

ORACLE[®]

PRIMAVERA

**P6 and WebSphere Configuration Guide
Release 15.1**

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Configuring P6

P6 is a web-based module you can use to view and update project, portfolio, and resource data across the enterprise. P6 connects to the P6 EPPM database via an application server.

This guide will tell you how to:

- ▶ Uninstall previous products and versions of P6
- ▶ Configure the application server for P6
- ▶ Deploy P6

Before using this guide you will need to:

- ▶ Install the R15.1 database. See the *Installing and Configuring P6 EPPM* guide or *Manually Installing the P6 EPPM Database* guide.
- ▶ Install P6. See the *Installing and Configuring P6 EPPM* guide.

After you have deployed P6, use the *P6 EPPM Post Installation Administrator's Guide* for information on how to begin using P6.

Tips

- ▶ If you have a high latency network, you may want to configure a front-end Web server for P6. On this Web server, set the Expires header (with the exception of .png files) to a larger value to improve performance.
- ▶ See information about client and server requirements in the *Planning Your P6 EPPM Implementation* guide for a list of supported application servers with version numbers. For a full list of tested configurations for the P6 server, see the *P6 EPPM Tested Configurations* document.

Creating the WebSphere Environment for P6

IBM WebSphere is a supported application server for P6. Creating the WebSphere environment consists of the following tasks:

- ▶ Installing the application server. See ***Prerequisites for P6 EPPM Configuration*** (on page 6).
- ▶ Installing the application on the server. See the *Installing and Configuring P6 EPPM* guide.
- ▶ Configuring and deploying the application server. See ***Configuring WebSphere for P6 EPPM Applications*** (on page 10).
- ▶ Starting the application server. See ***Starting WebSphere for P6 EPPM Applications*** (on page 14).

Other configuration tasks covered in this section are optional, depending on your organization's needs.

Tips

- ▶ See the *Planning Your P6 EPPM Implementation* guide for a list of supported application servers with version numbers.
- ▶ For a full list of tested configurations for P6, see the *P6 EPPM Tested Configurations* document.

Prerequisites for P6 EPPM Configuration

Review the prerequisites before configuring any P6 EPPM applications.

Uninstalling Previous Versions of P6

You must uninstall any previous versions of P6 before upgrading to 15.1.

Cautions:

- Before upgrading P6, you should upgrade the P6 EPPM database to 15.1. See the *Upgrading and Configuring P6 EPPM* or *Manually Upgrading the P6 EPPM Database* guide for details on how to upgrade your database and for information on potential impact areas to your environment. For the full list of tested configurations for P6, go to the \Documentation\- ▶ If you are a current Apache JackRabbit user and want to upgrade to P6 EPPM 15.1, JackRabbit documents data will not migrate automatically. Refer to My Oracle Support's Knowledge Articles for information on manually migrating JackRabbit documents to Oracle Universal Content Management. Oracle recommends that you migrate the data before upgrading to 15.1.
- ▶ If you are a current jBPM user and want to upgrade to P6 EPPM R15.1, workflows and reviews data will not be available. You should close all workflows and reviews that are in progress before upgrading to P6 EPPM 15.1. You cannot migrate any of this data to 15.1.
- ▶ Starting with P6 EPPM R8, all recurring job service functions are hosted by P6. Due to this change, after upgrading to P6 EPPM R8 or later, you must configure Scheduled Services settings in the Primavera P6 Administrator to use this functionality. Also, if you're upgrading from version 7.0 or earlier, you must RESUMMARIZE ALL PROJECTS to accurately reflect your summary data. See the *P6 EPPM Post Installation Administrator's Guide* for information on Scheduled Services and configuring separate servers for job services.

Tips

- ▶  For security reasons, Oracle strongly recommends that you replace the default Admin Superuser (admin) immediately after a manual database installation or an upgrade from P6 version 7.0 and earlier. See information about the Admin Superuser in the *P6 EPPM Post Installation Administrator's Guide*.
- ▶ P6 EPPM does not support Summary-Only projects. During the P6 EPPM database upgrade, existing Summary-Only projects convert to standard projects, but lose all summary data. You can import the summary project from Microsoft Project into the converted blank project, then summarize the data. See the *P6 Professional Help* or the *P6 Help*.

- ▶ During the upgrade to P6 EPPM 15.1, some P6 Activity Views settings will reset. After the upgrade, use the Customize Detail Windows feature to modify the settings that should appear for each view. See the *P6 Help* for information on how to edit Activity Views.
- ▶ Starting with P6 EPPM R8, P6 saves filter definitions globally. Filters still work for Activity Views, but all standard filter assignments reset during the upgrade. Due to this change, views that had Standard Filters applied will show all activities after the upgrade. Reapply filters after the upgrade finishes. See the *P6 Help* for information on how to edit Activity Views.

