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PRIMAVERA

P6 Team Member and WebSphere Configuration Guide
Release 15.1

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Contents

The P6 Team Member Configuration Guide

This guide will tell you how to:

▸ Uninstall previous products and versions of P6 Team Member.
▸ Configure your application server for P6 Team Member.
▸ Deploy P6 Team Member. Deploying P6 Team Member will deploy P6 Team Member Web and E-mail Statusing Service.

Before using this guide you will need to:

▸ Install the 15.1 database. See the *Installing and Configuring P6 EPPM* guide or *Manually Installing the P6 EPPM Database* guide.
▸ Install P6 and P6 Team Member. See the *Installing and Configuring P6 EPPM* guide.

> **Note**: You will need to configure E-mail Statusing Service separately. Continue using this guide for information on configuring E-mail Statusing Service.

About P6 Team Member

The P6 Team Member is designed for individual contributors, or team members, to record their statuses and report their time using timesheets. Team members can also use E-mail Statusing Service and P6 mobile to status their tasks. P6 mobile allows access to P6 Team Member Web functionality. P6 Team Member Web, E-mail Statusing Service and the P6 mobile apps provide quick, convenient, and easy access to assigned tasks using the platform or device that accommodates your line of work.

Your project manager uses P6 to create and update the project schedule and task list. Depending on the project preferences the manager selected when creating the project in P6, the updates you make in the P6 Team Member Web, E-mail Statusing Service or P6 mobile will either apply immediately or require approval before they are applied to the project.

Work assignments in P6 Team Member are based on work distribution filters, or a team member being named as a resource assignment or an activity owner. As a team member, the P6 Team Member interfaces and the P6 mobile apps enable you to:

▸ View only your assigned tasks.
▸ Provide status on your tasks. The project manager customizes the status fields in your view. These fields can include time spent, time left, % complete, remaining duration, start date, and finish date.

Timesheets enable project team members to use the web to communicate timesheets and activity statuses directly to their organization's database, regardless of their location. this ensure that project managers are always working with the most up-to-date project information, making it easier to plan resources or resolve conflicts.

P6 Team Member Web

You can use P6 Team Member Web to:

▸ Modify your view to display your task list by project and by current status, including Active, Due, Overdue, Starred, or Completed. You can refine your task list even further by filtering on the basis of specific parameters, entering a term by which to filter, or providing a sort order for your list.
▸ Mark a task with a star to signify its importance to you. You can view all your starred tasks in one list when you select the Starred task list view in the app menu.
▸ View a list of all your steps for a task. Add, edit, or delete steps to more accurately reflect your work, if you are given the privileges by your project manager. You can enter the % complete to show progress and mark a step as complete when you finish a step.
▸ View the codes and UDFs associated with a task for additional information about the task. Update codes and UDFs if your project manager requires you to update task status using these fields.
▸ View predecessor and successor tasks related to a task and contact resources associated with related tasks.
▸ Communicate with the project manager or other team members through e-mail.

▶ Communicate with the project manager about a task by viewing and posting messages in the Discussion dialog box. All messages are saved with the selected task.

▶ View and edit notebook topics associated with a task to see or provide more information about the task.

▶ View documents associated with a task and contact resources associated with project documents.

▶ Enter up-to-the-minute information about your assignments and to record the time you spent working on each one, by submitting timesheets. Timesheets helps you to focus on the work at hand with a simple cross-project to-do list of your upcoming assignments.

E-mail Statusing Service

You can use E-mail Statusing Service to:

▶ Request a list of your current tasks through e-mail using the e-mail account associated with your P6 user account. You can request a filtered list of tasks by project; time frame; current status, including Active, Due, Overdue, Completed, or Starting; or by all the tasks that you starred.

▶ Reply to the e-mail you receive with your task list, record your progress, and send your updates.

Project managers can use E-mail Statusing Service to:

▶ Send a Welcome e-mail to new E-mail Statusing Service users, which includes the e-mail address to the E-mail Statusing Service, and instructions for requesting a task list and updating the list through e-mail.

▶ Send team members an e-mail request for status updates. Project managers can customize the task list sent to team members using the available filter options. Team members can provide status by replying to the e-mail with their updates.

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\<language>\Tested_Configurations folder of the P6 EPPM physical media or download.

- 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 nam*e 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 **win\Disk1\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.

Uninstalling Previous Versions of P6 Team Member

Follow the instructions to uninstall or remove existing versions of P6 Team Member.

