ARIS Process Performance Manager 10.0 Readme

April 2017

This file contains important information you have to read before using Software AG Process Performance Manager 10.0. You can find user documentation on the [TECHcommunity website](#). At this locations, you can also find the suite-related information listed below.

Software AG Product Suite Release Notes
Software AG System Requirements
Software AG System Cache Specifications
Using the Software AG Installer
Installing Software AG Products
Using the Software AG Update Manager (fixes)
Upgrading Software AG Products
Product Documentation

This file contains information about functionality that has been added, removed, deprecated, or changed for this product. Deprecated functionality continues to work and is supported by Software AG, but may be removed in a future release. Software AG recommends against using deprecated functionality in new projects.

1.0   Critical Information

This section lists any critical issues for the current release that were known when this readme was published. For critical information found later, go to the Knowledge Center on the [Empower website](#).

2.0   Known Issues

This section lists any issues for the current release that were known when this readme was published. For known issues found later, go to the Knowledge Center on the [Empower website](#).

- Localization
  PPM 10.0 will be provided as an international version with support for the following languages: DE, EN, FR, RU, JA, ZH. For some languages it might be possible that new components are not covered completely. The missing resources will be updated in a future fix version.

- Documentation
  For PPM 10.0 there is no German version of the documentation available. It will be provided in a future fix version. For the latest version of documentation please also consider to have a look at the Empower website.

- Embedded Help
  For PPM 10.0 (also CTK 10.0) the German version of the Embedded Help is not complete. It will be updated in a future fix version.

- Online Help
  For PPM 10.0 there is no German version available. It will be updated in a future fix version.

- ACS-7677
  Cannot zoom out in EPCs with hundreds of organizational units.
  If an EPC with 100 or more organizational units are maximally zoomed out, the UI ceases to be responsive.
  Workaround: Hide organizational units.

- ACS-7664
  Documentation states wrong paths for infrastructure runnables and PPM command line tools ("PPM home").
  One folder in the path contains an additional prefix. The location of the ppm command line tools, for example, is not in
  <installation directory>\ppm\server\bin\agentLocalRepo\.unpacked\ppm-client-run-prod-<version>-runnable.zip\ppm\bin
  but in
  <installation directory>\ppm\server\bin\agentLocalRepo\.unpacked\<time of installation>_ppm-client-run-prod-<version>-runnable.zip\ppm\bin
  This documentation issue will be resolved in a future fix version.

- ACS-7545
  CTK produces log messages on console.
  When interacting with the PPM infrastructure CTK sometimes produces extensive log messages, even though everything is working fine.
  This issue will be resolved in a future fix version.

- ACS-7541
  PPM operator does not work with localhost alias.
  MashZone NextGen Business Analytics availability check incorrectly reports some PPM connections as working that are not.
  The PPM connection needs to be configured to use the fully qualified domain name. If the name is not fully qualified, errors will occur in feeds, even though the availability check in the PPM connector succeeds. The correct name can easily be retrieved from a PPM favorite ("Retrieve data" button).
  This issue will be resolved in a future version.

- ACS-7651
  On Linux the EPC view is sometimes obscured by white rectangles.
  If node shadows are configured through the EPC template configuration, EPCs are not drawn correctly on some Linux window managers. This is presumably caused by an issue in Java. The workaround is to turn off the drawing of shadows (Search the Advanced Analytics guide for "symbol-draw-option").

3.0   Usage Notes

This section provides any additional information you need to work with the current release of this product.

Installation

- PPM user interface is started in a Web Browser using **Java Web Start** by default and replaces the Java Applet. For detailed information regarding Java Web Start please see the **PPM Installation** guide.

- The option to operate the PPM user interface as a Java Applet in a browser is still available. Only the Java 1.8 Plug-in in combination with a Java Runtime Environment Version 1.8 is supported. Furthermore please clear the Java Plug-in cache in your browser before the installation of a new PPM version.
  Note: the support for the Java Applet is deprecated and will be removed from the product in one of the next versions.

- With this PPM Version the **MashZone NextGen Business Analytics Custom Widget** is available. The widget allows the user to extract data from PPM Query API (with the existing PPM datasource in MashZone NextGen). This data can be visualized in the same form that is currently used in the PPM GUI. To use the custom widget both products PPM and MashZone NextGen have to be installed. The latest fix of PPM is recommended.
  For detailed description of installation please see the Custom Widget documentation **PPM function flow for MZNG.pdf** and Installation Guide, which is available with the Widget.

- SSO support is available for PPM Data Sources in MashZone NextGen BA. As an alternative to the usage of a technical user PPM data source in MashZone NextGen BA supports single sign on with PPM. Data retrieved by PPM the data source is filtered based on access rights of currently logged in the user.

- For Google Chrome 45 and higher, the automatic download and start of the Java Web Start application is not supported. To start PPM user interface using Java Web Start you need to download the JNLP file from the PPM webserver (http://<hostname>:<port>/ppm/html/ppm.jnlp) first and then run it from your local download folder.

- If you added project-specific runtime libraries (jar files) to your PPM installation, you will need to update these custom classes in order to match the new PPM version after the upgrade.
  To update the project-specific runtime libraries, please contact Software AG product support.

- PPM Cloud Agent is access-protected by a user/password combination. The combination is saved in the provided version in various start and stop scripts (User = **Clous** and password = **g3h31m**). To secure the environment and restrict access to the system, we urgently recommend that you check your firewall settings and lock the Cloud Agent service port. The names of the cloud agent's runnables are composed like **\<time of installation>_ppm-client-run-prod-<version>-runnable.zip** for example 20170227.085637_ppm-web-run-prod-10.0.0-runnable.zip. Further information on securing your PPM installation is available in the **PPM Operation Guide**.

- In addition to the familiar **PPM help topics** contained in the online help, all other PDF documents and the **PPM Compendium** are provided via a Web service. For a correct representation of the help and the documents the component **ppm_web** must be started.

