Rational® Portfolio Manager

IBM

Version 6.1.2.7
Windows, UNIX, Linux

Release Notes

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Before using this information, be sure to read the general information under "Notices," on page 17.

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About this book

This document outlines Rational Portfolio Manager 6.1.2.7 release notes. It covers migration procedures, new features added in this release, a list of known problems, and problems that have been fixed in this release.

Who should read this book

This document is intended for any Rational Portfolio Manager user and database or system administrators responsible for Rational Portfolio Manager upgrades.

Proprietary notice

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Chapter 1. Status of change requests

This section explains the status of noteworthy problems fixed in this release.

Known problems

This section describes known problems in this release of Rational Portfolio Manager.

Export not carrying over dates to MSP correctly when project has templated elements

When exporting projects that has templated elements, RPM uses the estimated start and finish dates when the project was created and not the dates from the template. If you are exporting projects to MSP, don't use templated elements with proposals that have estimated start and finish dates.

Problems fixed in this release

This section lists the problems fixed in this release of Rational Portfolio Manager.

Table 1. Customer originated problems fixed in this release

Problem ID	Description
PMR 10630 49R 000; APAR PK07595	Workflow Attachments don't seem to open.
PMR 26800 49R 000; APAR PK11897	Inconsistency in saving reports to PDF format.
PMR 67062 49R 000	Insufficient Work in Timesheet.
PMR 29087 49R 000	Any user can check-in any other user's documents.
PMR 52588 49R 000; APAR PK22497	Profile's estimate task hour is displayed incorrectly in Supply and Demand pivot when it is less than 1 hour.
PMR 38569 49R 000; APAR PK15751	Cannot create dependency on task.
PMR 52418 49R 000; APAR PK17248	Error -413 generated when running a General Health custom report.
PMR 65099 49R 000	Project Decommission removes Actuals, Baselines, and Estimates.
PMR 66568 49R 000; APAR PK17755	PBFS: PMOR2 projects have data corruption.
PMR 67200 49R 000	Names under "Last checked out by" column disappear.
PMR 68265 49R 000; APAR PK19403	PMOR2: Employee code missing from Custom Layout in Resource Utilization pivot.
PMR 68493 49R 000	Error -433 generated in Communications & Notify if userid is to long.
PMR 68680 49R 000; APAR PK19520	PBFS 6115 GWA PMOR3: Selected resources are rejected by BMS update.
PMR 69668 49R 000	Attribute incorrectly displayed on project General Health pivot.
PMR 85863 500 000; APAR PK20110	Error: 200045 in Communication view when calculated a project.

Table 1. Customer originated problems fixed in this release (continued)

Problem ID	Description
PMR 89704 422 000; PMR 00634 SGC 848	Resource assigned twice to the same task.
PMR 71661 999 000; APAR PK17003	Not being able to run the divisional reports on the workstations.
PMR 66315 49R 000; APAR PK18247	When resource is replaced with profile with "use resource cost rate" option, the resource rate is not converted to the project default rate.
PMR 66884 49R 000	"Schedule Assignment Addition" mail alert is not working.
PMR 00637 SGC 848; APAR PK19372	Corruption of pool structures.
PMR 81731 999 000	MSP Export Error [addCalWorking Time] Error 3032.

Chapter 2. Migrating to this version

Migrating to this version

Before you begin

Before you proceed with the migration you need to backup the IBM® Rational® Portfolio Manager database. Make sure that total recovery of the database is possible from this backup. All database migration instructions listed bellow must be done by the instance owner and the user that connects to the database from the web server.

Note: If you were unsuccessful during migration, you need to restore your old database, check the log files to troubleshoot, and restart the migration steps.

Note: All the migration scripts when transferred to AIX® host should preserve their Type/Mode (ASCII/BIN) and Right (file ownership).

This section outlines the steps to migrate IBM Rational Portfolio Manager Database (DB2® and Oracle) from version 6.1.2.6 to version 6.1.2.7.