Uninstalling P6 Team Member from WebSphere

To uninstall P6 Team Member 8.1 or later:

1) Launch the **WebSphere Application Console**.
2) Remove the current p6tmws deployment.
3) If you will use the same *p6home* directory for the new deployment, delete the existing WAR file from that directory to avoid conflict with the new p6tmws.war file.

Removing E-mail Statusing Service

To remove E-mail Statusing Service:

1) Locate your E-mail Statusing Service home directory (for example, EMAIL_HOME).
2) Create a backup copy of the config.properties file and note the location where you saved it.
3) Delete the E-mail Statusing Service home directory.

Uninstalling Previous Versions of P6 Progress Reporter

If you are upgrading from P6 EPPM version 6.2.1 or earlier, Oracle recommends that you first uninstall the existing Group Server. If you are upgrading from P6 EPPM version 7.0 or later, you must uninstall the previous version of P6 Progress Reporter before upgrading to R15.1.

> **Note:** P6 Progress Reporter functionality has been fully integrated into P6 Team Member Web. After you reinstall P6 Team Member, you can log into P6 Team Member Web to see all of your tasks and timesheet data.

Tip

 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 The Default Admin Superuser in *P6 EPPM Post Installation Administrator's Guide* for guidelines on this process.

Uninstalling the Existing Group Server

Follow the instructions below to uninstall Group Server.

Stopping Group Server

To stop Group Server:

1) From the Windows Control Panel, select **Services**.
2) Select the **Primavera Group Server** entry.
3) Click **Stop**.
4) Close the **Services** window.

Uninstalling the Existing P6 Progress Reporter Application

Follow the instructions that follow to uninstall existing versions of P6 Progress Reporter.

Uninstalling P6 Progress Reporter from JBoss

To uninstall P6 Progress Reporter from a JBoss server:

1) Go to the JBoss install location (for example, c:\jboss-5.0.1.GA-jdk6\server).
2) Rename or delete the "pr" folder.

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

Uninstalling P6 Progress Reporter from 6.2.1 or Earlier WebSphere

To uninstall P6 Progress Reporter 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**.
3) Remove the current "pr" and "pr-help" deployments.
4) If you will use the same *prhome* directory for the new deployment, delete the existing EAR and WAR files from that directory to avoid conflict with the new pr.ear and pr-help.war files.

Uninstalling P6 EPPM Web Services 7.0 or Later from WebSphere

To uninstall P6 EPPM Web Services 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 Progress Reporter

1) From the P6 Progress Reporter 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 **win\Disk1\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 Progress Reporter 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 Progress Reporter from WebSphere

To delete P6 Progress Reporter from WebSphere:

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 pr.

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 installed the pr-help, repeat these steps.

9) If you will use the same *prhome* directory for the new deployment, delete the existing EAR and WAR files from that directory to avoid conflict with the new pr.ear and pr-help.war files.

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 and P6 Team Member Installation

To deploy P6 Team Member, you must install P6 and P6 Team Member. To install these applications, 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 and P6 Team Member, see the *Installing and Configuring P6 EPPM* guide.

> **Note**: P6 mobile supports SSL (https) only when it has a certificate signed by a valid authority.

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 Team Member in WebSphere

Before you can begin using P6 Team Member Web and P6 mobile, you must deploy P6 Team Member in WebSphere. To configure P6 Team Member, you will deploy the p6tm.ear file, which will deploy p6tmws.war for P6 mobile and p6tmweb.war for P6 Team Member Web.

> **Note**: Since E-mail Statusing Service is not an application you need to deploy, it is not included with the p6tm.ear file. You will get the E-mail Statusing Service files from the p6tm-email-service.zip included when you install P6 Team Member (the default location is C:\P6EPPM_1\tmws). See *Configuring E-mail Statusing Service for P6* (on page 31).

To configure these applications, follow the steps:

1) (Optional) *Setting the Bootstrap Location if P6 Team Member is in a Different WebSphere Application Server from P6* (on page 17).
2) *Configuring P6 Team Member to be a New WebSphere Application* (on page 18).
3) Remove `j2ee.jar` from *<WAS_home>*`/lib`.
4) *Deploying P6 Team Member in WebSphere* (on page 19).
5) *Starting WebSphere for P6 EPPM Applications* (on page 22).

Once P6 Team Member is configured with P6, use the following:

1) *Finalizing P6 Team Member Web* (on page 25).
2) *Finalizing P6 mobile* (on page 27).

