

ORACLE[®]

PRIMAVERA

**Configuring BI Publisher for Primavera Unifier
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About Configuring BI Publisher for Primavera Unifier

Oracle Business Intelligence Publisher (BI Publisher) integrates with Primavera Unifier to deliver on-demand web-based reporting through Primavera Unifier.

Follow the instructions in this guide to:

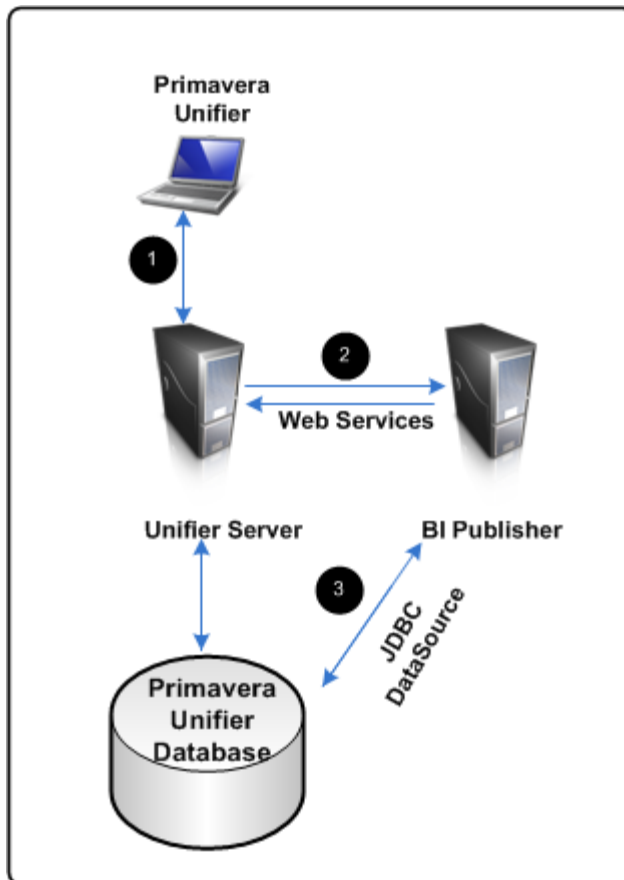
- 1) Download BI Publisher.
- 2) Configure BI Publisher settings.
- 3) Configure BI Publisher in Primavera Unifier.
- 4) Create BI Publisher reports.
- 5) Run BI Publisher reports.

Note: These instructions contain information only on configuring BI Publisher to work with Primavera Unifier. They do not include information on installing BI Publisher. For BI Publisher installation instructions, refer to the documentation included with BI Publisher.

Getting Started with BI Publisher Reports

Before getting started, familiarize yourself with the way BI Publisher handles reports. Primavera Unifier populates its list of reports from the Report Definitions that load from BI Publisher Web Services. When you need to create or modify a report, you will use BI Publisher. The documentation on BI Publisher will help you understand how it works.

The graphic below will help you understand the basic flow between BI Publisher and Primavera Unifier.



BI Publisher Diagram

Item	Description
①	Sign in with Unifier User account.
②	Connect to the BI Publisher server through Web Services to access the catalog.
③	You can configure the JDBC Data Source for the BI Publisher server to access the Primavera Unifier Database.

Downloading BI Publisher 11g

Primavera Unifier can integrate with the BI Publisher 11g.

Note: Refer to the Tested Configurations document for the list of applications and supported version levels.

Any prior version of BI Publisher will fail to connect with Primavera Unifier.

To download BI Publisher 11g:

- 1) Go to the Oracle Software Delivery Cloud.
- 2) Search for Oracle Business Intelligence and enter your platform version.
- 3) Select Oracle Business Intelligence 11g for your platform and download the applicable files.
- 4) Use the instructions for BI Publisher to install BI Publisher from the files you downloaded.

Configuring BI Publisher for Primavera Unifier Reporting

To run reports in Primavera Unifier, you must complete these tasks:

- 1) Download BI Publisher 11g from the Oracle Software Delivery Cloud.
- 2) If not already set up, install and deploy a BI Publisher environment to manage reports.. See the documentation included with BI Publisher or through the Oracle Technology Network (OTN).
- 3) Configure sample reports, roles, security, and users in BI Publisher. See **Configuring Enterprise Reporting with BI Publisher** (on page 7).
- 4) Populate BI Publisher settings in the Primavera Unifier Configurator. See **Configuring BI Publisher in Primavera Unifier** (on page 10).