- SAG Update Manager is used to install or uninstall fixes of PPM. We recommend installing the Update Manager in a separate installation directory than the other Software AG products. The new SAG Update Manager is now not available in the SAG Installer. Further details on how to use the Update Manager can be found in the document **Using SAG Update Manager.**

Upgrade

- There is no migration tool to upgrade directly from an installed former version to the new version 10.0. However, CTK supports a semi-automated migration for PPM 9.x -> PPM 10.0

- PPM 10.0 must be installed in another installation folder than its predecessor versions. More information on migrating data and configuration is available in the migration guide **PPM Migration 9.x to 10.0**

- To upgrade the **MashZone NextGen Business Analytics Custom Widget** from version 9.12 to the new version 10.0 of PPM the functionFlowWidget folder has to be exchanged, dashboards are to be exported and reimported to the new version. For detailed description of installation please see the Custom Widget documentation and Installation Guide, which is available with PPM 10.0.

Analysis

- If client and server are located in different time zones, the server time applies for all queries.

- When using a PPM client with UTF-8 character set support, you need to enter the corresponding **UTF-8** encoding instead of the default **ISO-8859-1** for the CSV export in the client-specific files **csv.xsl** and **csv_formatted.xsl**. These files can be found in the following directory of every client: **<PPM installation directory>\ppm\server\bin\work\data_ppm \config\<client name>\report\xsl**. Reports exported in CSV format using **UTF-8** encoding cannot be imported into MS Excel because the encoding used for the CSV file is incompatible to the **UTF-16LE** encoding used by MS Excel. **UTF-16LE** is not supported by PPM.

- When jumping from a Data Analytics analysis realm to the process instance list you need to ensure that the filters set do not exceed a certain number of dimension values. Currently, this value is 10,000 entries. If this number is exceeded, the jump to the process instance list is automatically aborted.

Management Views and Performance Dashboard

- Management Views and Performance Dashboard are no longer available as components of ARIS Process Performance Manager.

- The Applet based Management Views from former PPM 4.x versions can still be used but are no longer available in the Management View editor.

Configuration

- In planned value definition, the use of n-level dimensions as filters is limited to nine levels.

- Process types can only be configured as two-level dimensions.

- Cardinality measures can only be defined at the most detailed and the roughest level for n-level dimensions.

- The favorite's context menu contains no longer a reference to dashboards.

Administration

- Administration of all PPM components is conducted with PPM Cloud Controller (ACC). Please note that PPM Cloud Agent (ACA) must be started to be able to use ACC.
    - The RMI and Corba registries are managed using the **ppm_core** component.
    - Web application server and Web server for Query API, and applet are managed using the **ppm_web** component.
    - PPM clients consist of two components: the actual PPM client server (prefix **_cs**) and the PPM analysis server (prefix **_as**).
    - The new name of the Cloud Agent's runnables is composed with a time stamp as the following example **20170227.085637_ppm-web-run-prod-10.0.0-runnable.zip.**

- The basic functions for user management (such as creating, deleting and editing user data) are no longer available in the user administration of the PPM server. From version 9.0 onwards, these functions are provided in the User Management component. To create new users, the **umcadmin** component must be started in ACA. You can access this service in the Web browser using the URL: https://<hostname>/umc (default). Specific PPM access privileges and function privileges are still managed and saved in PPM. For users registered in User Management Component to be able to use PPM they must have the **PPM user** privilege.

- Initially, the system user **system** with the password **manager** is available in User Management Component. New PPM users can be created and edited by means of this administrator. For PPM 9.6 a new additional administration user was introduced: username = **administrator**, password = **manage**.

- The signature of the Java applet supplied with PPM expires on May 18 01:59:59 CEST 2018.

- Activating the SSL encryption is possible using ACC. For further information please refer to the **PPM Operations Guide**.

Demo Database

- The demo databases are available after installation in the directory **<PPM installation directory>\ppm\server\bin\work\data_ppm\custom\<client>**.

- Process instance demo data ranges from 2009-2011.

- The **MashZone NextGen BA Custom Widget** is now part of the demo database. The demo dashboard is installed as "Order processing". A description is also available.

Display SAP Transaction

- Due to increased security restrictions in the Java Runtime Environment (version 1.7.0_45 and higher), the switch from a PPM process instance list to the SAP transaction module using the PPM user interface running in a browser (Java Applet or Java Web Start) is no longer supported. You can use the PPM Analysis GUI instead.

- To switch from the process instance list view in PPM to the transaction module in SAP using the PPM Analysis GUI, you need to copy the unsigned JCO driver package to **<PPM installation directory>/ ppm/server/bin/work/data_ppm/driver** in order to be able to connect to the right context in SAP. Using PPM Applet for that jump is no longer supported.

If you want to call a SAP transaction in PPM from a process instance list, you must import a support package in line with SAP-OSS note **1258724**.

4.0   Fixes Included in Each Release

This section lists the latest fix level that has been included in each release for each product component. A release is listed in this section only if changes occurred in that release. Go to the Knowledge Center on the [Empower website](#) for detailed information about fixes.