Uninstalling P6 from Tomcat

Follow the instructions below to uninstall Primavera's Web Application version 6.0 from a **Tomcat** 5.5 Server.

Note: Tomcat is not a supported application server for P6 version 6.1 and later.

Uninstalling P6 from Tomcat on Windows Platforms

To uninstall P6 from Tomcat on Windows platforms:

- 1) Go to the Start menu.
- 2) Choose Programs, <app name>, Uninstall <app name>.

Uninstalling P6 from Tomcat on UNIX Platforms

To uninstall P6 from Tomcat on UNIX platforms:

- 1) Change to the webapps directory under the Tomcat install directory.
- 2) Run the **uninstalltc.sh** script.

Uninstalling P6 from JBoss

To uninstall Primavera's Web Application 6.0 or P6 Web Access version 6.1 and later from a JBoss Server:

- 1) Go to the JBoss install location (for example, c:\jboss-5.0.1.GA-jdk6\server).
- 2) Delete the deployment folder for Primavera Web.
For 6.1 and earlier installations, the suggested folder name was "myprimavera."
For 6.2 and later installations, the suggested folder name was "primaveraweb."

Note: Starting with P6 R8, P6 no longer supports the JBoss application server.

Uninstalling P6 6.2.1 or Earlier from WebSphere

To uninstall Primavera's Web Application 6.0, P6 Web Access version 6.1 and later from a WebSphere server:

- 1) Do one of the following:

- ▶ On Windows platforms, from the Start menu, choose Programs, *app name*, Uninstall *app name*.
 - ▶ On Unix platforms, change to the `installableApps/app name` directory under the WebSphere install directory and run the `uninstallws.sh` script.
- 2) Launch the **WebSphere Application Console**.
For 6.1 and earlier installations, remove the current "myPrimavera" deployment.
For 6.2 installations, remove the current "primaveraweb" deployment.
 - 3) If you will use the same *p6home* directory for the new deployment, delete the existing WAR or EAR file from that directory to avoid conflict with the new `p6.ear` file.

Uninstalling P6 7.0 or Later From WebSphere

To uninstall P6 7.0 or later, you must uninstall it with the Oracle Universal Installer, then remove it from the application server.

Using Oracle Universal Installer to Uninstall P6

- 1) From the P6 folder of the physical media or download location, run one of the following depending on your system type:
 - ▶ If you are installing on a Microsoft Windows system, navigate to the `winDisk1\install` directory, and then double-click on the **setup.exe** file.
 - ▶ If you are installing on a non-Microsoft Windows system, type the following command:

```
cd Operating System/Disk1/install
```

Depending on your operating system, replace *Operating System* in the command above with `aix_64-5L`, `hp_64`, `hpux_IA64`, `linux`, or `solaris_64`, then type the following commands:

```
chmod 755 runInstaller  
chmod 755 unzip  
./runInstaller
```
- 2) On the **Welcome** screen, click **Deinstall Products**.
- 3) On the **Inventory** dialog box, under the **Contents** tab, select the P6 version you want to uninstall.
- 4) Click **Remove**.
- 5) On the **Confirmation** dialog box, click **Yes**.
- 6) Click **Close** then **Cancel** to exit the dialog box and Oracle Universal Installer.

Deleting P6 from WebSphere

To delete P6 from WebSphere:

Notes:

- If you are deleting a 7.x release, your deployment will say **primaveraweb** instead of **p6**.
 - If you are deleting an 8.x release, your deployment will say **p6**.
-

- 1) Start the WebSphere Application Server.
- 2) Launch the WebSphere Application Server **Administrative Console**.

- 3) On the **Administrative Console Main** screen:
 - a. In the left-hand navigation, expand **Applications**.
 - b. Click **WebSphere enterprise applications**.
- 4) Select the option next to your deployment (for example, **p6**).
- 5) Click **Uninstall**.
- 6) In the message or in the task menu, click **Save**.
- 7) On the **Save to Master Configuration** screen, click **Save**.
- 8) If you will use the same home directory for the new deployment, delete the existing WAR or EAR file from that directory to avoid conflict with the new files.
- 9) If you installed the help and tutorials WAR files, repeat these steps.

Installing Applications

Before you upgrade or install your application, install the products mentioned in the following sections.

WebSphere 8.5 Installation

Consult WebSphere's documentation for installation instructions.

Tips

On Windows, Oracle recommends you install the application server to a folder with a short name.