Setting the Bootstrap Location if P6 Team Member is in a Different WebSphere Application Server from P6

If you will run the p6tm.ear file in the same WebSphere Application Server as P6, skip this section and continue to *Configuring P6 Team Member to be a New WebSphere Application* (on page 18).

If you will run the p6tm.ear file in a different WebSphere Application Server from P6, set the location of your P6 bootstrap file. When you set the bootstrap argument, you will set it for the home directory where you want your p6tm.ear file to connect.

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** on the right side, click **Java Virtual Machine**.
8) On the **Configuration** tab, under **Generic JVM arguments:**
    a. Type (as all one line):

    `-Dprimavera.bootstrap.home=`*p6home*

    where *p6home* is the P6 home directory that was set during installation (for example, c:\P6EPPM_1\p6 in Windows or /usr/P6EPPM_1/p6 in UNIX) where you want your application to connect.

    b. If your bootstrap file has only one database, skip this step.

    If your bootstrap file contains more than one database, you need to add an argument clarifying which database you want to use. The line will look similar to the following:

    `-Ddatabase.instance=`*db_id*

    where *db_id* is the database instance you want to use (for example, -Ddatabase.instance=2).

    The whole line should look similar to the following (all one line):

    `-Dprimavera.bootstrap.home=`*p6home* `-Ddatabase.instance=`*db_id*

    c. Set the memory settings to maximize performance.
        ▪ In Windows, the line should look similar to the following (all one line):

        `-Dprimavera.bootstrap.home=`*p6home* `-Xms256m -Xmx512m`

        where *p6home* is the P6 home directory that was set during installation (for example, C:\P6EPPM_1\p6).

        ▪ In UNIX, the line will look similar to the following (all one line):

        `-Dprimavera.bootstrap.home=`*p6home* `-Xms256m -Xmx512m`

where *p6home* is the P6 home directory that was set during installation (for example, /usr/P6EPPM_1/p6).

> **Note:** Make sure that you have a P6 Admin Configuration created exclusively for P6 Team Member. If the new configuration was not created during P6 Team Member's installation, then you can create it by either logging into the P6 Admin settings or using the `adminpv.cmd` utility.

9) Click **OK**.

10) Click the **Save** link that appears within the message reporting changes.

11) Restart the application server instance.

Configuring P6 Team Member to be a New WebSphere Application

To configure P6 Team Member 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 'p6tm.ear' file (for example, C:\P6EPPM_1\p6tm.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 **Oracle Primavera TeamMember WebServices** option.
   c. In Step 3, the **Map virtual hosts for web modules** section, select the **Oracle Primavera TeamMember WebServices** option.
   d. In Step 4, the **Metadata for Modules** section, select the **Oracle Primavera TeamMember WebServices** option.
   e. In Step 5, the **Summary** section, review your settings.
   f. 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.

Deploying P6 Team Member in WebSphere

To deploy P6 Team Member in WebSphere:

1) On the **Administrative Console Main** screen:
   a. In the left-hand navigation, expand **Applications**.
   b. Click **WebSphere enterprise applications**.
2) Locate **Oracle Primavera TeamMember WebServices** and verify application status.

   If green arrow does not appear, click the Start button above the Select column.
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) Configure Jackson shared library on P6 Team Member. For the tasks associated with configuring a Jackson shared library, see ***Configuring a Jackson Shared Library for P6 Team Member*** (on page 20).
5) Restart the WebSphere application server.

Configuring a Jackson Shared Library for P6 Team Member

To configure a Jackson shared library for P6 Team Member:

1) Copy the following files from the WebSphere Application Server location (for example, `websphere home\AppServer\profiles\profile name\installedApps\cell name\Primavera.ear\p6.war\WEB-INF\lib`) to a local drive folder (for example, `C:\software\jersy` on Windows or `/u01/software/jersey` on Linux):

   `jackson-core-asl.jar`

   `jackson-mapper-asl.jar`

   `jackson-jaxrs.jar`

   `jackson-xc.jar`

   `jersey-core.jar`

2) Login to the WebSphere Administration Console.

3) From the pane on the left, expand **Environment** and then click **Shared Libraries**.

4) Under Scope, select **Cell= cell name**.

5) In the table at the bottom of the page, click **New**.

6) On the General Properties page, do the following:

   a. In the Name field, enter `jackson`.

   b. In the Class path field, enter the path to the location at which you copied the `JAR` files.