Release 9.12

- PPM/MashZone 9.12.0 Fix Version (9.12.0.4) scheduled 03/17/2017

- PPM/MashZone 9.12.0 Fix Version (9.12.0.3) scheduled 02/21/2017

- PPM/MashZone 9.12.0 Fix Version (9.12.0.2) scheduled 07/12/2016

- PPM/MashZone 9.12.0 Fix Version (9.12.0.1) scheduled 06/10/2016

Release 9.10

- PPM/MashZone 9.10.0 Fix Version (9.10.0.6) scheduled 02/27/2017

- PPM/MashZone 9.10.0 Fix Version (9.10.0.5) scheduled 02/10/2017

- PPM/MashZone 9.10.0 Fix Version (9.10.0.4) scheduled 01/16/2017

- PPM/MashZone 9.10.0 Fix Version (9.10.0.3) scheduled 09/19/2016

- PPM/MashZone 9.10.0 Fix Version (9.10.0.2) scheduled 07/12/2016

- PPM/MashZone 9.10.0 Fix Version (9.10.0.1) scheduled 06/10/2016

Release 9.9

- PPM/MashZone 9.9.0 Fix Version (9.9.0.9) scheduled 11/29/2016

- PPM/MashZone 9.9.0 Fix Version (9.9.0.8) scheduled 10/31/2016

- PPM/MashZone 9.9.0 Fix Version (9.9.0.7) scheduled 07/22/2016

- PPM/MashZone 9.9.0 Fix Version (9.9.0.6) scheduled 06/27/2016

- PPM/MashZone 9.9.0 Fix Version (9.9.0.5) scheduled 05/16/2016

- PPM/MashZone 9.9.0 Fix Version (9.9.0.4) scheduled 03/22/2016

Release 9.8

- PPM/MashZone 9.8.0 Fix Version (9.8.0.11) scheduled 09/16/2016

- PPM/MashZone 9.8.0 Fix Version (9.8.0.10) scheduled 08/05/2016

- PPM/MashZone 9.8.0 Fix Version (9.8.0.9) scheduled 05/17/2016

Release 9.7

- PPM/MashZone 9.7.0 Fix Version (9.7.0.16) scheduled 09/26/2016

- PPM/MashZone 9.7.0 Fix Version (9.7.0.15) scheduled 08/05/2016

- PPM/MashZone 9.7.0 Fix Version (9.7.0.14) scheduled 05/09/2016

- PPM/MashZone 9.7.0 Fix Version (9.7.0.13) scheduled 04/16/2016

Release 9.6

- PPM/MashZone 9.6.0 Fix Version (9.6.0.15) scheduled 08/12/2016

- PPM/MashZone 9.6.0 Fix Version (9.6.0.14) scheduled 05/10/2016

- PPM/MashZone 9.6.0 Fix Version (9.6.0.13) scheduled 04/25/2016

5.0   Other Resolved Issues

This section lists the issues that were resolved in each release but were not part of the fixes listed in the previous section. A release is listed in this section only if changes occurred in that release.

Release 10.0

- ACS-7155 (Pivotal ID 1130961)
  Misleading error message when Java Applet is not starting.
  Subject to the used browser, Java Applets may not be supported anymore and hence are not starting at all. The presented error message was misleading in finding the root cause for the problem.
  The error message was updated accordingly.

Release 9.12

- ACS-7252 (Pivotal ID 1190777, Fix 2)
  Function flow diagram was not shown properly.
  In case the function flow diagram exceeds a predefined size an error occurred and the diagram was not displayed.
  This issue has been resolved.

- ACS-7196 (Pivotal ID 5259204, Fix 1)
  Java Applet does not start in Internet Explorer 11.
  Even if the usage of Java Applets is allowed and the Java Plug-In is installed properly the PPM Applet does not start using Internet Explorer 11.
  This issue has been resolved. Please note also: Any compatibility mode of IE 11 is not supported by PPM.

- ACS-7207 (Pivotal ID 1131543, Fix 1)
  Runppmgui does not work properly using a customer signed certificate.
  Usually the loadbalancer is installed and configured using HTTPS providing a self-signed certificate. In case a customer was using its own certificate with more than one security levels (number of certificates in the certificate chain) runppmgui was not able to connect to the PPM server using HTTPS.
  This issue has been resolved.

- ACS-7191 (Pivotal ID 5259165, Fix 1)
  Error at PPM import caused by indifferent process type names with white spaces.
  If process type or process type group names contain leading or trailing whitespaces the PPM import can't distinguish between those names and same names without the white spaces. Therefore PPM import failed.
  This issue has been resolved.

- BF-5104, BF-5105 (Fix 1)
  Create new Custom Widget and demo dashboard for MZG Business Analytics.
  To visualize the PPM function flow graph a new Custom Widget for MashZone NextGen BA was created along with a new demo Dashboard implementing this new widget. Both gadgets were added to the umg_en demo client in PPM.
  This widget is available with this Fix.

- ACS-7226 (Pivotal ID 5260544, Fix 1)
  Copy path as URL for query interface is not working.
  Using a favorite for a function flow chart, the entry in the favorites context menu is greyed out and no hence not available.
  This issue has been resolved.

- ACS-7071 (Fix 1)
  Report designer: Icon for function flow preview is missing.
  Using a function flow chart in a report definition, the preview icon of this chart type is not available. This issue has been resolved.

- ACS-6798 (Fix 1)
  Missing version information about supported SAP Versions.
  In the Requirements Matrix this information about the supported SAP Platforms was not given and was not supposed to be available there. This issue has been resolved. The version information of supported SAP platform versions is given in the technical document **PPM Process Extractors**.

- ACS-6984
  Wrong time filter.
  Within the PPM analysis a time filter based on calendar week didn't work properly.
  This issue has been resolved.

- ACS-6968/ ACS-6845 (Pivotal IDs 1127385/ 1127385)
  Memory consumption increases after partial re-initialization of analysis server.
  During the partial re-initialization of the analysis server an error occurred. In mode "auto" the memory consumption increased.
  This issue has been resolved.

- ACS-6801
  Internal system credentials were visible in cloud controller configuration.
  During the creation of a client in CTK the credentials of the client are available in ACC. With the runnable properties also the internal system credentials of the client were available. This internal information might not be public because the ACC can be controlled remotely.
  This issue has been resolved.

- ACS-6795
  Performance problem of online key indicator retrieval.
  When requesting several online key indicators from PPM and merging the result the request was suffering from a very bad performance and it took a very long time until the result was displayed in

the PPM user interface. In the current version the retrieval and merge mechanism was improved.

- ACS-6776 (Pivotal ID 5245648)
Incorrect display format of a migrated report.
During the report definition the display of header and footer was not inherited properly to the report.
This issue has been resolved.

- ACS-6660 (Pivotal ID 5239527)
Changed step width after GUI refresh.
During the execution and refresh of the analysis GUI the step width of a time dimension was changed not properly.
This issue has been resolved.

- ACS-6546
Client copy with incorrect path.
Creating a client in CTK by copy a path within the data sources of the client was installed not properly.
This issue has been resolved.

- ACS-6451 (Pivotal ID 5228276)
Session for user system expired.
During the deletion of process instances an error with the current UMC session occurred.
This issue has been resolved.

- ACS-6362
PPM chart incomplete displayed in MashZoneNG Business Analytics (BA).
Some PPM favorite charts were displayed not correctly in BA. They were shown truncated.
This issue has been resolved.

- ACS-6343
Problem with SSO login option.
In a SSO scenario normally the "computer login credentials" are used for login to PPM. In some cases the login information was not stored while chosen.
This issue has been resolved.