Configuring Enterprise Reporting with BI Publisher

The following topics describe how to configure reports in BI Publisher to work with Primavera Unifier.

Configuring BI Publisher User in WebLogic

To add an administrative BI Publisher user to WebLogic:

- 1) Open a web browser and launch Oracle WebLogic for your installation of BI Publisher.
- 2) Log in to **Oracle WebLogic Administration Console**.
- 3) In the **Domain Structure** section, click **Security Realm**.
- 4) Click on the realm name in the table.
- 5) Click the **Users and Groups** tab.
- 6) Click the **Users** sub tab.

- 7) Click **New**.
- 8) In the **Create a New User** form:
 - a. Fill in the required fields for Name, Password, and Confirm Password. Ensure this user has a unique user name.
 - b. Click **OK**.
- 9) Click on the user you created.
- 10) Click the **Group** tab.
 - a. Move the **BIAdministrators**, **BIAuthors**, and **BIConsumers** groups from the Available column to the Chosen column.
 - b. Click **Save**.
- 11) Log out of the Oracle WebLogic Administration Console.

Security Model in BI Publisher

The default security in BI Publisher is Fusion Middleware, which is a role-based, declarative model that employs container-managed security where resources are protected by roles that are assigned to users. This security model can be utilized when integrating with Primavera Unifier.

Creating the JDBC Connection String for BI Publisher 11g

To create the JDBC connection string:

- 1) Login to BI Publisher as an administrative user.
- 2) In BI Publisher 11g, click the **Administration** link.
- 3) Under **Data Sources**, click the **JDBC Connection** link.
- 4) Click **Add Data Source** or choose the data source name you want to use.
- 5) In the **General** section:
 - a. In the **Data Source Name** field, enter the alphanumeric name of the Unifier data source.
 - b. In the **Driver Type** field, select your version.
 - c. In the **Database Driver Class** field, enter the JDBC driver class for your database.
 - d. Ensure the **Use System User** option is not selected.
 - e. In the **Connection String** field, enter your JDBC connection string for the Primavera Unifier Database.
 - f. In the **Username** field, enter your Unifier Database Schema User (for example, Unifier).
 - g. In the **Password** field, enter your Unifier Database Schema User password.
 - h. Ensure the **Pre Process Function** and **Post Process Function** fields are left blank.
 - i. Clear the **Use Proxy Authentication** option for this data source definition.
 - j. Click **Test Connection**.
- 6) Click **Apply**.

Disabling the Cache for BI Publisher

To disable the cache:

- 1) Login to BI Publisher as an administrative user.
- 2) In BI Publisher 11g, click the **Administration** link.
- 3) Under **System Maintenance**, click the **Server Configuration** link.
- 4) In the **Cache Expiration Time** field, enter **0** minutes.
- 5) Click **Apply**.
- 6) Restart the BI Publisher server.

Creating a Reports Folder In BI Publisher

To create a reports folder for Primavera Unifier:

- 1) Login to BI Publisher as an administrative user.
- 2) Select the **Catalog** link.
- 3) Under the **Folders Grouping**, highlight **Shared Folders**.
- 4) Select the dropdown menu from the **New** icon and select **Folder**.
- 5) Enter a folder name and select **OK**.

Adding Data Sources to Roles with the Fusion Middleware Security Model

You can assign an existing role to users, but you need to assign the JDBC data source to the roles.

To assign the data source:

- 1) Click the **Administration** link at the top of your screen.
- 2) In the **Security Center** section, select the **Roles and Permissions** link.
- 3) For the **BIAdministrator** role, select **Add Data Source**.
- 4) Under **Database Connections** move the data source created for Primavera Unifier from the **Available Data Sources** to **Allowed Data Sources**.
- 5) Click **Apply**.
- 6) Repeat steps 1-5 for the **BIConsumer** role and **BIAuthor** role.

Assigning Permissions to the Primavera Unifier Reports Folder

To assign permissions to the Primavera Unifier Reports Folder:

- 1) Log in to BI Publisher as an Administrator
- 2) Click on **Catalog Folders**.
- 3) Under **Shared Folders**, highlight the Primavera Unifier **Reports** folder.
- 4) In the **Tasks** pane, click **Permissions**.
- 5) Click **+** to add a role.
- 6) Click **Search** to list all available roles.