      ▪ In Windows:

        `C:\software\jersy\jackson-core-asl.jar`

        `C:\software\jersy\jackson-mapper-asl.jar`

        `C:\software\jersy\jackson-jaxrs.jar`

        `C:\software\jersy\jackson-xc.jar`

        `C:\software\jersy\jersey-core.jar`

      ▪ In Linux

        `/u01/software/jersey/jackson-core-asl.jar`

        `/u01/software/jersey/jackson-mapper-asl.jar`

        `/u01/software/jersey/jackson-jaxrs.jar`

        `/u01/software/jersey/jackson-xc.jar`

        `/u01/software/jersey/jersey-core.jar`

   c. Select **Use an isolated class loader for this shared library**.

   d. Click **OK**.

7) From the pane on the left, expand **Applications** and then click **Web Sphere enterprise applications**.

8) Locate P6 Team Member.

   a. Select the option next to P6 Team Member.

   b. Click the P6 Team Member link.

9) Select the option for the first P6 Team Member entry, which has `META-INF/application.xml` as a URL description.

10) Click `Reference shared libraries`.

11) In the Available window, select **jackson** and then move it to the Selected window.

12) Click **OK** twice.

13) Click **Save**.

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 15).

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.

Configuring P6 Team Member on WebSphere with the Sharepoint

If you are using Sharepoint as the document content repository for P6 Team Member on WebSphere, you must configure your Java API for XML WebServices (JAX-WS).

> **Note:** You must have P6 Team Member already installed on WebSphere.

See the following documents for the procedures that are required to configure P6 Team Member on WebSphere with the Sharepoint:

1) *Downloading JAX-WS RI*
2) *Creating a Shared Library for P6 Team Member and WebSphere*
3) *Configuring the Shared Library for P6 Team Member and WebSphere*

Downloading JAX-WS RI

To download JAX-WS RI :

1) Go to the following URL:
   ```
   https://jax-ws.java.net https://jax-ws.java.net
   ```
2) In the navigational menu on the left, expand **Download RI**.
3) Click **2.2.8**.
4) Download the zip file to your local drive.
5) Extract the zip file to a local folder (for example, JAX-WS_HOME).
   The WebSphere server deployment needs access to this folder

Creating a Shared Library for P6 Team Member and WebSphere

To creating a shared library for P6 Team Member and WebSphere:

1) Launch the **Websphere Administrative Console**.
2) On the **WebSphere Administrative Console** main page:
   a. Expand **Environment**.
   b. Click **Shared Libraries**.
3) Select the appropriate *cell*, *node* and *server* in the **Scope** drop-down menu.
4) Click **New**.
5) In the **Name** field, type a name for your shared library (for example, JAX-WS_LIBRARY).
6) In the **Classpath** text box, insert the path and file name of the following JAR files that reside in the bin folder of extracted JAX-WS RI file:
   ```
   <local_folder>\lib\FastInfoset.jar
   ```

```
<local_folder>\lib\gmbal-api-only.jar
<local_folder>\lib\ha-api.jar
<local_folder>\lib\javax.annotation-api.jar
<local_folder>\lib\javax.xml.soap-api.jar
```
<local_folder>`\lib\jaxb-api.jar`
<local_folder>`\lib\jaxb-core.jar`
<local_folder>`\lib\jaxb-impl.jar`
<local_folder>`\lib\jaxb-jxc.jar`
<local_folder>`\lib\jaxb-xjc.jar`
<local_folder>`\lib\jaxws-api.jar`
<local_folder>`\lib\jaxws-rt.jar`
<local_folder>`\lib\jaxws-tools.jar`
<local_folder>`\lib\jsr181-api.jar`
<local_folder>`\lib\management-api.jar`
<local_folder>`\lib\mimepull.jar`
<local_folder>`\lib\policy.jar`
<local_folder>`\lib\resolver.jar`
<local_folder>`\lib\saaj-impl.jar`
<local_folder>`\lib\stax-ex.jar`
<local_folder>`\lib\stax2-api.jar`
<local_folder>`\lib\streambuffer.jar`
<local_folder>`\lib\woodstox-core-asl.jar`

7) Click **OK**.
8) Save the changes to the **WebSphere Master Configuration**.