- ACS-6271 (Pivotal ID 5221297)
Performance issue with PPM Import (caused by organizational analysis).
During execution of a PPM import the calculation of some complex EPCs caused some performance degradation resulting in some errors connecting to the used Oracle database. The calculation algorithm was improved in the fix and the issue has been resolved.

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- ACS-6948 (Pivotal ID 5248776, Fix 3)
Time filter based on calendar week does not work.

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Changing the calendar week on the absolute filter tab will decrease the week number by one after re opening the filter panel.
This issue has been resolved.

- ACS-6656 (Pivotal ID 5239166, Fix 3)
  Issue with SSO login using Kerberos
  Customers using a specific Kerberos mechanism to implement SSO also with PPM were facing issues when PPM was using the OS specific Kerberos ticket provider (SSPI-API) for Windows. This Fix provides a switch to fall back to the Java-internal GSS-API already used in former PPM versions and on Linux platforms.
  This issue has been resolved.

- ACS-6678 (Pivotal ID 5239527, Fix 2)

  Changed step width after GUI refreshAfter a refresh of the GUI the step width of a time dimension is changed automatically from a yearly to a monthly base.
  This issue is resolved.

- ACS-5751 (Pivotal ID 5200354)
  Error during converting a favorites result from a cross table to a normal table.
  During execution of a favorite and the conversion of its result from a cross table to a table an error occurs. If the query is changed and the overall result is removed, the Excel export worked not properly.
  This issue has been resolved.

- ACS-5777 (Pivotal ID 5200638)
  Comparison method for Gantt chart failed.
  During the aggregation of an EPC using the option "Org Units" the comparison method doesn't work properly so that an error occurred.
  This issue has been resolved.

- ACS-5864 (Pivotal ID 5204313)
  Incorrect output of the data field "date".
  In PDFs of executed report definition the data field "date" gave wrong data.
  This issue has been resolved.

- ACS-5923 (Pivotal ID 5207280)
  Report contains no headers .
  Reports which were created with the new report engine contained no headers.
  This issue has been resolved.

- ACS-5966 (Pivotal ID 5208845)
  Accuracy of conversation factor within user-defined datatypes (liter/ gallon/ barrel)
  Conversion factors within user-defined data types were limited to 3 decimal places. A higher accuracy is required.
  This issue has been resolved.

- ACS-5989 (Pivotal ID 5210769)
  Online measure wrong for top-flop analysis.
  The top-flop values for an online measure were displayed not properly.
  This issue has been resolved.

- ACS-6015 (Pivotal ID 5211938)
  Management Views user password cannot be changed.
  The item to change a user password in Management View context menu did not work properly.
  This issue has been resolved.

- ACS-6135 (Pivotal ID 5216097)
  Query options not available as chart options are not available for empty query results.
  If time dimensions worked not properly the display options for favorites chart were not available, so that the favorites result were empty.
  This issue has been resolved.

- ACS-6136 (Pivotal ID 5216100)
  Display options for time dimensions lost if selection is changed.
  For an analysis with at least one time dimension the selection of its display options may be changed. During multiple changes an error occurs, so that the selected display option can get lost.
  This issue has been resolved.

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- ACS-6128 (Pivotal IDs 5209071/5213698/5213348, Fix 2)
  The dialog for creating a new shared favorite - either by clicking on the item in the main menu bar or by using the entry in the context menu on a node - took a long time to open up. The performance of this dialog has been improved.

- ACS-5939 (Pivotal ID 5200354, Fix 2)
  In some cases PPM could not differentiate between string-double values in a text dimension. For example, the values 3.30 and 3.3000 were interpreted as 3.3. This caused an issue when used in a table and an export to Excel was triggered.
  This issue has been resolved.

- ACS-6101 (Pivotal ID 5210769, Fix 2)
  If, in a table with multiple KPIs, you requested top-flop values of a KPI which was not the first KPI in the paramset's list of KPIs via the context menu or the settings panel, then the returned value contained not the selected KPI's top-flop values but the paramset's first KPI's top-flop values.
  This issue has been resolved.

- ACS-5946 (Pivotal ID 5204313, Fix 2)
  So far the time zone was ignored during the report executing.
  This issue has been resolved.

- ACS-5914 (Pivotal ID 5202099, Fix 2)
  In the Administration Module the handling of report automations was
  inacceptable slow due to unnecessary and complex permission checks.
  This issue has been resolved.

- ACS-5763 (Pivotal ID 5196300)
  User name swapped during migration.
  During the migration of users and groups from a 5.x legacy system to a 9.x system, the given name
  and last name was transferred in reverse order.
  This issue has been resolved

- ACS-5708 (Pivotal ID 5198921)
  Error while running PPM Import.
  There was a fatal error in the ppmimport when using sort merge and parsing EPC-IDs larger than
  2^{31}, as it can occur if there is a high volume of new and changed process instances over an
  extended period of time.
  This issue has been resolved.

- ACS-5706 (Pivotal ID 5197156)
  PPM Legend color different from chart.
  In some charts the color shown in the legend was not displayed properly.
  This issue has been resolved.

- ACS-5674 (Pivotal ID 5199407)
  Misleading error message during failed login.
  There was a misleading error message if user tried to login into PPM with a wrong password "The
  Central User Administration is currently not available. Please try again later."
  This issue has been resolved.

- ACS-5556 (Pivotal ID 1107785)
  Query API Authentication.
  DTDs that are part of the Query API could not be read without authorization.
  The DTDs can now be accessed without authentication from the Webserver.

- ACS-5552 (Pivotal ID 5194673)
  Change password via client.
  Users without the UMC function privilege "User administrator" were not able to change their own
  passwords.
  This issue has been resolved.

- ACS-5454(Pivotal ID 5190246)
  Error while creating favorite folder.
  When creating a favorite folder in the favorite tree, the folder name could not be edited directly.
  The folder is created and the name is the default name: "New Folder". After creating the folder, it
  could be renamed.
  This issue has been resolved.