- 7) Highlight the appropriate role for Primavera Unifier and click **Move**.
- 8) Click **OK** to close the **Add Roles** window.
- 9) In the **Permissions** window, check all boxes.
- 10) Click **OK** to save.

Configuring BI Publisher in Primavera Unifier

To configure BI Publisher in WebLogic in Primavera Unifier:

- 1) Open the Unifier Configurator:
 - a. Go to the Unifier home directory and open the WebLogic folder (for example, Unifier_Home/weblogic).
 - b. Run **configure.bat** (for Windows) or **configure.sh** (for Unix).
- 2) Select the **Report** tab.
- 3) In the **BIP Endpoint URL** field, enter the BI Publisher Web Services endpoint URL.
For example:
http://host1.name1.com:9704
- 4) In the **BIP User Name** field, enter the user name created above for the BI Publisher server.
- 5) In the **BIP Password** field, enter the password for the BI Publisher user.
- 6) In the **BIP Data Source** field, enter the JDBC data source name you entered when you created the BI Publisher JDBC Data Source.
- 7) In the **BIP Report folder** field, enter the name of the folder created under the **Shared Folders** location in the **BI Publisher Catalog**.

Setting Permissions for Custom Reports

To set permissions for Custom Reports:

- 1) Go to the **Company Workspace** tab and switch to **Admin** mode.
- 2) Click **Access Control** in the left Navigator. In the Access Control log window, there are two modules: Administration Mode Access and User Mode Access.
 - ▶ If the reports are at the Program level, in the right pane, select **User Mode Access > Programs > Reports > Custom > <report name>**.
 - ▶ If the reports are at the Project level, in the right pane, select **User Mode Access > Shells/Projects (Standard) > Reports > Custom > <Report Name>**
- 3) Select the access for the appropriate user.
- 4) Click **OK**.

Note: A user with the "configure" permission to the Custom Report node, can configure custom print templates. There are no separate permissions for performing actions on the custom print templates.

Creating Data Views

You will create data views to operate as data sources for custom reports.

To create a data view:

Note: Refer to the *Primavera Unifier Administrator's Guide* for more information.

- 1) Sign in to your Unifier environment.
- 2) Click the **Company Workspace** tab.
- 3) In the left pane:
 - a. Switch to **Administration Mode**.
 - b. Select **Data Structure Setup > Data Views**.
- 4) In the **User-Defined Data Views** window, click **New**.
- 5) Enter the information needed for your data view. See **Tips** for more information.
- 6) Click **Apply** and **OK**.
- 7) Highlight the new view and select **Status, Published**.

Tips

The SQL definition will consist of the SQL query used to populate the report with specific data based on the desired output.

Note: If using the data view as a Main view in a Project level report, you must have a column named **project_id**. If using the data view in a Program level report, you must have a column named **program_id**.

For example, a Project level data view for a company registry "companyReg" can be like this below:

```
SELECT  pu.PID as PROJECT_ID,
        p.PROJECTNUMBER as PROJECTNUMBER,
        c.COMPANYNAME as COMPANY_NAME,
        c.SHORTNAME as COMPANY_SHORT_NAME,
        c.DESCRPTION as COMPANY_DESCRIPTION,
```

```
        c.CONTACTNAME as COMPANY_CONTACT_NAME,
        u.FULLNAME as USER_FULL_NAME,
        u.USERID as USER_ID,
        u.USERNAME as USER_NAME,
        u.EMAIL as USER_EMAIL
FROM    companyReg_SYS_USER_INFO_VIEW u,
        companyReg_SYS_COMPANY_INFO c,
        companyReg_SYS_PROJECT_INFO p,
        companyReg_SYS_PROJECTUSER pu
WHERE   c.COMPANYID = p.COMPANYID
        AND    p.PID = pu.PID
        AND    u.userid = pu.userid
```

Creating a BI Publisher Report in Unifier

To create a new BI Publisher report:

- 1) Sign in to your Unifier environment.
- 2) Click the **Company Workspace** tab.
- 3) In the left pane:
 - a. Switch to **Administration Mode**.
 - b. Expand **Configuration**.
 - c. Select **Custom Reports**.
- 4) In the right pane:
 - a. Select the **New** (drop-down arrow).
 - b. Choose **Report with Internal Data Model** or **Report with External Data Model**.
If you choose Report with External Data Model, you will continue using the steps in the section.