Configuring the Shared Library for P6 Team Member and WebSphere

To reference the JAX-WS RI shared library in P6 Team Member:

1) Launch the **Websphere Administrative Console**.
2) On the **WebSphere Administrative Console** main page:
   a. Expand **Applications**.
   b. Click **WebSphere Enterprise Applications**.
3) In the **References** section, click **Shared library references**.
4) In the **Application** table, select **P6 Team Member**.
5) Click **Reference shared libraries**.
6) In the **Available** list, select the name of your shared library.
7) Click the arrow that points right to move your shared library to the **Selected** list.
8) Click **OK**, and then **Save**.
9) Navigate to the **WebSphere Enterprise Applications**, and then restart the **WebSphere Application Server**.

Finalizing P6 Team Member Web

Use the steps in the related topics to begin using P6 Team Member Web.

Configuring P6 Team Member Web Settings

To configure the settings for P6 Team Member Web, you must have a P6 Team Member Admin Configuration. See *Installing and Configuring P6 EPPM* for more information on how to create this configuration during a new installation of P6 Team Member Web or *P6 EPPM Post Installation Administrator's Guide* for more information on how to create this configuration for existing P6 Team Member applications.

To configure the settings for P6 Team Member Web:

1) Launch **Primavera P6 Administrator**.
2) Navigate to your P6 Team Member configuration, and then expand it.
3) Expand **Application**:
   a. Set the Help server URL to one of the following:
      ‣ `http://localhost:`*listenport*`/`*ContextRoot*

      where *localhost* is your server's host name, *listenport* is your P6 Team Member port number, and *ContextRoot* is the root for your Help.
      ‣ http://docs.oracle.com/cd/E54397_01/team_member/web/help/

      > **Note:** Oracle recommends that you use the second URL option because it ensures that you always access the latest version of the P6 Team Member Help, including critical corrections and enhancements.

4) Expand **User Productivity Kit** (UPK):
   a. Set the User Productivity Kit URL to `http://`*localhost*`:`listen*port*`/`*ContextRoot*

      where *localhost* is your server's host name, *listenport* is your P6 port number, and *ContextRoot* is the root for your tutorials (for example, P6Tutorials).
5) Expand **Team Member**:
   a. Expand **Connection Pool** if you want to alter the following default values:
      - **Initial connection pool size:** *10*
      - **Maximum active database connections:** *150*
      - **Maximum idle database connections:** *-1*
      - **Minimum idle database connections:** *10*
   b. Expand **Logging** if you want to alter the following default:
      - **Enable:** *enabled*
      - **Severity Level:** *Error*
      - **Log File Name:** *p6tmweb.log*

Note: The **primavera.bootstrap.home** property determines the location of the log file.

Finalizing P6 mobile

Use the steps in the related topics to begin using P6 mobile.

Downloading P6 mobile Apps

To download the P6 mobile apps, do one of the following:

▶ If you are using an iOS device, go to the App Store to download the mobile application.
▶ If you are using an Android device, go to the Google Play App Store to download the mobile application.

Configuring Login and Authentication Settings to Use P6 for iOS

Follow these steps to start the app for the first time. When you return to the app after working in other apps, the last page you were on will appear. Once you configure these settings, you won't need to perform these steps again unless your SSO cookies expire. If your cookies expire, you will need to enter your user name and password again.

> **Note**: You may need to activate your device's VPN feature to access your company's deployment of P6. Contact your administrator for more information.

To start the app:

1) On your device's **Home** screen, tap 🔲 **P6**.
2) On the **Welcome to P6 Team Member** page, slide the **Single Sign On** (SSO) switch to either **ON** or **OFF**.

> **Note**: Team Member Web Services supports LDAP, Native, or SSO mode. Your administrator will select the authentication mode when they configure P6.

3) If you turn SSO on:
   a. Tap the **URL** field and enter the URL to your server (for example, http://*server.port*/p6tmws).

   > **Note**: You will need to specify the server name and port number in the URL.

   b. Tap **Authenticate**.
   c. Enter your SSO username and password.
4) If you turn SSO off:

    a. Tap the **URL** field and enter the URL to your server (for example, http://*server*:*port*/p6tmws).

    b. Enter your P6 username.

    c. Enter your P6 password.

    d. Tap **Sign In**.

Tips

▶ To access server information in the app—which includes the SSO setting, the URL to access the server, and your user name—navigate to the **app menu**, and then tap **Settings**.

▶ For more information on the different types of authentication modes (Single Sign-On, Native, or LDAP), see "Authentication Modes in P6 EPPM" in the *P6 EPPM Post Installation Administrator's Guide*.

