues, and measuring progress.
- 2) Define and document the upgrade's scope.
- 3) Have someone on the team with experience managing technical projects who can also help you anticipate and manage the effects of this initiative on other parts of the organization including end users, managers, and executives.

Using an Appropriate Change Management Strategy

When upgrading, you must:

- 1) Manage development, application configuration, and technology changes.
- 2) Freeze metadata and system data in your production environment.
- 3) Ensure you have applied all relevant patches appropriately.

Note: For information on relevant patches, periodically consult the following knowledge base document: [What Are The Latest Service Packs \(SP\) For Primavera P6 Release 8.3 \(P6 R8.3\)? \(Doc ID 1542433.1\)](#).

- 4) Search for issues throughout your upgrade effort and schedule relevant updates until you reach a “go/no-go” milestone.
- 5) Enforce a new release content freeze to stabilize the environment.

Building an Upgrade Team with Broad and Complementary Skills

Several different skill sets will be necessary to successfully upgrade your system. Oracle recommends you have the following roles on your upgrade team:

Roles	Status	Responsibilities
Steering Committee/Executive Sponsor	Required	Oversees the project, assigns additional resources and funding, and decides when the upgrade is ready. Meets regularly.
Project Manager	Required	Manages progress and monitors issues.
Technical Upgrader	Required	Executes the technical upgrade.
Testers	Required	Validates the new system. You will need coverage across all implemented processes.
System Admin	Required	Manages fixes, patches, and hardware requirements.

Support	Required	Responds to issues, particularly right after go-live.
Performance Tuner	Required	Gets maximum performance from your infrastructure. Consider contracting with a consultant with specific tuning experience.
Developer	Optional	Retrofits custom modifications.
Trainers	Optional	Trains your end users. These can be power users, outside consultants, etc.

Utilizing Peer and Oracle Resources

Use Oracle resources to help you gather current information for your project and work with Oracle Support for critical case management throughout your conversion timeframe. Start with My Oracle Support Product Advisors (formally known as Product Information Centers) for upgrade information. Finally, make sure you get the most current documentation available. Oracle provides several types of documentation to help you navigate a successful upgrade project. These materials can be accessed from the P6 EPPM Oracle Technology Network.

Most organizations upgrade infrequently; it helps to leverage the experiences of others as much as possible. Use the following links to interact with other P6 EPPM users:

- ▶ Customer Forums
- ▶ Facebook/Oracle Primavera
- ▶ Twitter/Oracle EPPM
- ▶ Oracle Primavera LinkedIn

Some additional Primavera communities of interest include:

- ▶ Oracle Primavera for Brasil LinkedIn Group
- ▶ Oracle Primavera Independent User Group on LinkedIn

Deciding When to Change or Add Business Processes

When upgrading, you should answer the following:

- ▶ Are you upgrading to implement the new functionality?
- ▶ Are you upgrading your current processes without changing functionality, but may implement the new functionality later?

Implementing your current processes in a new system can mitigate risk in the upgrade. However, your business realities may preclude this approach, especially if the updated processes in the software can improve operations. For example, the business may want to take advantage of new capabilities as quickly as possible, or it may be more appropriate to modify processes and engage in a coordinated training effort to increase user adoption of the new solution.

Weigh the pros and cons of these approaches to choose the best strategy for your organization.

Managing Issues

The upgrade team should:

- 1) Create an issues list, update it regularly, and assign owners to issues.
- 2) Identify specific applications, forms, and actions that could have issues.
- 3) Log issues early and include appropriate trace files, environment information, and business and technical milestone dates to help determine its priority in getting fixed. Contact Oracle Support if you believe you are experiencing application issues.

Oracle recommends reviewing escalation policies and assigning Severity 1 (Sev1) issues as appropriate. These issues are typically on the critical path for your go-live and resolving them early will help you stay on schedule. You should always log Sev1 cases via My Oracle Support to document the issue fully, but the best practice is to follow-up with a call to Support to ensure efficient follow-through.

Even when you encounter noncritical issues (non-Sev1s), Oracle recommends reporting issues on the My Oracle Support site. Issues logged on the site are resolved faster than calls to the Support Center.

Preparing the Organization

To prepare your organization for the upgrade:

- 1) Develop a project charter to capture baseline information.
- 2) Obtain formal buy-in from the stakeholder organizations. You should discuss both the business impact of the change and the associated change schedule. For example, secure agreement on all business blackout periods necessary for system changes.
- 3) Kick off the project in a face-to-face meeting.

Ensuring the Quality of Your Data

Before an upgrade:

- 1) Review what practices are in place for handling data.
- 2) Review what practices you need to create to ensure that your data is relevant and reliable.
- 3) Ensure your data is accurate by having a standard practice to:
 - ▶ Handle duplicate records.
 - ▶ Verify data integrity.
 - ▶ Verify the overall health of your data.