Notes:

- **Internal data model:** Unifier maintains the data model file internally. Any changes in the data views, data links, query parameters, and additional parameters are being applied and saved in the data model when the BIP report is saved.
-

- **External data model:** Users need to upload the data model (.xdm) file and maintain it externally. This means that the user may modify the .XDM file manually or by using the BIP data model editor.
-

- 5) In the **General** tab of the **Custom Report** dialog box:
 - a. In the **Name** field, enter a name for the report.
 - b. In the **Description** field, enter a brief description about the report (maximum 250 characters and non-ASCII characters are permitted).
 - c. The **Data Model Type** field is a pre-populated and read-only field with values that can be internal or external based on the option selected at the time of creating the custom print.
 - d. In the **Report Level** field, select a type for the report.
 - e. In the **Main View** field, select a type of view for the report.
-

Note: The administrator can create these user-defined views. Refer to the *Unifier Administrator's Guide* for more information on creating data views.

- 6) In the **Views** tab, click **Add** or **Remove** to edit the views for the report.
 - 7) Click **Apply**.
 - 8) When the **Sample Data** tab opens, you can download the sample XML data for creating or modifying report layouts:
 - ▶ If you are using the Internal Data Model:
 - a. Select a project/shell.
 - b. Select a number of rows to return.
 - c. Click **Generate**.
 - d. Click **Download**.
 - e. Save the XML file.
 - ▶ If you are using the External Data Model:
-

Note: You cannot download sample data until after you define and publish the report.

- a. Select a project/shell.
- b. Click **Generate**.
- c. Click **Download**.
- d. Save the XML file.

If you haven't already installed the BI Publisher plug-in for Microsoft Word, install it now. You can find it here: <http://www.oracle.com/technetwork/middleware/bi-publisher/downloads/index.html>. Use one of the following:

Note: Refer to the Tested Configurations document for the list of applications and supported version levels.

- ▶ Oracle BI Publisher Desktop for 32 bit Office on Windows (245 MB)
- ▶ Oracle BI Publisher Desktop for 64 bit Office on Windows (245 MB)

Refer to the documentation included with BI Publisher for more information on using this plug-in.

- 1) Create a report layout in Microsoft Word to have templates available in Microsoft Word when you publish reports:
 - a. Open **Microsoft Word**.
 - b. Create an **RTF** file.
 - c. In the **BI Publisher** tab:
 1. Select **Sample XML** in the **Load Data** section.
 2. Upload the XML file you created above.
 3. Create a table for the layout using the Table Wizard included with the BI Publisher plug-in.
 4. Save and close the RTF file.
- 2) Return to the **Custom Report** dialog box.
- 3) In the **Template File** tab (consisting of Add, Modify, Remove, and Download options)
 - a. Click **Add** to open the template window.
 - b. Enter information in the following fields: Template Name, Template Type, and Report Layout File.
 - To localize the Custom Report output for different languages, you can provide XLIFF files for RTF-type templates here.
 - The Template Name field accepts spaces and other characters.
 - c. Click **Browse** to select the template file for uploading.
 - d. Click **OK** to confirm the upload.
- 4) Return to the **Company Workspace** tab.
- 5) In the left pane:
 - a. Expand **Configuration**.
 - b. Select **Custom Reports**.
- 6) In the right pane, select the report you want to publish.
- 7) Click the **Status** dropdown on the toolbar and select **Published**.

Adding Permissions to Run BI Publisher Reports

These steps apply to sample custom reports and may not apply for every report.

To add permissions to run reports:

- 1) Go to the **Company Workspace** tab and switch to **Admin** mode.
- 2) Select the **User Mode Navigator**.
- 3) Open the **Project / Shell** navigator.
- 4) Under **Reports**, create a **Custom Reports** node.

- 5) Change the icon to **u_report_select.gif**.
- 6) Under the **Custom Reports** node, add the new report.
- 7) Click **OK**.
- 8) Highlight the **Project / Shell** navigator.
- 9) Select **Deploy** to apply changes.
- 10) Go to the **Company Workspace** tab and switch to **Admin** mode.
- 11) Navigate to **Company Sponsored Shells, All Projects**.
- 12) Highlight **All Projects** in the right window pane and select **Open**.
- 13) Navigate to **Company Sponsored Shells, All Projects, All Projects**.
- 14) Select **Access Control**.
- 15) Navigate to **User Mode Access, Reports, Custom Reports**.
- 16) Select the custom report.
- 17) Add users to allow access to reports.
- 18) Click **Apply** and **OK**.