▶ You can modify the settings for the app from the **Settings** page on your iPhone. See the *P6 Team Member User's Guide* for more information.

Configuring Login and Authentication Settings to Use P6 for Android

Follow these steps to start the app for the first time. When you return to the app after working in other apps, the last page you were on will appear. Once you configure these settings, you won't need to perform these steps again unless your SSO cookies expire. If your cookies expire, you will need to enter your user name and password again.

> **Note**: You may need to activate your device's VPN feature to access your company's deployment of P6. Contact your administrator for more information.

To start the app:

1) On your device's **Home** screen, tap **P6**.
2) On the **Welcome to P6 Team Member** page, slide the **Single Sign On** (SSO) switch to either **ON** or **OFF**.

> **Note**: Team Member Web Services supports LDAP, Native, or SSO mode. Your administrator will select the authentication mode when they configure P6.

3) If you turn SSO on:
   a. Tap the **URL** field and enter the URL to your server (for example, http://*server.port*/p6tmws).

   > **Note**: You will need to specify the server name and port number in the URL.

   b. Tap **Authenticate**.
   c. Enter your SSO username and password.
4) If you turn SSO off:
   a. Tap the **URL** field and enter the URL to your server (for example, http://*server.port*/p6tmws).
   b. Enter your P6 username.
   c. Enter your P6 password.
   d. Tap **Sign In**.

Tips

▸ To access server information in the app—which includes the SSO setting, the URL to access the server, and your user name—navigate to the **app menu**, and then tap **Settings**.

▸ For more information on the different types of authentication modes (Single Sign-On, Native, or LDAP), see "Authentication Modes in P6 EPPM" in the *P6 EPPM Post Installation Administrator's Guide*.

▸ You can modify the settings for the app from the **Settings** button in the app. See the *P6 Team Member User's Guide* for more information.

Note: P6 for Android only accepts SSL certificates from a certifying authority and must use an HTTPS connection.

Configuring E-mail Statusing Service for P6

To configure E-mail Statusing Service for P6:

1) From the P6 Team Member home directory (for example, C:\P6EPPM_1\tmws), extract the files from the **p6tm-email-service.zip** to any location on the application server. (That location will be referred to as EMAIL_HOME).

2) Make a backup copy of the **config.properties** file before you edit it.

3) Edit the **config.properties** file to configure the settings for the e-mail application.

> **Note:** 🛡 When you are finished editing the config.properties file, move it to a secure location.

4) In the **P6 Configuration** section, locate and specify the following:

   a. In the **p6.admin.user =** line, specify a P6 user who is assigned to at least one module access and has resource access.

   b. In the **p6.notify.user =** line, specify the email addresses, separated by commas, of users who can send Notify Task lists to other users. As you See the *P6 Help* for more information on sending team members their tasks.

   c. In the **p6.max.tmusers =** line, specify the maximum number of e-mail recipients that can receive notification e-mails at one time. You should keep the number below 500 to avoid performance problems.

   d. In the **p6.bootstrap =** line, specify the location of the BREBootstrap.xml file.

   For example, the location could be one of the following: C:/P6EPPM_1/p6, C:/EMAIL_HOME, /usr/P6EPPM_1/p6, or /usr/EMAIL_HOME. Or you can use the following: C:\\P6EPPM_1\p6, C:\\EMAIL_HOME.

   e. In the **mail.read.schedule =** line, specify how often your e-mail should process new messages. Use cron expressions for your formatting. For example:

   ```
   0 */5 * * * ?
   ```

   will process new messages every five minutes.

   > **Note:** For more information on cron expressions, see http://www.quartz-scheduler.org/docs/tutorials/crontrigger.html.

5) In the **Outgoing mail (SMTP Settings)** section, locate and specify the following:

   a. In the **send.host =** line, specify the SMTP server hostname or IP address that you will use to send e-mails.

   b. In the **send.port =** line, specify the port number that connects to the SMTP server.

   c. In the **send.ssl =** line, specify **true** to use SSL or **false** if you will not use SSL.

Note: 🛡 Oracle recommends you always use SSL in a production environment for secure communications.

d. In the **send.starttls =** line, specify **true** to use TLS or **false** if you will not use TLS.

e. In the **send.email =** line, specify the e-mail address or User Principal Name (UPN) where team members will send their status update requests.

f. In the **send.replyto =** line, specify an email address for team members to respond to when they receive emails. If this field is left blank, the reply address will be the **send.email** address you specified above.

g. In the **send.password =** line, specify the password for the e-mail address or UPN you just specified.