- ACS-5433 (Pivotal ID 5184781)
  Customers with automatic process tree extension might have a process tree with a huge number of process types attached to it. Due to the automatic extension the tree is updated every night after a new import. For each user that logs into the system for the first time the next day, the login takes around 15 seconds. Subsequent logins of the user on the same day were much faster. An in-depth analysis revealed that the initial creation of the user's process tree according to his/her user rights takes so long. This issue is resolved in the current version. The initial login for the user is now much faster.

- ACS-5349 (Pivotal ID5181467)
  The tooltip in the Web UI is not wrapped.
  For some EPC objects containing long description texts it occurred, that the tooltip texts which can be displayed when hovering over the EPC functions are not wrapped correctly.
  This issue has been resolved.

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- ACS-6845 (Pivotal ID 1127385, Fix 11)
  Increasing memory consumption after ppm import jammed.
  The issue occurs if the process data or process configuration are inconsistent between database and PPM Analysis Server and the PPM import is executed with the option "-reinitanalysisserver auto". In some cases this option may only partially re initialize the Analysis Server. As a result of this behavior, process data and dimension data exists twice in PPM Analysis Server and allocate additional memory.
  This issue has been resolved.

- ACS-6421 (Pivotal ID 5221869, Fix 8)
  No delay for tooltip appearance in some parts of PPM GUI. The tooltips for most of the PPM GUI elements like ribbons have a delay to be displayed while moving over them with the mouse pointer. But some have no delay at all and it might happen that other elements are hidden by these tool tip frames and hence cannot be accessed.
  This issue has been resolved.

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  ACS-6270 (Pivotal IDs 5221926 and 5224949, Fix 7)
  NullPointerException might occur when querying process independent measure in combination with process measure/ dimension.
  This issue has been resolved.

- ACS-6224 (Pivotal ID 5211938, Fix 7)
  There is a button at the bottom left corner on the Management views for jump to PPM. A right click on it opens a context menu with an entry to change the password. But it was impossible to change the password with this dialogue.
  This issue has been resolved.

- ACS-6181 (Pivotal ID 5214398, Fix 7)
  The upgrade of PPM 5.0 to PPM 9.8 Fix 5 was gone wrong with some errors.
  This issue has been resolved.

- ACS-6102 (Pivotal ID 5210769, Fix 6)
  If, in a table with multiple KPIs, you requested top-flop values of a KPI which was not the first KPI in the paramset's list of KPIs via the context menu or the settings panel, then the returned value contained not the selected KPI's top-flop values but the paramset's first KPI's top-flop values.
  This issue has been resolved.

- ACS-6040 (Pivotal ID 1114581, Fix 6)
  The performance of registering/deregistering and renaming of report definitions has been improved in this fix.

- ACS-5991, ACS-6066, ACS-6042(Pivotal IDs 5209071/5213698/5213348, Fix 6)
  The dialog for creating a new shared favorite - either by clicking on the item in the main menu bar or by using the entry in the context menu on a node - took a long time to open up. The performance of this dialog has been improved in the current version.

- ACS-5945 (Pivotal ID 5204313, Fix 5)
  So far the time zone was ignored during the report executing.
  This issue has been resolved.

- ACS-5928 (Pivotal ID 5199407, Fix 5)
  After using a wrong password while login to PPM using a LDAP system in the User Management Component (UMC), a misleading error message was displayed, stating that the UMC is not available. With this fix the error message report the correct reason.
  This issue has been resolved.

- ACS-5938 (Pivotal ID 5200354, Fix 5)
  In some cases PPM could not differentiate between string-double values in a text dimension. For example, the values 3.30 and 3.3000 were interpreted as 3.3. This caused an issue when used in a table and an export to Excel was triggered.
  This issue has been resolved.

- ACS-5814 (Pivotal ID 5202099,Fix 5)
  In the Administration Module the handling of report automations was inacceptable slow due to unnecessary and complex permission checks.
  This issue has been resolved.

- ACS-5879 (Pivotal ID 5201729, Fix 5)
  If a report definition was executed the desired page format was ignored so far and the report was always formatted as DIN A4. This issue is resolved in the current fix and the desired format is used.

- ACS-4950 (Pivotal ID 5167960)
  An HTTP 500 error occurred involving the link from PPM to WebMethods Optimize when a URL is

configured in CTK.
This issue has been resolved.

- ACS-4786 (Pivotal ID 1095831)
  An error occurred trying to delete several processes. The following message was displayed
  "Internal error. Errors occurred while instantiating class
  "com.idsscheer.ppm.server.keyindicator.onlineki.ZOnlineKIConfigExtender"."
  This issue has been resolved.

- ACS-4378 (Pivotal ID 5151346, 5141362)
  The performance decreased when configuring user defined measures.
  This issue has been resolved.

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- ACS-4300 (Pivotal ID 5149655, 1079686)
  An error occurs during the login to the UMC.
  With the actual version of PPM/MashZone Cloud Controller this issue has been resolved.

- ACS-4211 (Pivotal ID 5146358)
  KPI Table settings error. It was not possible to fill up KPI values with ZERO value.
  This issue has been resolved.

- ACS-3959 (Pivotal ID 5134894)
  After a new calculation of all process instances is triggered using the import option "**-keyindicator
  new**" the analysis server is not updated after the re calculation has finished. As a result of that, the
  data of analysis server and PPM server are inconsistent.
  This issue has been resolved.

- ACS-3608 (Pivotal ID 5129980)

  The display of the cross table labels was not correct in case of rotation by 270'.
  This issue has been resolved.

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- ACS-6146 (Pivotal ID 5214398, Fix 11)
  When updating PPM to the current fix level, the update process fails as the Cloud Agent start could
  not be verified. This only occurs on operating systems other than EN and DE. This issue is resolved
  now.

- ACS-6162 (Pivotal ID 5202099, Fix 11)
  In the Administration Module the handling of report automations was inacceptable slow due to
  unnecessary and complex permission checks. This error is resolved in the current version.

- ACS-6168 (Pivotal IDs 5209071/5213698/5213348, Fix 11)

The dialog for creating a new shared favorite - either by clicking on the item in the main menu bar or by using the entry in the context menu on a node - took a long time to open up. This error is resolved in the current version.