Running the BI Publisher Report in Primavera Unifier

To run the BI Publisher Report in Unifier:

- 1) Sign in to your Unifier environment.
- 2) Select a Project or Shell.
- 3) Ensure you are in **User** mode.
- 4) Under the Project/shell navigation tree, select **Reports, Custom node**.
- 5) Select a report and a dialog box will open.
- 6) In the dialog box, enter the search conditions and click **Run** to run the report.

For More Information

Where to Get Documentation

If you need help with an operation in Primavera Unifier, there are a number of resources to help you.

Note: The Company Administrators for Unifier Cloud must use the *Primavera Unifier Cloud Service Administrators Setup Guide* instead of all the other installation and configuration guides in the Primavera Unifier Online Documentation Library.

Online Help

If you have a question or need further assistance regarding a specific feature, review the online help.

Click the **Help** menu from any Primavera Unifier window, and choose:

- ▶ **Unifier Help:** This link goes to the Oracle Technical Network (OTN) Primavera Unifier Online Document Library. From here you can access:
 - ▶ *Primavera Unifier Online Help*
 - ▶ *Primavera Unifier Administration Guide*
 - ▶ *Primavera Unifier User's Guide*
 - ▶ *Primavera uDesigner User's Guide*
 - ▶ *Primavera Unifier Reference Guide*You must have Adobe Acrobat Reader installed (available free at www.adobe.com).
- ▶ **BP-specific Help:** If your company has provided customized Help files for individual business processes, you can access them through the business process log or the Help menu.

Note: For the full list of system requirements, supported software, and versions, see the *Tested Configurations* document under “Installation and Configuration Documentation” in the Primavera Unifier Online Documentation Library.

Documentation

Complete documentation libraries for Primavera Unifier releases are available on the Oracle Technology Network (OTN) at:

<http://www.oracle.com/technetwork/documentation/default-1870233.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.

Primavera Unifier is configured to access its help system directly on OTN. However, a downloadable version of the help system is also available on OTN if you need to download, deploy, and access a local copy.

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 Primavera Unifier.

Supplementary Documentation

Title	Description
<i>What's New</i>	Contains key enhancements in the current release of Primavera Unifier. All users should read this guide.
<i>Cumulative Features Overview Tool</i>	Provides an overview of features and enhancements included in Oracle Primavera products. It is intended solely to help you assess the business benefits of upgrading and to plan your I.T. projects. All users should read this guide.
<i>Readme for Media Pack</i>	Contains a table that can help you determine what downloads are required to run your licenses. All users should read this guide.
<i>Licensing Information User Manual</i>	Contains information about the third-party proprietary and open source software used in Oracle Primavera Unifier. All users should read this guide.
<i>Where to Get Documentation, Training, and Support</i>	Contains information about resources to help you with the operation of Oracle Primavera Unifier. All users should read this guide.

Installation Documentation

Title	Description
<i>Primavera Unifier Installation and Setup Guide For WebLogic Application Server</i>	Describes how to: <ul style="list-style-type: none"> ▶ Set up Primavera Unifier servers and third party services ▶ Install and configure Primavera Unifier components IT professionals who are installing and configuring the server environment, and the Primavera Unifier network administrator/database administrator and Primavera Unifier administrator should read this guide.

Title	Description
<i>Primavera Unifier Installation and Setup Guide for WebSphere Application Server</i>	<p>Describes how to:</p> <ul style="list-style-type: none"> ▶ Set up the Primavera Unifier servers and third party services on Linux (64-bit) ▶ Install and configure Primavera Unifier components <p>IT professionals who are installing and configuring the server environment, and the Primavera Unifier network administrator/database administrator and Primavera Unifier administrator should read this guide.</p>
<i>Unifier Performance and Sizing Guide</i>	<p>Provides guidance for planning product deployment with:</p> <ul style="list-style-type: none"> ▶ Estimates of hardware and software requirements for Primavera Unifier ▶ Recommendations for deploying small-scale to large-scale configurations <p>The Unifier network administrator/database administrator and Unifier administrator should read this guide.</p>
<i>Unifier Upgrade Guide</i>	<p>Provides information on how to upgrade to the latest version of with Oracle Primavera Unifier.</p> <p>The Unifier network administrator/database administrator and Unifier administrator should read this guide.</p>
<i>Tested Configurations</i> Previously: <i>System Configuration Information</i>	<p>Provides the tested configurations for Oracle Primavera Unifier and includes list of applications and supported version levels.</p> <p>All users should read this guide.</p> <p>The Unifier network administrator/database administrator and Unifier administrator should read this guide.</p>