Taking Inventory for Your System

To ensure you take accurate inventory:

- 1) Create a preliminary upgrade questionnaire that includes all configuration elements of your enterprise system.
- 2) Inventory the following:
 - ▶ Customizations, extensions, and modifications
 - ▶ Localizations
 - ▶ Interfaces, APIs, and integrations
 - ▶ Third-party products
 - ▶ Hardware
 - ▶ Software releases and patches, including operating system, database, and P6 EPPM applications
- 3) Copy the current versions and store them for technical change management control.

Preparing a Go Live Checklist

Once you have completed the initial planning:

- 1) Create a checklist of criteria to guide deploying the upgrade.
- 2) Assess appropriate “go/no-go” criteria based on your planning activities.
- 3) Organize project goals.
- 4) Identify your success criteria.
- 5) Validate your plan.
- 6) Keep the checklist updated as the project progresses and document completion times for individual tasks.

Understanding and Mitigating Project Risks

To control project risks:

- 1) Do a risk analysis early in the upgrade process.
- 2) Look for key failure points, especially with resource loading for your technical and business specialists.
- 3) If you lack resources, develop a plan to supplement and back up critical personnel.
- 4) Determine project risks such as resource contention and other projects going live at the same time.
- 5) For risks that have a high probability of occurring and have a large impact, develop specific mitigation plans that describe what actions to take if the risk becomes reality.
- 6) Review the analysis and plans on a regular basis.

Evaluating Your Architecture

Changing the architecture may be mandatory depending on the version of the applications you are using. If you are going to change your architecture:

- 1) Determine when to make this change.

- 2) Account for the technical work involved.
- 3) Communicate the architecture change to your organization and create consensus to minimize disruptions.
- 4) Evaluate whether you need to change the following architectures:
 - ▶ **Hardware Platform** The hardware change should take place prior to the upgrade or after the upgrade finishes. You may need to change the hardware prior to the upgrade for the following reasons: new data size requirements, CPU capacity, platform age (generally lasts about 3 to 5 years), changing the complete hardware stack to a different technology. Review the *Tested Configurations* document on P6 EPPM Oracle Technology Network. The *Tested Configurations* document will indicate which platforms support which versions of P6 EPPM, related tools, hardware drivers, and required patches.
 - ▶ **Database** Size requirements and database features will affect upgrading the database. You should evaluate availability and disaster recovery when determining which database platform to use. Refer to the *Tested Configurations* document when making upgrade decisions. P6 EPPM will not support all versions of a database.
 - ▶ **Middleware** P6 EPPM supports Oracle Fusion Middleware products (WebLogic) and IBM WebSphere. Evaluate the licensing requirements early to ensure that contractual issues will not impact the upgrade.
 - ▶ **Unicode** You may need to convert your database to Unicode. Most have data in a non-Unicode format. Knowing which option you will use will clarify hardware and project requirements.
 - ▶ **Web Architecture** P6 EPPM products are mostly online, with optional desktop clients. This allows flexibility as to where clients can reside, but may require architecture changes. Refer to the *Tested Configurations* document to determine client hardware and software requirements. Remember to consider whether you need remote development.

Calculating New Hardware Sizing

The following could impact your sizing requirements:

- ▶ Expanded P6 EPPM product functionality
- ▶ Technological changes
- ▶ Changes in the way you use the applications
- ▶ Implementation of new modules

Accurate sizing information will help you decide whether you can reuse current hardware, need to increase hardware resources, or should consider upgrading one or more of your servers. Performance and load testing can help determine if the hardware will support your production requirements. For more information, refer to the *P6 EPPM Performance and Sizing Guide*.

Identifying Custom Code and Scripting

An upgrade can impact custom code integrated with P6 EPPM. The upgrade brings your custom changes into the new release based on system code associated with objects. The upgrade will consider objects that are incorrectly coded to system codes obsolete and will not bring them into the upgraded version. To avoid this:

- 1) Ensure all custom changes are coded correctly.
- 2) Test all interfaces and customizations to ensure changes to tables, APIs, or Web Services in the upgraded software do not affect them.
- 3) Review and update custom responsibilities and menus.

Note: In some cases, you can remove customizations after an upgrade if new features and functionality satisfy these business requirements.

Adhering to Current Tested Configurations Requirements

Review requirements in the *Tested Configurations* document early to ensure you have the right components and understand any updates or changes and how they will affect your upgrade. The current *Tested Configurations* document is on the P6 EPPM Oracle Technology Network.

Implementing the Current P6 EPPM Release and Patches

Ensure you have the most current code before you invest in the testing, configuration, and validation associated with going live. This process involves applying the most recent patches to your environment. For all P6 EPPM release upgrades, you should install the current service packs immediately after you install P6 EPPM.

Minimizing Application Data to Upgrade

Minimize the amount of data you need to upgrade by archiving and purging your data before the upgrade. If you do not have a strategy for archiving and purging data, you should create one before you begin the upgrade process.

Testing a Copy of the Production Database

Working with a current copy of your production data will give you information about how to structure the testing process and how long it will take to complete. Typically, your first conversion will be the longest and the most difficult.

- 1) Copy your production data into your development or prototyping environment before beginning the technical upgrade steps.
- 2) As you progress through the upgrade project, continue to work with accurate, current data.
- 3) Maintain a fresh copy of your data. This ensures the highest data quality and will accurately estimate how long the upgrade data will take to convert.