Migrating Rational Portfolio Manager on DB2 for UNIX

Prerequisites for migration

- A successful Rational Portfolio Manager version 6.1.2.6 installation
- Rational Portfolio Manager version 6.1.2.7 migration package
- DB2 v 7.2 FP 5 or v 8.1 FP 7 & 9
- DB2 migration is performed through a manual process, the migration steps are carried out using UNIX® shell script. RPM migration procedure is using bourne shell interpretor
- Make sure that all `.sh` files located under `${MIGRATION_HOME}/Database/DB2/AIX/migration` and `${MIGRATION_HOME}/Database/DB2/AIX/csp` have execute rights

Definition of terms used in this section

- **Instance Owner**: is the user owning the DB2 Instance which is defined as logical database server environment.
- **Connected User**: is the user who connects to database from web application and has been granted rights to make update, insert, delete, select on database tables. Connected User can be the instance owner too.

You can migrate the database using the schema of your choice:

- Scenario 1: All tables are created using the user name of the instance owner as schema. The instance owner is the user who connects to database from the web application.
- Scenario 2: All tables are created using the user name of the instance owner as schema. The connected user is the user who will be connecting to the database from the web application. The table aliases are created for the connected user. The alias names are created using the user name of the connected user as alias names.

Note: You should choose the scenario that you are using with your current RPM database.

The migration process is carried out through scripts by supplying all the corresponding values for parameters. A message is displayed for each step and a log file is created for each step that you might need to look at in case of unsuccessful migration. You will be asked a series of questions to provide values for parameters.

The log files are located in `${MIGRATION_HOME}/Database/DB2/AIX/migration`, and `${MIGRATION_HOME}/Database/DB2/AIX/csp` folders. There is one main script file called `migration6127.sh` which carries out all the steps for migration.

Migration steps

1. Copy `pmoffice.a` from `${MIGRATION_HOME}/Database/DB2/AIX/csp` to `${INSTHOME}/sqllib/function/` directory prior to migration, where `${INSTHOME}` is the path to DB2 instance directory where DB2 is installed.

   Note: Make sure you have a backup of your current library files before copying these files.
2. Stop the web application and the Alert server associated with the RPM database.
3. Go to `${MIGRATION_HOME}/Database/DB2/AIX/migration` and run:

   `./migration6127.sh`

Steps used when migrating from version 6.1.2.6

Here are the steps and the names of log files created for each step of migration process:

1. Checks for the version number in RPM database table to decide whether to continue or exit. If version is other than 6.1.2.6 then exits
2. Stops and starts RPM database
3. It drops the triggers > `drop_triggers61.out`
4. It starts the migration process:`migration6127.out`
5. Creates the triggers > `triggers61.out`
6. Creates stored procedures for v 6.1.2.7 > `createsp.out`

   `${MIGRATION_HOME}/Database/DB2/AIX/csp`
7. Binds RPM v 6.1.2.7 code > `bindall.out`

   `${MIGRATION_HOME}/Database/DB2/AIX/csp`
8. Runs statistics on tables > `Reorgstats61.out`
9. Checks for successful migration > Output will be displayed on the screen

Note: If the output file contains 6.1.2.7, the migration is successful, if not, then verify all the log files. In any case it is recommended to check all the log files.

Note: During the migration steps you might see the following SQLSTATE numbers in your log files. These can be ignored since they are only warnings:
- SQLSTATE=02000 (`...the result set of the query is an empty table`)
- SQLSTATE=42704 (`...is an undefined name`)

Deploying Rational Portfolio Manager Application Server

Modifying the RPMVersion.xml file

To modify the `RPMVersion.xml` file:

1. Go to `${IBMRPM_WAR_HOME}/WEB-INF/classes` directory and open `RPMVersion.xml` for editing.
2. Change the version number from 6.1.2.6 to 6.1.2.7
3. Save and close the file. The new settings will take effect when the web application server is loaded.