JDK Installation on WebSphere

WebSphere 8.5.5 automatically installs the IBM JDK on the application server. Installing the recommended WebSphere fix pack will update the JDK to the supported version. For a list of tested configurations for the P6 EPPM JDK, see the *P6 EPPM Tested Configurations* document.

P6 Installation

To install P6, run the setup.exe file from the **Primavera P6 Enterprise Project Portfolio Management R15.1 for <platform>\Disk1\Install** folder of the physical media or download. For more information on installing P6, see the *Installing and Configuring P6 EPPM* guide.

P6 Help Directory Installation

You have two options for accessing P6 Help.

Use the Default P6 Help URL (Recommended)

The default URL will take you to the Oracle Technology Network (OTN) site. OTN houses Oracle's most up-to-date documentation. If there are any changes to P6 functionality, those changes will be in the help documentation on OTN.

The default P6 Help URL is in the Primavera P6

Administrator: http://download.oracle.com/docs/cd/E54397_01/p6help/.

Note: You can choose not to use the default help URL, but you will have to ensure you deploy it in your application server and enter the server URL into the Primavera P6 Administrator. If any updates are made to the help, these will not be visible if you are using the p6help.war file.

Use the P6 Help WAR File

To use the P6 Help WAR file, install it when you install your other P6 EPPM applications. See the *Installing and Configuring P6 EPPM* guide.

Notes:

- For the P6 Help to launch, you must enter the server URL in the Primavera P6 Administrator. See the *P6 EPPM Post Installation Administrator's Guide* for more information.
- Use the instructions for deploying P6 to deploy the help file.

Tips

If you receive a "server not found" or a similar error when accessing the P6 Help in P6, it means one of the following:

- ▶ The application server cannot access the Internet.
- ▶ The help site is not available.

If the application server cannot access the Internet, check your Primavera P6 Administrator settings and ensure they are configured to the correct URL.

If the URL is configured correctly, but you still can't access the P6 Help, you will need to use the local help (p6help.war). Use the instructions for deploying P6 to deploy the help file.

User Productivity Kit (UPK)

For UPK to launch, you must enter the server URL in the Primavera P6 Administrator. See *P6 EPPM Post Installation Administrator's Guide* for more information.

Use the instructions for deploying P6 to deploy the tutorials file.

Configuring WebSphere for P6 EPPM Applications

This section details the necessary configuration and deployment steps for P6 EPPM applications in a WebSphere environment. Although not required for the P6 EPPM server set up, WebSphere has additional settings you can use to enhance the environment. For example, when using clustering, enabling the session replication setting will seamlessly transfer users to another server if the server unexpectedly shuts down.

This section assumes you will setup your P6 EPPM applications in separate domains; however, you can create one domain and configure all P6 EPPM applications to run in this domain. See WebSphere's documentation for details on all available configuration, deployment, and settings options.

Configuring P6 Home in WebSphere

To configure P6 home:

- 1) Start the WebSphere Application Server.
- 2) Launch the WebSphere Application Server **Administrative Console**.
- 3) In the left-hand navigation pane:
 - a. Expand **Servers** then **Server Types**.
 - b. Click **WebSphere application servers**.
- 4) On the **Application servers** screen, click the server name link.
- 5) On the **Configuration** tab, under **Server Infrastructure**, expand **Java and Process Management**.
- 6) Click **Process Definition**.
- 7) Under **Additional Properties**, click **Java Virtual Machine**.
- 8) In the **Initial heap size** field, enter the appropriate number based on considerations for your environment, such as deployment size, projected system load, desired performance, and scalability level. For example, if you enter 2048, this indicates an initial heap memory size of 2048MB. This setting might result in slightly longer startup times than lower settings but will front-load the initialization of WebSphere memory after a server start up.
- 9) In the **Maximum heap size** field, enter the appropriate number for your environment. For example, if you enter 2048, this indicates a maximum heap memory size of 2048MB, the recommended setting for production systems. Oracle recommends that the Initial and Maximum heap size settings match.
- 10) Under **Generic JVM arguments**, type (as all one line):


```
-Dprimavera.bootstrap.home=p6home -Djavax.xml.transform.TransformerFactory=org.apache.xalan.processor.TransformerFactoryImpl
```

 where *p6home* is the P6 home directory that was set during installation (for example, c:\P6EPPM_1\p6)
- 11) Click **OK**.
- 12) Click the **Save** link that appears within the message reporting changes.
- 13) Restart the application server instance.