Leveraging Existing Test Scripts and Plans

To prepare test scripts for testing cycles:

- 1) Use the test scripts utilized when you initially implemented P6 EPPM.
- 2) Add the new features and functionality test scripts to your existing test scripts.
- 3) Modify the process flow as needed for the upgrade.

- 4) If test materials do not exist from the original implementation or previous upgrade, create them and store them in a library.

Performing Index Management

If you created custom indexes in your current release, you need to evaluate whether you need them for the new release. You will need to re-create them after the upgrade finishes.

Training End Users on the New Solution

Provide your end users and those testing the system with information about how the upgrade is different (e.g., functional changes, user interface, or technical changes). This information will prevent users from reporting non-issues and allow them to better work with the upgrade. Oracle University can also provide training, and My Oracle Support provides training and informational Webcasts.

Post-Upgrade Best Practices

Review the following best practices for what you should do after you complete the upgrade.

Securing Functional User Buy-In

Most projects require functional users to leave their main responsibilities to test the upgrade. Ensure you have both management and individual support of the upgrade. Once you have the support, ensure you allocate enough time to complete a thorough testing cycle.

Testing Scope

To go live:

- ▶ Perform comprehensive testing on the upgrade.
- ▶ Treat testing of the upgrade as a major software update.
- ▶ Perform user acceptance testing and performance testing to test all business processes the organization will use.

Note: You can also use automated testing tools, but you should use them with user testing as well.

Deciding to Go Live

The upgrade team should:

- 1) Ensure they have enough information to defend a "go" or "no go" decision.

- 2) Utilize the go-live checklist created earlier in the upgrade process to verify that the upgrade meets all success criteria.
- 3) Involve both business and IT groups in this decision.
- 4) Gather input from all stakeholders ahead of time to allow for an informed and supported decision.

For More Information

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. 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.

Title	Description
	The P6 EPPM network administrator/database administrator and P6 administrator should read this guide.
<i>P6 EPPM Installation and Manual Configuration Guide</i>	<p>Explains how to install and configure the P6 EPPM using the P6 EPPM Installation wizards, and how to manually configure individual components.</p> <p>The P6 EPPM network administrator/database administrator and P6 administrator should read this guide.</p>
<i>P6 EPPM Post Installation Administrator's Guide</i>	<p>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.</p> <p>The P6 EPPM network administrator/database administrator and P6 administrator should read this guide.</p>
<i>Tested Configurations</i>	<p>Lists the configurations that have been tested and verified to work with P6 EPPM.</p> <p>The network administrator/database administrator and P6 EPPM administrator should read this document.</p>
<i>P6 User's Guide</i>	<p>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.</p> <p>The program manager, project manager, resource/cost manager, team leader, and all P6 users should read this guide.</p>
<i>P6 Help</i>	<p>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.</p> <p>The operations executive, P6 EPPM and P6 administrator, program manager, project manager, resource/cost manager, team leader, and all users should read this Help.</p>
<i>P6 Data Dictionary</i>	<p>Defines fields used in P6.</p> <p>All P6 users should refer to this guide if they need a field definition.</p>

Title	Description
<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.

Legal Notices

Oracle Primavera Best Practices for Upgrading P6 EPPM

Copyright © 1999, 2014, Oracle and/or its affiliates. All rights reserved.

Oracle and Java are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

This software and related documentation are provided under a license agreement containing restrictions on use and disclosure and are protected by intellectual property laws. Except as expressly permitted in your license agreement or allowed by law, you may not use, copy, reproduce, translate, broadcast, modify, license, transmit, distribute, exhibit, perform, publish or display any part, in any form, or by any means. Reverse engineering, disassembly, or decompilation of this software, unless required by law for interoperability, is prohibited.

The information contained herein is subject to change without notice and is not warranted to be error-free. If you find any errors, please report them to us in writing.

If this is software or related documentation that is delivered to the U.S. Government or anyone licensing it on behalf of the U.S. Government, the following notice is applicable:

U.S. GOVERNMENT END USERS: Oracle programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, delivered to U.S. Government end users are "commercial computer software" pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, use, duplication, disclosure, modification, and adaptation of the programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, shall be subject to license terms and license restrictions applicable to the programs. No other rights are granted to the U.S. Government.

This software or hardware is developed for general use in a variety of information management applications. It is not developed or intended for use in any inherently dangerous applications, including applications that may create a risk of personal injury. If you use this software or hardware in dangerous applications, then you shall be responsible to take all appropriate failsafe, backup, redundancy, and other measures to ensure its safe use. Oracle Corporation and its affiliates disclaim any liability for any damages caused by use of this software or hardware in dangerous applications.

This software or hardware and documentation may provide access to or information on content, products and services from third-parties. Oracle Corporation and its affiliates are not responsible for and expressly disclaim all warranties of any kind with respect to third-party content, products, and services. Oracle Corporation and its affiliates will not be responsible for any loss, costs, or damages incurred due to your access to or use of third-party content, products, or services.