- ACS-6151, ACS-6166 (Pivotal ID 1115863, Fix 11)
  Dashboard queries take a very long time, if they are not cached. This behaviour relates to the expansion of shared favorite folder and other user interactions on shared favorites used in the dashboard queries related to the determination of user access rights. The determination of user access rights has been improved in the current fix, so the issue does no longer. This error is resolved in the current version.

- ACS-3718 (Pivotal ID: 5130993)
  During the iteration of a start-based time range dimension with weekly steps, the first week was included in the calculation if the start time of a time range was on the first day of a week and the time of day was specified with later than 00:00:00 o'clock. This error is resolved in the current version.

- ACS-3691 (Pivotal ID: 1079940)
  During the import of process instance-independent measure series with time values exact to the week, the specified week was sometimes changed depending on the language used during the import of the values. This error is resolved in the current version.

- ACS-3689 (Pivotal ID: 5129784)
  The iteration of a time range dimension with weekly steps returned invalid results if the start time or time of the time range was within a week that included the turn of the year. This error is resolved in the current version.

- ACS-3687 (Pivotal ID: 5126521)
  Error listing PPM Clients running PPM CTK 9.5.
  After the installation of the GA version of PPM (9.5.1.0) is finished, CTK is called to create new PPM clients. However, the start of CTK failed due to access right violations when trying to open several log files. This issue is resolved in the current version.

- ACS-3686 (Pivotal ID: 5130202)
  Issues with EPC visualization & PPM EPCs are not displayed correctly.
  In version 9.6 process instances are not correctly visualized using the EPC view. Most connectors, functions and events are not drawn correctly. This issue is resolved in the current version.

- ACS-3592 (Pivotal ID: 1079856)
  Legend values are doubled in Management View.
  This was a bug in the Combined Chart. The legend entries are added twice in the Management View and report charts. This issue is resolved in the current version.

- ACS-3428 (Pivotal ID: 1077654)
  No error message if database sequence reaches maximum during XML import.
  This issue is only related to IBM DB2 databases. After the database sequence reaches the maximum

value, the XML import stops without displaying any error message in the log file. The issue was resolved in that way, that the XML import issues an exception and the import is canceled.

- ACS-3403 (Pivotal IDs: 5123748, 1078599)
  Report: User defined KPI name is ignored in cross table output (for XLS format).
  When a user has created a cross-table in analysis with two measures in the header where one of them has a user defined name the resulting XLS report did not display this configured name correctly. This issue is resolved in the current version.

  ACS-3367 (Pivotal ID: 1075144)
  Wrong operator mode in CTK for CalcAttr Module.
  If an operator was added with "replace with" or "embed" in the CalcAttr Module of the CTK, the operator mode changed to PPM3 even if it was PPM4 before. This issue is resolved in the current version.

-

6.0   Documentation Changes

This section describes significant changes to the documentation, such as the addition, relocation, or removal of product guides, online help, chapters, or other major content. A release is listed in this section only if changes occurred in that release.

Release 10.0

- PPM Compendium in PPM 10.0

- PPM Online Help in PPM 10.0

- PPM Embedded Help in PPM 10.0

- PPM Migration for former versions PPM 9.x to 10.0.

- System Architecture in PPM 10.0

- PPM Operation Guide in PPM 10.0

- PPM Installation in PPM 10.0

- ARIS PPM Query Interface in PPM 10.0

- PPM Database Systems in PPM 10.0

- PPM Data Import in PPM 10.0

- PPM Customizing in PPM 10.0

- PPM Process Extractors in PPM 10.0

- PPM Function Flow Widget for MZNG in PPM 10.0

Release 9.12

- Migration Guide for former versions PPM 9.x to 9.12.

- Major updates for System Architecture Guide in PPM 9.12

- Major updates for PPM Operation Guide in PPM 9.12

- Major updates for PPM Installation Guide in PPM 9.12

Release 9.10

- Migration Guide for former versions PPM 9.x to 9.10.

- New System Architecture Guide for version 9.10

Release 9.9

- Migration Guide for former versions PPM 5, PPM 9.x to 9.9.

Release 9.8

- Migration Guide for former versions PPM 5, PPM 9.x to 9.8.

Release 9.7

- Migration Guide for former versions PPM 5, PPM 9.x to 9.7.

7.0   Terminology Changes

A release is listed in this section only if changes occurred in that release.

Release 10.0

Old Term	New Term
Software AG WebMethods PPM/MashZone 9.12.	Software AG ARIS PPM 10.0

Old Term	New Term
Organizational Analysis	Interaction Analysis

Release 9.12

Old Term	New Term
Software AG PPM/MashZone 9.10	Software AG WebMethods PPM/MashZone 9.12.
Central User Management	User Management Component UMC

Release 9.10

Old Term	New Term
Software AG PPM/MashZone 9.9	Software AG PPM/MashZone 9.10.

Release 9.9

Old Term	New Term
Software AG PPM/MashZone 9.8	Software AG PPM/MashZone 9.9.

Release 9.8

Old Term	New Term
Software AG PPM/MashZone 9.7	Software AG PPM/MashZone 9.8.
User Management Component UMC	Central User Management.

Release 9.7

Old Term	New Term
Software AG PPM/MashZone 9.6	Software AG PPM/MashZone 9.7
IDS Scheer and IDS	None.

Release 9.6

Old Term	New Term
Software AG PPM and MashZone 9.5	Software AG PPM/MashZone 9.6
PPM and MashZone Cloud Agent	PPM/MashZone Cloud Agent

8.0   Added, Removed, Deprecated, or Changed Items

This section lists functionality, controls, portlets, properties, or other items that have been added, removed, deprecated, or changed. A release is listed in this section only if changes occurred in that release.

Release 10.0

Added Item	Description
Ad-hoc Reports on Clipboard	The functionality to perform Ad-hoc reports based on queries placed in the clipboard has been re-added based on the current report engine.
Renaming of Process Types	With this version of PPM the visible name of a process type or process type group can be changed in CTK.

Added Item	Description
SSO with MashZone Next Gen Business Analytics	As an alternative to the usage of a technical user SSO support is available for PPM Data Sources in MashZone NextGen BA. As an alternative to the usage of a technical user PPM data source in MashZone NextGen supports single sign on with PPM. Data retrieved by PPM data source is filtered based on access rights of currently logged in user.