> **Note:**
>
> - If you do not specify a password now, the e-mail application will ask you to specify one when it runs.
> - You can also specify a password by running the following parameter when you run the 'run.bat' or 'run.sh' file:
>   `-Dsend.password=`*YOUR_PASSWORD*
>   where *Your_Password* is the password for your status e-mail address. For example:
>   In Windows: `./run.bat -Dsend.password=`*YOUR_PASSWORD*
>   In Unix: `./run.sh -Dsend.password=`*YOUR_PASSWORD*
> - 🛡 Oracle recommends using the option in the **config.properties** file and then moving that file to a secure location when you are finished modifying it.

6) In the **Incoming Mail (IMAP Settings)** section, locate and specify the following:

a. In the **imap.host =** line, specify the IMAP protocol host to read e-mails.

b. In the **imap.port =** line, specify the IMAP port number.

c. In the **imap.ssl=** line, specify **true** to use SSL or **false** if you will not use SSL.

> **Note:** 🛡 Oracle recommends you always use SSL in a production environment for secure communications.

d. In the **imap.username =** line, specify the IMAP user name (which will be your email address) or User Principal Name (UPN).

e. In the **imap.password =** line, specify the password for the user name you just specified.

> **Note:**
>
> - If you do not specify a password now, the e-mail application will ask you to specify one when it runs.

- ▪ You can also specify a password by running the following parameter when you run the 'run.bat' or 'run.sh' file:
  -Dimap.password=*YOUR_PASSWORD*
  where *Your_Password* is the password for your status e-mail address. For example:
  In Windows: ./run.bat -Dimap.password=*YOUR_PASSWORD*
  In Unix: ./run.sh -Dimap.password=*YOUR_PASSWORD*

- ▪ 🛡 Oracle recommends using the option in the **config.properties** file and then moving that file to a secure location when you are finished modifying it.

f. In the **imap.search.folder =** line, specify the folder to use for processing incoming e-mails. For example:

```
imap.search.folder = inbox
```

Note: The e-mail application will use this folder to search for incoming mail. Oracle recommends you use the inbox for this folder. If you choose another folder, you must ensure that all e-mails get filtered there, or the e-mail application will not be able to detect the messages.

7) In the **IMAP Folder configuration** section, locate and specify the following:

a. In the **imap.success.folder =** line, specify the folder where messages that process successfully will go. For example:

```
imap.success.folder = P6Success
```

Note: The e-mail application will automatically create this folder if you do not create it now.

b. In the **imap.failure.folder =** line, specify the folder where messages that failed will go. For example:

```
imap.failure.folder = P6Fail
```

Note: The e-mail application will automatically create this folder if you do not create it now.

c. In the **imap.temp.folder =** line, specify the folder where messages that are being processed will go. For example:

```
imap.temp.folder = P6Temp
```

Note: The e-mail application will automatically create this folder if you do not create it now.

8) In the **Task update options** section, locate and specify the following:

a. In the **reply.label.cleanup** field, enter true if you want to remove HTML tags attached to the task field labels. Enter false if you don't want to remove the tags.

b. In the **reply.label.tag.search** field, enter the regular expression to remove unexpected HTML tags during reply message parsing.

> Note: See information on "regular expression" for more details on this field. For example, see https://developer.mozilla.org/en-US/docs/JavaScript/Guide/Regular_Exp ressions#Writing_a_Regular_Expression_Pattern.

   c. In the **update.debug** field, enter true if you want to output the contents of the email message as it is parsed for updates. Enter false if you don't want to output the contents of the email message as it is parsed for updates. You should only enter true when you are troubleshooting issues with updating tasks.

9) In the **Message Format options** section, locate and specify the following:

   a. In the **update.task.search.term =** line, specify the text that the e-mail application should search for in the subject line of incoming messages. For example:

```
update.task.search.term = Your Requested P6 Tasks
```

   b. In the **notify.update.task.search.term =** line, specify the text that the e-mail application should search for in the subject line of incoming messages that originated from a Notify message. For example:

```
update.task.search.term = Your P6 Tasks
```

10) If the EMAIL_HOME is on a different server from your P6 home, copy the BREBootstrap.xml from your P6 home to your EMAIL_HOME.

If the EMAIL_HOME is on the same server as your P6 home, you will use the BREBootstrap.xml that is in your P6 home folder.