Copying the client installer files

To copy the Client installer files:

1. Go to `${MIGRATION_HOME}/Client_Installers` directory and copy all files into `${IBMRPM_WAR_HOME}/client_installer`

Copying the com folder

To copy the com folder:

1. Back up the existing com folder located under `${IBMRPM_WAR_HOME}/WEB-INF/classes` folder
2. Go to `${MIGRATION_HOME}/Webserver` directory and copy the com folder into `${IBMRPM_WAR_HOME}/WEB-INF/classes`

Verifying the installation

This section describes the process of verifying that the installation is completed and correctly configured.

Validating the database connection

Validate that the connection to the database was successful by opening the `${WAS_HOME}/AppServer/logs/server1/SystemOut.log` file. Look for `ConnectionPool Loaded (####ms)` value. This value validates that the application is connected to the database.

Testing the Web browser connection

To test the Web browser connection:

1. Open a browser window.
2. Go to `http://hostname:portnumber/webapp/IBMRPM/PMOServlet.wss`

You should see the welcome screen for IBM Rational Portfolio Manager.

Migrating Rational Portfolio Manager on Oracle for UNIX

This section tells you how to migrate the Rational Portfolio Manager database from version 6.1.2.6 to version 6.1.2.7 on Oracle.

It is also possible to run the migration scripts from a remote machine. In this case, you need to make sure you can connect to the remote database using SQLplus.

Note: Rational Portfolio Manager 6.1.2.7 migration script uses `SQLplus` located under `${ORACLE_HOME}/bin` directory. Therefore you should run the migration scripts on a machine that has this utility.

Prerequisites for migration

- A successful Rational Portfolio Manager version 6.1.2.6 installation
- Rational Portfolio Manager version 6.1.2.7 migration package
- `SQLplus` utility for running Oracle migration scripts
- Oracle migration is carried out through shell script using korn or bash shell environments
- Make sure you have execute rights for `mig_owner.sh`, and `mig_con_user.sh` files

Migration steps

Rational Portfolio Manager migration to version 6.1.2.7 has 2 steps:

1. Migrating RPM schema owner
2. Migrating RPM connected user (if a connected user is used)

Steps to migrate RPM schema owner

1. Stop the application server associated with the RPM database
2. Shutdown the RPM database
3. Startup the RPM database
4. Tablespaces used in the migration scripts are:
   - `PMO_DATA_64K` for tables
   - `PMO_LOB_64K` for lobs
   - `PMO_IDX_64K` for indexes

   Note: If the tablespaces in your RPM database are different from the above mentioned names, you need to change the name of the tablespaces in the migration scripts in the following files:

   `${MIGRATION_HOME}/Database/Oracle/scripts/step1.sql`

5. Open a shell window and change the directory to `${MIGRATION_HOME}/Database/Oracle` and run `./mig_owner.sh`

   Migration script will run and ask you a series of questions:

6. Have you performed pre_migration steps? Before migration you need to backup your database, if you have a backup, answer yes to continue. If you answer no, no migration will be performed
7. The script uses the `${ORACLE_HOME}` environment variable of the machine which you are running the script from. Enter the required information when prompted
8. Is your RPM database installed on this machine? If you answer no, you will be prompted to enter:
   - TNS string
   - IBMRPM schema owner
   - IBMRPM schema owner password

   If you answer yes, you will be prompted to enter:
   - ORACLE_SID value
   - IBMRPM schema owner
   - IBMRPM schema owner password

9. Are you sure you want to migrate your database now? Answer yes to start the migration

10. At the end of migration you will be provided with migration report. Migration report includes the following information:
    - The current version of the database (which at this level must be 6.1.2.7)
    - The number of invalid objects in the database (which we expect to be 0)
    - The number of objects (needed for 6.1.2.7) for each object type and their status in the migrated RPM database

      Note: Comparing the number of objects for each object type in the **YOUR_RPM_DATABASE** and **NUMBER_OF_OBJECTS_MUST_BE** columns helps you to check if the migration has been successful. Obviously we expect these values to be equal.

