

Support Technical Exchange: Upgrade to SmartCloud Control Desk 7.5

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Agenda

- Overview
 - Highlights
 - Improvements for 7.5 Upgrade
- More Information

Overview

Highlights

- Consolidated Upgrade from Tpaee 7.1.1.6+ based SRM, CCMDB and TAMIT releases to the SmartCloud Control Desk 7.5 offering
 - Supported combinations of SRM, CCMDB and TAMIT at the same Tpaee level
 - SRM versions 7.1.0.5+, 7.2.0.1+, 7.2.1+
 - **Note:** If customers have SRM 7.1 Service Catalog implementations, direct upgrade and migration of the implementation to SmartCloud Control Desk 7.5 is **NOT SUPPORTED**.
 - CCMDB versions 7.1.1.6+, 7.2.0.1+, 7.2.1+
 - TAMIT versions 7.1.1.6+, 7.2.1+, 7.2.2+
 - Customers who are at earlier versions or patch levels **must** upgrade to the above minimum supported levels before upgrading to SmartCloud Control Desk 7.5
 - Customers who want to upgrade their Service Catalog 7.1 implementation must upgrade to SRM 7.2+ before upgrading to SmartCloud Control Desk 7.5

- Upgrade customers are automatically entitled to the complete SCCD edition or the Service Provider (SP) edition, not to the Entry edition.
 - Existing Non-SP deployment is upgraded to the complete SCCD edition
 - Existing SP deployment is upgraded to the SP edition

- SmartCloud Control Desk 7.5 requires Java 6. Hence, a new WAS 7 instance must be installed
 - Configuration can be migrated from WAS 6.1 using WAS migration tools (if reusing hardware)
 - Or new configuration can be setup by the installers automatically. MWI installs and MADT configures

Highlights (contd.)

- Upgrade can be performed fully automated using the installer, or broken down to fit maintenance window requirements
 - Options to skip the steps for automatic configuration of the new WAS instance, to defer updates to the MAXIMO DB, to defer EAR build and deployment (maximo and Help)

- ALL deployed products must be upgraded on the Admin WS before updating the DB or building and deploying 7.5-level EARs
 - Enforced by the installer
 - For example, if performing upgrade from MAM 7.1.1.7 + SRM 7.1.06 + CCMDB 7.1.1.7:
 - Admin WS must be upgraded to MAM 7.5.0.2 and SmartCloud Control Desk 7.5 before executing updatedb and deploying the MAXIMO EAR file.

- SmartCloud Control Desk upgrade does not automatically handle upgrade of Deployer's Workbench, ITIC, and other interacting products such as TADDM. Refer to the Upgrade Guide for additional information on how to upgrade these components.

Improvements

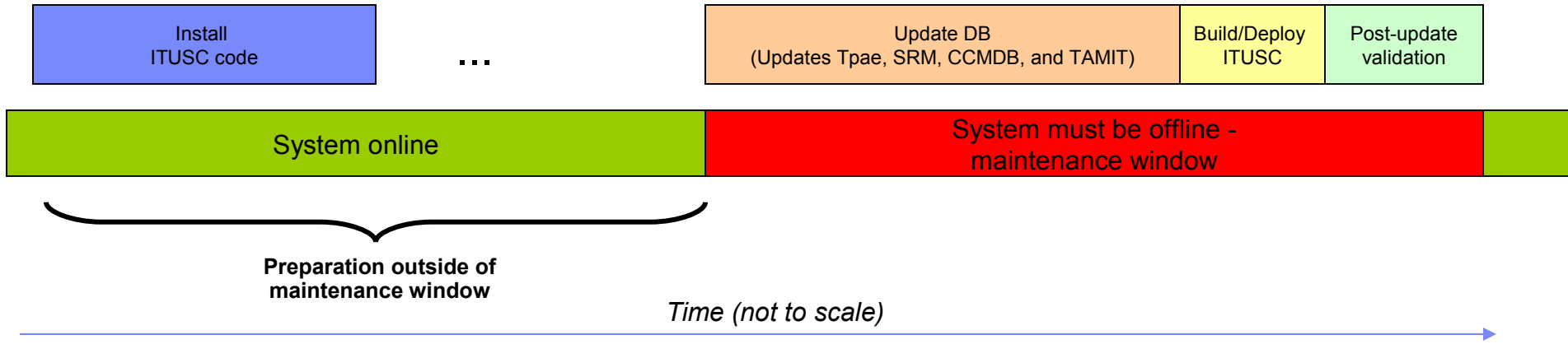
- Consolidated upgrade from prior SRM, CCMDB and TAMIT releases to the SmartCloud Control Desk 7.5 offering
 - Reduced complexity and downtime for the customers (see next slide)