11) Run one of the following:

   ▸ In Windows, launch the **run.bat** file.

   ▸ In Unix, launch the **run.sh** file.

When you launch the run file, you may have to complete the following steps depending on how you configured your E-mail Statusing Service:

   a. If the config.properties file and the run file are in different folders, you will need to specify the config.properties location with the -Dconfig.file parameter.

      ▪ In Windows (add a space between run.bat and -Dconfig):

```
run.bat -Dconfig.file=C:\home\auser\somelocation\config.properties
```

      ▪ In Unix (add a space between run.sh and -Dconfig):

```
./run.sh -Dconfig.file=/home/auser/somelocation/config.properties
```

   b. If you didn't specify the **send.password=** or **imap.password=**, you can specify them now. If you do not specify them now, the e-mail application will prompt you to do so when it runs.

      ▪ In Windows:

```
run.bat -Dsend.password=YOUR_PASSWORD
```

      ▪ In Unix:

```
./run.sh -Dsend.password=YOUR_PASSWORD
```

      ▪ In Windows:

```
run.bat -Dimap.password=YOUR_PASSWORD
```

      ▪ In Unix:

```
./run.sh -Dimap.password=YOUR_PASSWORD
```

where *Your_Password* is the password for your status e-mail address

c. If your bootstrap file contains more than one database, you need to clarify which database you are using when you launch the run file.

- In Windows:

  ```
  run.bat -Ddatabase.instance=db_id
  ```

  where *db_id* is your database instance (for example, -Ddatabase.instance=2).

- In Unix:

  ```
  ./run.sh -Ddatabase.instance=db_id
  ```

  where *db_id* is your database instance (for example, -Ddatabase.instance=2).

Once the run file finishes, you can verify that the e-mail status application works. See *Verifying E-mail Statusing Service* (on page 36).

Verifying E-mail Statusing Service

Once you have installed the e-mail status application, you can send an e-mail to verify that the server is setup properly.

1) Enter an e-mail address that P6 recognizes in the 'From' line.
2) Enter the e-mail address you specified in *Configuring E-mail Statusing Service for P6* (on page 31) in the 'To' line.
3) Enter **Ping** in the subject line.
4) Send the message.

If the message is successful, you will receive a message containing the status of the e-mail service. The message will tell you how many users have a blank e-mail address in the database.

If the message failed, you will not receive a message. The failed message will appear in the failure folder that you specified in the **config.properties** file. See *Configuring E-mail Statusing Service for P6* (on page 31).

Where to Go From Here - Post Manual P6 Team Member Configuration

Now that you have deployed P6 Team Member in WebLogic, you can begin using P6 Team Member.

Use the following URLs to access your applications:

▶ For P6 mobile, http://*server*:*port*/p6tmws

> **Note**: This is the URL you will enter when you sign into the P6 mobile app on your mobile device. The actual URL will not work in a browser.

▶ For P6 Team Member Web, http://*server*:*port*/p6tmweb

Use the following guides to get started:

▶ *P6 EPPM Post Installation Administrator's Guide*
▶ *P6 Team Member User's Guide*

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
What's New in P6 EPPM	Highlights the new and enhanced features included in this release.
	You can also use the *P6 EPPM Cumulative Feature Overview Tool* to identify the features that have been added since a specific release level.
	All users should read this guide.
Planning Your P6 EPPM Implementation	Explains planning your implementation and 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.
P6 EPPM Installation and Configuration Guide	Explains how to install and configure P6 EPPM using the P6 EPPM Installation and Configuration wizards.
	The P6 EPPM network administrator/database administrator and P6 administrator should read this guide.

Title	Description
P6 EPPM Installation and Manual Configuration Guide	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.
P6 EPPM Post Installation Administrator's Guide	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. The P6 EPPM network administrator/database administrator and P6 administrator should read this guide.
Tested Configurations	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.
P6 User's Guide	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.
P6 Help	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.
P6 Data Dictionary	Defines fields used in P6. All P6 users should refer to this guide if they need a field definition.

Title	Description
P6 Team Member Web Help	Describes how to use P6 Team Member Web to provide status on activities. P6 Team Member Web users should read this Help.
P6 EPPM Web Services Programmer's Guide	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.
P6 EPPM Web Services Reference Manual	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.
P3 to P6 EPPM Migration Guide	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.

Legal Notices

Oracle Primavera P6 Team Member and WebSphere Configuration Guide