Title	Description
<i>Primavera Unifier Security Guide</i>	<p>Provides guidelines on how to plan your security strategy for Oracle Primavera Unifier.</p> <p>All users should read this guide.</p> <p>The Unifier network administrator/database administrator and Unifier administrator should read this guide.</p>

Configuration Documentation

Title	Description
<i>Primavera uClient Configurator Setup Guide</i>	<p>Describes how to set up the Primavera uClient Configurator.</p> <p>All users should read this guide.</p>
<i>Primavera Unifier File Transfer Utility Instructions</i>	<p>Describes how to download and install the Primavera Unifier File Transfer Utility.</p> <p>All users should read this guide.</p>
<i>uCAD Installation and User's Guide</i>	<p>Provides instructions on how to download and install the Primavera Unifier uCAD Application on your desktop and configure it to work with your AutoCAD® application. It also includes details on how to use uCAD with AutoCAD and Primavera Unifier.</p> <p>All users should read this guide.</p>
<i>Configuring BI Publisher for Unifier</i>	<p>Provides instructions on how to:</p> <ul style="list-style-type: none"> ▶ Download BI Publisher. ▶ Configure BI Publisher settings. ▶ Configure BI Publisher in Primavera Unifier. ▶ Create BI Publisher reports. ▶ Run BI Publisher reports. <p>The Primavera Unifier network administrator/database administrator and Primavera Unifier administrator should read this guide.</p>

Title	Description
<i>Configuring Unifier for Single Sign On</i>	<p>Provides procedures to configure Primavera Unifier that is running on Windows (64-bit) or on Linux operating systems for Single Sign On (SSO).</p> <p>The Primavera Unifier network administrator/database administrator and Primavera Unifier administrator should read this guide.</p>
<i>Connecting Oracle Enterprise Manager to Primavera Unifier Metrics</i>	<p>Provides instructions on how to enable Enterprise Manager to display certain Primavera Unifier metrics.</p> <p>The Primavera Unifier network administrator/database administrator and Primavera Unifier administrator should read this guide.</p>
<i>Connecting Oracle Identity Manager 11g to Primavera Unifier</i>	<p>Guides administrators in configuring Oracle Identity Manager (OIM) to be used with Primavera Unifier.</p> <p>The Primavera Unifier network administrator/database administrator and Primavera Unifier administrator should read this guide.</p>
<i>Connecting the Content Repository to Primavera Unifier</i>	<p>Provides instructions on how to:</p> <ul style="list-style-type: none"> ▶ Configure Oracle WebCenter Content Core Capabilities after you install it. ▶ Configure Microsoft SharePoint after you install it. ▶ Configure CMIS-compliant repositories after you install one. ▶ Configure the Primavera Unifier File Repository. ▶ Set your content repository settings in Primavera Unifier to connect to your content repository. <p>The Primavera Unifier network administrator/database administrator and Primavera Unifier administrator should read this guide.</p>

User Documentation

Title	Description
<i>Primavera Unifier Help</i>	Provides topic-oriented information about Primavera Unifier to assist users with features and procedures. All users should read this guide.
<i>Primavera Unifier User's Guide</i>	Guides users on how to use Primavera Unifier application. All users should read this guide.
<i>Primavera uDesigner User's Guide</i>	Guides users on how to use the uDesigner feature of Primavera Unifier application. All users should read this guide.
<i>Primavera Unifier Administration Guide</i>	Provides details about the Administration Mode of Primavera Unifier, which covers access to Primavera Unifier functionality that is granted through permissions. All users should read this guide.
<i>Primavera Unifier Project Controls User's Guide</i>	Explains Oracle Primavera: <ul style="list-style-type: none"> ▶ Capital Planning which is used for managing budget forecasts (both planned and in execution) for the user company. ▶ Cost Controls which supports project tracking and project cost management. ▶ Project Delivery Management which is designed to optimize project results. Anyone who wants to use the Unifier Project Controls base product should read this guide.