11. Migration log files will be created under `${MIGRATION_HOME}/Database/Oracle/logs` folder. It is always recommended to look at the log files to see if migration was successful

12. Stop Oracle listener

    `${ORACLE_HOME}/bin/lsnrctl stop`

13. Copy the leveling library to the proper directory where you have set the path for the `LEVELING_LIB` library object in the database

    For example:

    on Solaris:

    `cp ${MIGRATION_HOME}/Database/Oracle/leveling/SUN/pmoffice.so ${ORACLE_HOME}/bin`

    on HP-UX:

    `cp ${MIGRATION_HOME}/Database/Oracle/leveling/HP/pmoffice.sl ${ORACLE_HOME}/bin`

14. Start Oracle listener

    `${ORACLE_HOME}/bin/lsnrctl start`

Steps to migrate RPM connected user

1. Open a command prompt window and change the directory to `${MIGRATION_HOME}/Database/Oracle` and run `./mig_con_user.sh`

   Migration script will run and ask you a series of questions.

2. The script uses your `${ORACLE_HOME}` environment variable. Enter the required information when prompted

3. Is your RPM database installed on this machine? If you answer no, you will be prompted to enter:
   - TNS string
   - IBMRPM schema owner
   - IBMRPM schema owner password

   If you answer yes, you will be prompted to enter:
   - Verify the ORACLE_SID value
   - Enter IBMRPM schema owner
   - Enter IBMRPM schema owner password

4. Enter RPM connected user name when prompted

5. Enter RPM connected user password when prompted

6. Enter the password for sys user when prompted

7. Are you sure you want to migrate your connected user now? Answer yes to start the migration

8. Migration log files will be created under ${MIGRATION_HOME}/Database/Oracle/ logs folder. It is always recommended to look at the log files to see if migration was successful

Deploying Rational Portfolio Manager Application Server

Modifying the RPMVersion.xml file
To modify the RPMVersion.xml file:

1. Go to ${IBMRPM_WAR_HOME}/WEB-INF/classes directory and open RPMVersion.xml for editing.
2. Change the version number from 6.1.2.6 to 6.1.2.7
3. Save and close the file. The new settings will take effect when the web application server is loaded.

Copying the client installer files
To copy the Client installer files:

1. Go to ${MIGRATION_HOME}/Client_Installers directory and copy all files into ${IBMRPM_WAR_HOME}/client_installer

Copying the com folder
To copy the com folder:

1. Back up the existing com folder located under ${IBMRPM_WAR_HOME}/WEB-INF/ classes folder
2. Go to ${MIGRATION_HOME}/Webserver directory and copy the com folder into ${IBMRPM_WAR_HOME}/WEB-INF/classes

Verifying the installation

This section describes the process of verifying that the installation is completed and correctly configured.

Validating the database connection
Validate that the connection to the database was successful by opening the ${WAS_HOME}/AppServer/logs/server1/SystemOut.log file. Look for ConnectionPool Loaded (####ms) value. This value validates that the application is connected to the database.

Testing the Web browser connection
To test the Web browser connection:

1. Open a browser window.
2. Go to http://hostname:portnumber/webapp/IBMRPM/PMOServlet.wss

You should see the welcome screen for IBM Rational Portfolio Manager.

Migrating Rational Portfolio Manager on DB2 for Windows®

Prerequisites for migration
- A successful Rational Portfolio Manager version 6.1.2.6 installation
- Rational Portfolio Manager version 6.1.2.7 migration package
- DB2 v 7.2 or v 8.1 FP 7 & 9

Definition of terms used in this chapter
- **Instance Owner**: is the user owning the DB2 Instance which is defined as logical database server environment.