- Updatedb Graceful failure/restart
 - If database update scripts fail, able to remediate issue and pick up where it left off (rather than backing all the way out and restarting)
 - Note that, if there are DB server side systemic failures (tablespace issues, storage issues), a revert would still be needed

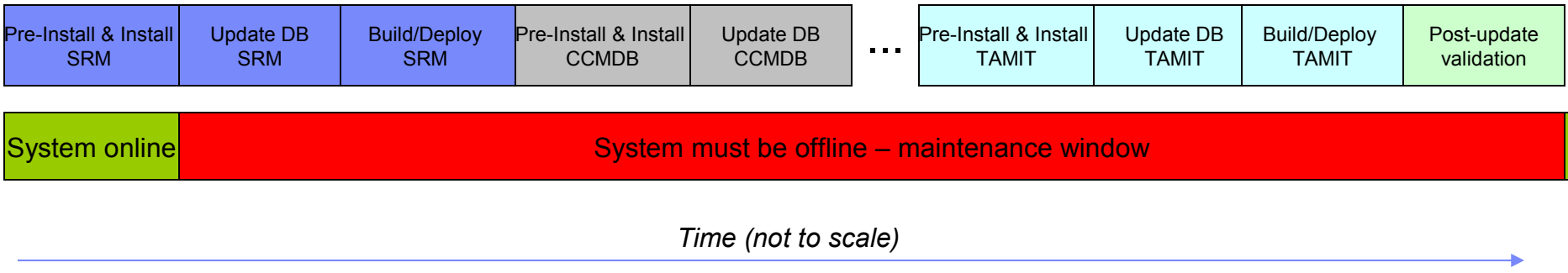
- Tooling and scripting improvements to circumvent some common collisions. Some examples:
 - If objects being created in DB already exist, skip
 - Conditional inserts for applicationauth, sigoption, and so on

- Performance improvements when updating large databases. Some examples:
 - Eliminate redundancy and consolidate schema changes performed on the same table
 - Additional database tuning and configuration recommendations

What's changed: Consolidated database update for 7.5



What was before: Multi-product upgrade procedure (7.2.1 and prior upgrades)*



*Default procedure. Optimized upgrade procedure released post 7.2.1 release

More Information

Reference Materials

- SmartCloud Control Desk 7.5 Upgrade Guide:
<https://www.ibm.com/developerworks/wikis/display/tivoli/SmartCloud+Control+Desk+-+Installing%2C+Migrating+and+Upgrading>
- Maximo 7.1 to 7.5 Upgrade Support Technical Exchange: <http://www-01.ibm.com/support/docview.wss?uid=swg27034271>
- SmartCloud Control Desk 7.5 Infocenter:
<http://pic.dhe.ibm.com/infocenter/tivihelp/v50r1/index.jsp>
- “Maximo Upgrade Resources”, and specifically the Maximo 7.1 to 7.5 Upgrade Guide – <https://www-304.ibm.com/support/docview.wss?uid=swg21266217>
- Platform Matrix:
http://www.ibm.com/developerworks/wikis/download/attachments/133136570/EXT_Platform_Matrix.xls?version=15