Database Documentation

Title	Description
<i>Primavera Unifier Reference Guide</i>	Provides details about data definitions, data elements, permission settings, import codes, and pickers with Primavera Unifier. All users should read this guide.

Integration Documentation

Title	Description
<i>Primavera Unifier Integration Interface Guide</i>	Describes the methods required for the integration, and the data being passed, between Primavera Unifier and an external system. Anyone who wants to develop applications which interact with Primavera Unifier should read this guide.

Distributing Information to the Team

You can copy the online documentation to a network drive for access by project participants. Each team member can then view or print those portions that specifically relate to his or her role in the organization.

Where to Get Training

To access comprehensive training for all Primavera products, go to: <http://education.oracle.com>

Oracle Learning Library

The Oracle Learning Library (OLL) provides online learning content covering Primavera products. Content includes whitepapers, videos, tutorials, articles, demos, step-by-step instructions to accomplish specific tasks, and self-paced interactive learning modules.

To access the learning library's Primavera content, go to: <http://www.oracle.com/oll/primavera>

Where to Get Support

If you have a question about using Oracle products that you or your network administrator cannot resolve with information in the documentation or help, click <http://support.oracle.com/>. This page provides the latest information on contacting Oracle Global Customer Support, knowledge articles, and the support renewals process. For more information about working with Support, visit <https://support.oracle.com/epmos/faces/DocumentDisplay?id=888813.2> to view **Support Tools & Tips**.

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.

Additional Support

The following is a list of additional support that are available in Unifier:

- ▶ Unifier Help
- ▶ Unifier Library
- ▶ Contact Support
- ▶ Download Plugins
- ▶ About Unifier

Note: The Contact Support and Download Plugins options both open a single window, Support. The only difference is as follows:

- Contact Support opens the *Contact* tab of the Support window by default
- Download Plugins opens the *Download* tab of the Support window by default

Unifier Help

Click **Help** from the upper right-hand section of the Unifier window to open a contextual menu and click **Unifier Help** to open the Unifier and uDesigner Help.

Unifier Library

Click **Help** from the upper right-hand section of the Unifier window to open a contextual menu and click **Unifier Library** to open the Unifier documentation library.

Contact Support

Click **Help** from the upper right-hand section of the Unifier window to open a contextual menu and click **Contact Support** to open the Support window.

The Support window has two tabs:

- ▶ Contact, which opens by default
- ▶ Download

In the Contact tab, Contact Information section, you can see the name, phone, and contact instructions of someone at your company that you can contact when you need help with Primavera Unifier. For assistance, try this person, first.

Note: This information is available only if your company administrator has provided internal support contact information.

In the Contact tab, eLearning section, you see the location (Access), name of the contact (Contact), and any instructions that you might need in order to access the eLearning materials.

Note: Your company may elect to provide access to the eLearning suite, where you can access interactive Primavera Unifier learning materials. Alternatively, your company may have its own customized support or training materials that can be accessed on an internal site/location. If your company administrator provides this contact information, it will be listed at the bottom of the window.

In the Download tab, Download section, you can see a list of the following application and plug-ins available to download, with installation instructions.

- ▶ File Transfer Application
- ▶ Unifier uCAD Plug-in

Each application and plug-in has two options:

- ▶ Download
- ▶ Installation instructions

Follow the links within each option to proceed.

Download Plugins

Click **Help** from the upper right-hand section of the Unifier window to open a contextual menu and click **Download Plugins** to open the Support window.

The Support window has two tabs:

- ▶ Contact
- ▶ Download, which opens by default

In the Download tab, Download section, you can see a list of the following application and plug-ins available to download, with installation instructions.

- ▶ File Transfer Application
- ▶ Unifier uCAD Plug-in

Each application and plug-in has two options:

- ▶ Download
- ▶ Installation instructions

Follow the links within each option to proceed.

In the Contact tab, Contact Information section, you can see the name, phone, and contact instructions of someone at your company that you can contact when you need help with Primavera Unifier. For assistance, try this person, first.

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About Unifier

Click **Help** from the upper right-hand section of the Unifier window to open a contextual menu and click **About Unifier** to access version number, copyright information, and software agreement details for the Oracle Primavera Unifier.

Legal Notices

Oracle Primavera Prime Configuring BI Publisher for Primavera Unifier

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