- **Connected User**: is the user who connects to database from web application and has been granted rights to make update, insert, delete, select on database tables. Connected User can be the instance owner too.

You can migrate the database using the schema of your choice:
- Scenario 1: All tables are created using the user name of the instance owner as schema. The instance owner is the user who connects to database from the web application.
- Scenario 2: All tables are created using the user name of the instance owner as schema. The connected user is the user who will be connecting to the database from the web application. The table aliases are created for the connected user. The alias names are created using the user name of the connected user as alias names.

Note: You should choose the scenario that you are using with your current RPM database.

The migration process is carried out through batch process by supplying all the corresponding values for parameters. A message is displayed for each step and a log file is created for each step that you might need to look at in case of unsuccessful migration.

The log files are located in `%MIGRATION_HOME%\Database\DB2\Windows\migration`, and `%MIGRATION_HOME%\Database\DB2\Windows\cspV7` (or cspV8 if your version of DB2 is 8.1) folders. There is one main batch process called `migration6127.bat` which carries out all the steps for migration. During migration process you will be asked a series of questions to supply corresponding values for parameters.

Migration steps
1. Copy `pmoffice.dll` from `%MIGRATION_HOME%\Database\DB2\Windows\cspV7` (or cspV8 if your version of DB2 is 8.1) to both`%DB2TEMPDIR%function` and `%DB2TEMPDIR%function\unfenced` directories prior to migration.

    Note: Make sure you have a backup of your current library files before copying these files.
2. Stop the web application and the Alert server associated with the RPM database
3. Go to `%MIGRATION_HOME%\Database\DB2\Windows\migration` and run:
    `migration6127.bat`

Batch process steps used when migrating from version 6.1.2.6
Here are the steps and the names of log files created for each step of migration process:
1. Checks for the version number in RPM database table to decide whether to continue or exit. If the version number is other than 6.1.1.5 then exits
2. Stops and starts RPM database
3. Drops the triggers > `drop_triggers61.out`
4. It starts the migration process:`migration6127.out`
5. Creates the triggers > `triggers61.out`
6. Creates stored procedures for v 6.1.2.7 > `createsp.out`
    `%MIGRATION_HOME%\Database\DB2\Windows\cspV7` (or cspV8 if your version of DB2 is 8.1)
7. Binds RPM v 6.1.2.7 code > `bindall.out`
    `%MIGRATION_HOME%\Database\DB2\Windows\cspV7` (or cspV8 if your version of DB2 is 8.1)

8. Runs statistics on tables > `Reorgstats61.out`
9. Checks for successful migration > Output will be displayed on the screen

Note: If the output contains 6.1.2.7, the migration is successful, if not, then verify all the log files. In any case it is recommended to check all the log files.

Note: During the migration steps you might see the following SQLSTATE numbers in your log files. These can be ignored since they are only warnings:
- `SQLSTATE=02000 (...the result set of the query is an empty table)`
- `SQLSTATE=42704 (...is an undefined name)`

Deploying Rational Portfolio Manager Application Server

Modifying the RPMVersion.xml file: To modify the `RPMVersion.xml` file:
1. Go to `%IBMRPM_WAR_HOME%\WEB-INF\classes` directory and open `RPMVersion.xml` for editing.
2. Change the version number from 6.1.2.6 to 6.1.2.7
3. Save and close the file. The new settings will take effect when the web application server is loaded.

Copying the client installer files: To copy the Client installer files:
1. Go to `%MIGRATION_HOME%\Client_Installers` directory and copy all files into `%IBMRPM_WAR_HOME%\client_installer`

Copying the com folder: To copy the com folder:
1. Back up the existing com folder located under `%IBMRPM_WAR_HOME%\WEB-INF\classes` folder
2. Go to `%MIGRATION_HOME%\Webserver` directory and copy the com folder into `%IBMRPM_WAR_HOME%\WEB-INF\classes`

Verifying the installation

This section describes the process of verifying that the installation is completed and correctly configured.