Removed Item	Replacement, if any
Flex and applet based Management Views	
Performance Dashboard	
Report Converter for conversion from old to new report definition	Please note: For conversion of report definitions of PPM < 5.0 use former PPM versions.
Mash Zone Legacy / Mash Zone Legacy Integration	MashZone Next Gen BA. To visualize the PPM function flow graph a new Custom Widget for MashZone NextGen BA was created.

Deprecated Item	Replacement, if any
SAP Systems SAP ERP/ECC < 6.0	
CPI (Continuous Process Improvement)	
Process Import component and tool	
Calculation of internal database statistics ("-genstats" option of "runppmimport")	
Jump to SAP Transactions in SAP Interface via SAP GUI context menu on Process Instance Tables	
Six-Sigma integration with Minitab Support	
Java Applet	Replaced by Java Webstart.

Changed Item	Description
Using of Data type BLOB in ORACLE 12 Data bases for PPM binary data	For PPM binary data as EPC representations the usage of LONG RAW Data type is changed to BLOB Data type, caused by ORACLE Inc.'s deprecation.
URL for MashZone NextGen data request from PPM	The URL changed from: <protocol>://<host>:<port>/ppm/API_<client> to <protocol>://<host>:<port>/ppmserver/<client>. The context for requests is no longer configurable.
EPC visualization and function flow	The visualization of EPCs and function flow are improved with this version of PPM.
Data retrieval from PPM in MashZone NextGen	It is now possible to use the context of the user which is logged into MashZone NextGen to retrieve data from PPM (SSO supported).

Release 9.12

Added Item	Description
New Analysis UI search functionality	A new search functionality available for all dimensions and measures in the analysis UI is implemented. This functionality works independent from particular process types. For further detailed description please see the documentation.
XLSX format for table export to Excel	With this version of webMethods PPM XLSX format is supported for table export to Excel.
XLSX support as report output format	With this version of webMethods PPM XLSX format is supported as report output format.
Monitoring of PPM server/analysis server in Command Central	This version of webMethods PPM allows remotely the monitoring of PPM server and analysis server in Command Central for cloud based architecture operation aspects. For further detailed description please see the documentation.
PPM data sources in MashZone NextGen	PPM data sources can be visualized in MashZone now. For further detailed description please see the documentation.
Filter PPM data sources in MashZone NextGen	In PPM a filter option is available for the data source data which are visible in MashZone NextGen.

Added Item	Description
New Chart for Visualization	This new diagram type of Organization Analysis can be used in combination with FUNCTION to FUNCTION based relations focused in the visualization of the flow of functions from start to end with their most relevant path by default. For further detailed description please see the documentation.
Microsoft Edge Browser	The Microsoft Edge Browser is certified and supported with this version of PPM.
Separate usage of public server names	In a cloud scenario public server names and internal server names can be used separated for the intra-server cloud communications.
SAP Extractor Secure Connection	A secure connection for SAP data extraction is implemented for this version. The functionality requires SAP JCO 3.0.9 or newer, current version is 3.0.14. For further detailed description please see the documentation.
Migration to PPM 9.12	All former versions of PPM 9.x can be migrated to PPM 9.12.

Removed Item	Replacement, if any
IE10 support	
HTTP Proxy Support	New communication layer based on HTTP/HTTPS

Deprecated Item	Replacement, if any
SAP Systems SAP ERP/ECC < 6.0	
Java Applet	Java Web Start
Performance Dashboard	
Management Views	
Report conversion from old to new report definition	
CPI (Continuous Process Improvement)	
SOAP service of PPM Query API (context: */ppm/<PPM Client>/services/*)	

Removed Item	Replacement, if any
Process Import component and tool	

Changed Item	Description
New Software AG branding updated	The Software AG branding graphics were updated.
New Communication protocol/ RMI Replacement	With this version RMI of end-user Client/Server communication is replaced by new communication protocol. For further detailed description please see **System Architecture Guide** and **PPM Operation Guide**.
Less restrictive locking concept	With this version a less restrictive locking concept is implemented. This functionality allows the user to work on some configuration components while a PPM import is running simultaneously.
Separation of report automation function right and report definition function right	For a better report management the report definition function right and the report automation function right get separated to improve the specific assignment privileges.
Memory extension for PPM Applet	The capacity for memory allocation to start the PPM applet is extended to 1 GB.
PPM Web Start	The PPM user interface is started via Web Start by default.
Table export to XLS format	The XLS export from PPM tables was improved and aligned with the report output format. So the result in XLS from the table export looks the same now with regard to the reports. But concerning the old output format, text and cell alignment have changed.

Release 9.10

Added Item	Description
Optimize Server Connection CLARC	The CTK Configuration Wizard is available in CTK. For further detailed description please see the documentation.

Added Item	Description
PPM Web Start	The PPM GUI can be started also via Web Start to replace the Java Applet. For the detailed configuration description please see the documentation.
Microsoft Windows 10	Available and supported as a new OS.

Removed Item	Replacement, if any
Migration Guide for 5.x to 9.x	

Deprecated Item	Replacement, if any
SAP Systems SAP ERP/ECC < 6.0	
IE10 support	
Java Applet	
HTTP Proxy Support	
Performance Dashboard	
Management Views	
Report conversion from old to new report definition	

Changed Item	Description
New Software AG branding	The Software AG branding graphics were updated.
Use of new **and** old report engine available	New and old report engine can still be used dependent on the report definition. The report definition can be **converted** to the new output format.

Release 9.9

Added Item	Description
Alert Button in PPM Menu	PPM menu contains a new Alert action button that allows user to create an alert in Optimize.
Jump from Optimize to PPM	Support jump from Optimize to PPM.
Partial Data extraction	The extractor allows sequence and time stamp based partial data extraction.
SUSE Linux Enterprise 11	Available and supported as a new OS platform as it was only added to one of the latest fixes in version 9.8. Note: SAP-2-PPM Extractor and SAP content packages SD and MM re not supported on Linux based platforms.

Removed Item	Replacement, if any
Microsoft Internet Explorer 9.x	

Changed Item	Description
Kerberos -SSO	Introduction of an alternative mechanism for Kerberos -SSO in Windows. Editing the registry in windows is no longer necessary.