Configuring P6 to be a New WebSphere Application

To configure P6 to be a new WebSphere application:

- 1) From the Administrative Console's left-hand navigation pane:
 - a. Expand **Applications**.
 - b. Click **New Application**.
- 2) On the **Install a New Application** screen, click **New Enterprise Application**.
- 3) On the **Path to the new application** screen:
 - a. Specify the path to the P6 home directory and the 'p6.ear' file (for example, C:\P6EPPM_1\p6\p6.ear).
 - b. Click **Next**.

- 4) On the **How do you want to install the application** screen:
 - a. Accept the defaults.
 - b. Click **Next**.

Note: If the Application Security Warnings screen displays, click **Continue**.

- 5) On the **Install New Application** screen:
 - a. In Step 1, the **Select installation options** section, accept the defaults.
 - b. In Step 2, the **Map modules to servers** section, select the **p6** option.
 - c. In Step 3, the **Map virtual hosts for web modules** section, select the **p6** option.
 - d. In Step 4, the **Summary** section, review your settings.
 - e. Click **Finish**.

Note that the application EAR file is now deploying and that this process might take several minutes.
- 6) To save directly to the master configuration, click the **Save** link. This process might take several minutes.
- 7) Repeat these steps for the 'p6help.war' (optional, see note below) and the 'P6Tutorials.war' file. Use 'p6help' or 'P6Tutorials' in place of 'p6'. You specified the location of these files when you installed them.

Note: Do not do this step for the 'p6help.war' file if you want to use OTN for your help. The OTN link is the default link in the Primavera P6 Administrator. OTN will have the most up-to-date documentation for the P6 Help.

Deploying P6 in WebSphere

To deploy P6 in WebSphere:

- 1) On the **Administrative Console Main** screen:
 - a. In the left-hand navigation, expand **Applications**.
 - b. Click **WebSphere enterprise applications**.
- 2) Locate **p6**, **p6help** (optional, see note below), **p6 tutorials** and verify application status. If green arrows do not appear for all, click the Start button above the Select column.

Note: Do not do this step for the 'p6help.war' file if you want to use OTN for your help. The OTN link is the default link in the Primavera P6 Administrator. OTN will have the most up-to-date documentation for the P6 Help.

- 3) Create a properties file named 'commons-logging.properties' in *websphere home*\WebSphere\AppServer\profiles*profile name*\properties that contains the following:
org.apache.commons.logging.LogFactory=org.apache.commons.logging.impl.LogFactoryImpl

- 4) Restart the WebSphere application server.

Loading P6 Applets

If you are using WebSphere 8, follow these steps to ensure applets load:

- 1) From the Administrative Console's left-hand navigation pane:
 - a. Expand **Applications** then **Application Types**.
 - b. Click **WebSphere enterprise applications**.
- 2) On the **Enterprise Applications** screen, click **Primavera**.
- 3) In the **Web Module Properties** section, click **Session Management**.
- 4) In the **General Properties** section:
 - a. Select the **Override session management** option.
 - b. Select the **Enable cookies** option.
 - c. Click the **Enable cookies** link.
 - d. Clear the **Set session cookies to HTTPOnly to help prevent cross-site scripting attacks** option.
 - e. Click **OK**.
 - f. Verify the **Override session management** and **Enable Cookie** options are still selected. Reselect them if they are clear.
 - g. Click **OK**.
- 5) In the message or in the task menu, click **Save** .
- 6) On the **Save to Master Configuration** screen, click **Save**.
- 7) Restart the server.

Configuring the P6 Project Gantt Chart Portlet in WebSphere

To configure the P6 Gantt Chart Portlet:

- 1) Copy "jsf-api.jar" and "jsf-ri.jar" from the following location to a local drive and folder (for example, C:\jsf\):


```
websphere home\AppServer\profiles\profile name\installedApps\cell
name\Primavera.ear\p6.war\WEB-INF\lib
```
- 2) From the Administrative Console's left-hand navigation pane, expand **Environment** and click the **Shared libraries** link.
- 3) In the **Scope** section, select **Cell= cell name**.
- 4) In the table at the bottom of the screen, click the **New** button.
- 5) On the **General Properties** screen:
 - a. In the **Name** field, enter "jsf".
 - b. In the **Classpath** field, enter the paths where you saved the JAR files you copied. For example,


```
C:\jsf\jsf-api.jar
C:\jsf\jsf-ri.jar
```

- c. Select the **Use an isolated class loader for this shared library** setting.
- d. Click **OK**.
- 6) In the left-hand navigation, expand **Applications** and click **WebSphere enterprise applications**.
- 7) Locate **Primavera**:
 - a. Select the option next to **Primavera**.
 - b. Click the **Primavera** link.
- 8) In the **References** section, click the **Shared library references** link.
- 9) Select the option for the second **p6** entry, which has a URI description of "p6.war,WEB-INF/web.xml."
- 10) Click the **Reference shared libraries** button at the top of the table.
- 11) Highlight the "jsf" library in the **Available** window and move it to the **Selected** window.
- 12) Click **OK** twice.
- 13) To save directly to the master configuration, click the **Save** link.