Validating the database connection: Validate that the connection to the database was successful by opening the `%WAS_HOME%\AppServer\logs\server1\SystemOut.log` file. Look for `ConnectionPool Loaded (####ms)` value. This value validates that the application is connected to the database.

Testing the Web browser connection: To test the Web browser connection:
1. Open a browser window.
2. Go to `http://hostname:portnumber/webapp/IBMRPM/PMOServlet.wss`

You should see the welcome screen for IBM Rational Portfolio Manager.

Migrating Rational Portfolio Manager on Oracle for Windows

This section tells you how to migrate the Rational Portfolio Manager database from version 6.1.2.6 to version 6.1.2.7 on Oracle.

It is also possible to run the migration scripts from a remote machine. In this case, you need to make sure you can connect to the remote database using SQLplus.

Note: Rational Portfolio Manager 6.1.2.7 migration script uses `SQLplus.exe` located under `%ORACLE_HOME%\bin` directory. Therefore you should run the migration scripts on a machine that has this utility.

Prerequisites for migration

- A successful Rational Portfolio Manager version 6.1.2.6 installation
- Rational Portfolio Manager version 6.1.2.7 migration package
- `SQLplus.exe` utility for running Oracle migration scripts

Migration steps

Rational Portfolio Manager migration to version 6.1.2.7 has 2 steps:

1. Migrating RPM schema owner
2. Migrating RPM connected user (if a connected user is used)

Steps to migrate RPM schema owner

1. Stop the application server associated with the RPM database
2. Shutdown the RPM database
3. Startup the RPM database
4. Tablespaces used in the migration scripts are:
   - `PMO_DATA_64K` for tables
   - `PMO_LOB_64K` for lobs
   - `PMO_IDX_64K` for indexes

   Note: If the tablespaces in your RPM database are different from the above mentioned names, you need to change the name of the tablespaces in the migration scripts in the following files:
   `%MIGRATION_HOME%\Database\Oracle\scripts\step1.sql`

5. Open a command prompt window and change the directory to `%MIGRATION_HOME%\Database\Oracle` and run `mig_owner.bat`

   Migration script will run and ask you a series of questions:

6. Have you performed pre_migration steps? Before migration you need to backup your database, if you have a backup, answer yes to continue. If you answer no, no migration will be performed
7. The script uses the `%ORACLE_HOME%` environment variable of the machine which you are running the script from. Enter the required information when prompted
8. Is your RPM database installed on this machine? If you answer no, you will be prompted to enter:
   - TNS string
   - IBMRPM schema owner
   - IBMRPM schema owner password

   If you answer yes, you will be prompted to enter:
   - ORACLE_SID value
   - IBMRPM schema owner
   - IBMRPM schema owner password

9. Are you sure you want to migrate your database now? Answer yes to start the migration
10. At the end of migration you will be provided with migration report. Migration report includes the following information:

- The current version of the database (which at this level must be 6.1.2.7)
- The number of invalid objects in the database (which we expect to be 0)
- The number of objects (needed for 6.1.2.7) for each object type and their status in the migrated RPM database

> **Note:** Comparing the number of objects for each object type in the **YOUR_RPM_DATABASE** and **NUMBER_OF_OBJECTS_MUST_BE** columns helps you to check if the migration has been successful. Obviously we expect these values to be equal.