Release 9.8

Added Item	Description
Databases DB/2 10.5 and SQL Server 2014	Available as new database platforms.
Java 1.8 Runtime Environment	Only this version is supported now.
Migration to PPM 9.8	All former versions of PPM 5.x, PPM, 9.x can be migrated to PPM 9.8.

Automation/ operation individual password for batch jobs	PPM provides scheduling of automated import jobs. For each automation job users can define an individual user/ password combination for execution.
Multiple data source lists	When working with the Automation module the user can configure their individual data source lists for their automated data extraction or import data from other data systems.
Customizing of data analytics update	During data import into PPM, the import process must be capable of performing a delta load for data upload. In the Data Analytics module the primary key for criterions can be customized. For dimensions and measures the types TEXT, TIME STAMP and INTEGER are selectable for primary keys.
Additional Optimize/ PPM Interface	Enhanced communication protocol between Optimize and PPM for enhanced business analysis.

Removed Item	Replacement, if any
Restore Button in SAG Installer.	
Java 7.	Java 8.
Windows 32 Bit.	

Changed Item	Description
Update BPMS process template.	All event types of the BPMS template are updated from version 1.0 to version 2.0.
UMC data in persistence layer	The UMC user and license data is no longer stored in a data base module (PostgreSQL or other former supported DB systems like Oracle or SQL Server). The data is now stored in the "**elastic**" module of the infrastructure.

Release 9.7

Added Item	Description
SUM Support Enhancement	Software AG Update Manager (SUM) enables users to uninstall fixes and rollback fixes for all PPM/ Mash Zone/ Infrastructure versions.
Migration to PPM 9.7	All former versions of PPM 5.x, PPM, 9.x can be migrated to PPM 9.7.
Transport /staging of PPM client data	In CTK PPM allows the data transport of configuration parts. Client data can be imported/ exported between PPM systems.
Automation/ operation for batch jobs	PPM provides scheduling of automated import jobs. In CTK certain batch files can be managed as user-defined execution job. This includes CTK-provided batch-files as well as customer-written batch files, which can be executed via the CTK.
Data analytics persistence storage mechanism	There was a recovery file for data analytics; however if the system has a failure and need re-initialization this file was not available. There is now a more robust recovery mechanism for Data Analytics.
Enhanced analytical functionality of Data analytics	Statistical analysis through standard deviation and percentile calculation is now also supported in Data Analytics and Cross Analytics realms.

Release 9.6

Added Item	Description
Support for percentiles	Introduction of percentiles to summarize value distributions in PPM charts and tables.
New report output engine	A new report output engine was introduced for PPM 9.6 based on Aspose.
Additional administration account	A new additional administration account was added to comply with new IBO standards. The name is "administrator" and the default password is "manage". The name of this new user is case insensitive.
Start/Stop items in Windows start menu	For every newly created PPM client, a separate start and stop entry is created in the Windows Start Menu.

Added Item	Description
CTK Event Type configuration wizard for measures and dimensions	This new wizard is supposed to support the configuration of measures and dimensions based on the EDA Event Type in the CTK.
Data source lists	Introduction of multiple data source configuration with different types.

Removed Item	Replacement, if any
SAP Transaction support in PPM Applet	

Deprecated Item	Replacement, if any
Old report output engine	New report output engine based on Aspose

Changed Item	Description
PPM/MashZone Cloud Agent port	New default port: 17002
Loadbalancer standard HTTP port	New default port: 4080 The user can changes this values if necessary
Loadbalancer standard HTTPS port	New default port: 4443 The user can changes this values if necessary

9.0   Added, Removed, Deprecated, or Changed Built-In Services

A release is listed in this section only if changes occurred in that release.

Release 10.0

Added Service	Description

Removed Service	Replacement, if any

Deprecated Service	Replacement, if any

Changed Service	Description
PPM Cloud Agent 10.0	The service was renamed from Software AG PPM/MashZone Cloud Agent 9.12. New default port: 17008.
	The new name of the Cloud Agent 's runnables is composed as the following example **20170227.085637_ppm-web-run-prod-10.0.0-runnable.zip**

Release 9.12

Added Service	Description

Removed Service	Replacement, if any

Deprecated Service	Replacement, if any

Changed Service	Description
PPM/MashZone Cloud Agent 9.12	The service was renamed from **Software AG PPM/MashZone Cloud Agent 9.10**. New default port: 17007

Release 9.10

Added Service	Description

Removed Service	Replacement, if any

Deprecated Service	Replacement, if any

Changed Service	Description
PPM/MashZone Cloud Agent 9.10	The service was renamed from **Software AG PPM/MashZone Cloud Agent 9.9**. New default port: 17006

Release 9.9

Changed Service	Description
PPM Platform Manager 9.9	The service was renamed from WM Platform Manager
PPM/MashZone Cloud Agent 9.9	The service was renamed from **Software AG PPM/MashZone Cloud Agent 9.8"**.

Release 9.8

Added Service	Description
WM Platform Manager.	

Changed Service	Description
PPM/MashZone Cloud Agent 9.8	The service was renamed from "**Software AG PPM/MashZone Cloud Agent 9.7**" to "**Software AG PPM/MashZone Cloud Agent 9.8**".

Release 9.7

Changed Service	Description
PPM/MashZone Cloud Agent 9.7	The service was renamed from "**Software AG PPM/MashZone Cloud Agent 9.6**" to "**Software AG PPM/MashZone Cloud Agent 9.7**".

Release 9.6

Changed Service	Description
PPM and MashZone Cloud Agent	The service was renamed from PPM and MashZone Cloud Agent to PPM/MashZone Cloud Agent. The service listens on port 17002 by default

10.0 Added, Removed, Deprecated, or Changed APIs

Release 10.0

Added API	Description

Removed API	Replacement, if any

Deprecated API	Replacement, if any
SOAP service of PPM Query API (context: */ppm/API_<PPM Client>/services/*)	
External Query-API	The external Query-API (http://<host>:<port>/ppm/API_<PPM Client>) is now deprecated and will be replaced by a different web service in a future version of PPM.

Changed API	Description

11.0 Copyright Information

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