Finalizing CMIS or Microsoft Sharepoint with WebSphere 8.5

After you have installed CMIS-compliant or SharePoint repository and configured it in the Primavera P6 Administrator, you will need to do the following to ensure the content repository works with WebSphere 8.5:

- 1) Stop running WebSphere.
- 2) Go to *websphere home*\AppServer\profiles*profile name*\installedApps*cell name*\Primavera.ear\p6.war\WEB-INF\lib.
- 3) Copy **jaxb-impl-2.1.11.jar**.
- 4) Paste the **jaxb-impl-2.1.11.jar** in the "*websphere home*\AppServer\lib" folder.
- 5) Restart the WebSphere application server.

Starting and Stopping WebSphere for P6 EPPM

The following procedures assume that you have installed your P6 EPPM applications into a supported application server and completed the additional steps outlined in **Configuring WebSphere for P6 EPPM Applications** (on page 10).

Starting WebSphere for P6 EPPM Applications

To start WebSphere for any P6 EPPM application:

- 1) On the Administrative Console main screen, in the left-hand navigation, expand **Applications**.
- 2) Click **WebSphere enterprise applications**.
- 3) Select the option for your application (for example, **p6**).
- 4) Click **Start**.

Notes:

- Repeat these steps for any application you want to start, including your help and tutorials files.
 - Do not do this step for the any help.war file if you want to use OTN for your help. The OTN link is the default link in the Primavera P6 Administrator. OTN will have the most up-to-date help documentation.
-

Stopping WebSphere for P6 EPPM Applications

To stop WebSphere for any P6 EPPM application:

- 1) On the Administrative Console main screen, in the left-hand navigation, expand **Applications**.
- 2) Click **WebSphere enterprise applications**.
- 3) Select the option for your application (for example, **Primavera**).
- 4) Click **Stop**.

Notes:

- Repeat these steps for any application you want to stop, including your help and tutorials files.
 - Do not do this step for the any help.war file if you want to use OTN for your help. The OTN link is the default link in the Primavera P6 Administrator. OTN will have the most up-to-date help documentation.
-

Where to Go From Here - Post Manual P6 and WebSphere Configuration

Now that you have deployed P6 in WebSphere, you can begin using P6. You may find the following guides useful for help getting started:

- ▶ *P6 EPPM Post Installation Administrator's Guide*
- ▶ *P6 Help*

Depending on what other applications you are using, you may also need the following guides:

P6 Professional

- ▶ *P6 Professional Installation and Configuration Guide*

P6 Progress Reporter

- ▶ *P6 Progress Reporter and WebSphere Configuration Guide*

P6 Team Member

- ▶ *P6 Team Member and WebSphere Configuration Guide*

P6 EPPM Web Services

- ▶ *P6 EPPM Web Services and WebSphere Configuration Guide*

P6 Integration API

- ▶ *P6 Integration API and WebSphere Configuration Guide*

Primavera Data Warehouse

- ▶ *Primavera Data Warehouse Installation and Configuration Guide*

Analytics

- ▶ *Analytics Installation and Configuration Guide*

Additional Applications

- ▶ *Connecting BI Publisher to P6*
- ▶ *Connecting BPM 10g to P6 or Connecting BPM 11g to P6*
- ▶ *Connecting the Content Repository to P6*
- ▶ *Connecting Oracle Identity Manager 10g to P6 or Connecting Oracle Identity Manager 11g to P6*

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> | <p>Highlights the new and enhanced features included in this release.</p> <p>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.</p> <p>All users should read this guide.</p> |
| <i>Planning Your P6 EPPM Implementation</i> | <p>Explains planning your implementation and provides an installation process overview, frequently asked questions, client and server requirements, and security information.</p> <p>The P6 EPPM network administrator/database administrator and P6 administrator should read this guide.</p> |
| <i>P6 EPPM Installation and Configuration Guide</i> | <p>Explains how to install and configure P6 EPPM using the P6 EPPM Installation and Configuration wizards.</p> <p>The P6 EPPM network administrator/database administrator and P6 administrator should read this guide.</p> |

| Title | Description |
|--|---|
| <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 Primavera P6 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 that 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 that 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, visit <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 P6 and WebSphere Configuration Guide

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