11. Migration log files will be created under `%MIGRATION_HOME%\Database\Oracle\logs` folder. It is always recommended to look at the log files to see if migration was successful

12. Stop Oracle listener

    `%ORACLE_HOME%\bin\lsnrctl stop`

13. Copy the leveling library to the proper directory where you have set the path for the `LEVELING_LIB` library object in the database

    For example:

    `copy %MIGRATION_HOME%\Database\Oracle\leveling\NT\9i (or 10g)\LevelingLib.dll %ORACLE_HOME%\bin`

14. Start Oracle listener

    `%ORACLE_HOME%\bin\lsnrctl start`

Steps to migrate RPM connected user

1. Open a command prompt window and change the directory to `%MIGRATION_HOME%\Database\Oracle` and run `mig_con_user.bat`

   Migration script will run and ask you a series of questions.

2. The script uses your `%ORACLE_HOME%` environment variable. Enter the required information when prompted

3. Is your RPM database installed on this machine? If you answer no, you will be prompted to enter:
   - TNS string
   - IBMRPM schema owner
   - IBMRPM schema owner password

   If you answer yes, you will be prompted to enter:
   - Verify the ORACLE_SID value
   - Enter IBMRPM schema owner
   - Enter IBMRPM schema owner password

4. Enter RPM connected user name when prompted

5. Enter RPM connected user password when prompted

6. Enter the password for sys user when prompted

7. Are you sure you want to migrate your connected user now? Answer yes to start the migration

8. Migration log files will be created under `%MIGRATION_HOME%\Database\Oracle\logs` folder. It is always recommended to look at the log files to see if migration was successful

Deploying Rational Portfolio Manager Application Server

Modifying the RPMVersion.xml file: To modify the `RPMVersion.xml` file:

1. Go to `%IBMRPM_WAR_HOME%\WEB-INF\classes` directory and open `RPMVersion.xml` for editing.

2. Change the version number from 6.1.2.6 to 6.1.2.7
3. Save and close the file. The new settings will take effect when the web application server is loaded.

Copying the client installer files: To copy the Client installer files:

1. Go to `%MIGRATION_HOME%\Client_Installers` directory and copy all files into `%IBMRPM_WAR_HOME%\client_installer`

Copying the com folder: To copy the com folder:

1. Back up the existing com folder located under `%IBMRPM_WAR_HOME%\WEB-INF\classes` folder
2. Go to `%MIGRATION_HOME%\Webserver` directory and copy the com folder into `%IBMRPM_WAR_HOME%\WEB-INF\classes`

Verifying the installation

This section describes the process of verifying that the installation is completed and correctly configured.

Validating the database connection: Validate that the connection to the database was successful by opening the `%WAS_HOME%\AppServer\logs\server1\SystemOut.log` file. Look for `ConnectionPool Loaded (####ms)` value. This value validates that the application is connected to the database.

Testing the Web browser connection: To test the Web browser connection:

1. Open a browser window
2. Go to `http://hostname:portnumber/webapp/IBMRPM/PMOServlet.wss`

You should see the welcome screen for IBM Rational Portfolio Manager.

Chapter 3. Contacting IBM Customer Support for Rational software products

If you have questions about installing, using, or maintaining this product, contact IBM Customer Support as follows:

The IBM Software Support Internet site provides you with self-help resources and electronic problem submission. The IBM Software Support home page for Rational products can be found at http://www.ibm.com/software/rational/support/.

Voice Support is available to all current contract holders by dialing a telephone number in your country (where available). For specific country phone number, go to http://www.ibm.com/planetwide/.

Note: When you contact IBM Customer Support, please be prepared to supply the following information:

- Your name, company name, ICN number, telephone number, and e-mail address
- Your operating system, version number, and any service packs or patches you have applied
- Your database, version number, and any service packs or patches you have applied
- Your application server, version number, and any service packs or patches you have applied
- Product name and release number
- Your PMR number (if you are following up on a previously reported problem)

Appendix. Notices

This information was developed for products and services offered in the U.S.A.
IBM may not offer the products, services, or features discussed in this document in
other countries. Consult your local IBM representative for information on the
products and services currently available in your area. Any reference to an IBM
product, program, or service is not intended to state or imply that only that IBM
product, program, or service may be used. Any functionally equivalent product,
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