

Tivoli IBM Tivoli Service Request Manager 7.2.0.1
Version 7 Release 2.0.1

Upgrade Guide



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Note

Before using this information and the product it supports, read the information in "Notices" on page 99.

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This edition applies to version 7, release 2.0.1 of IBM Tivoli Service Request Manager and to all subsequent releases and modifications until otherwise indicated in new editions.

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Chapter 1. Overview

This section contains information about upgrading your IBM Tivoli Service Request Manager deployment for the supported upgrade scenarios.

You can upgrade from Service Request Manager 6.2.5 or Service Request Manager 7.1 to Service Request Manager 7.2.0.1.

If you are upgrading from Service Request Manager 7.1, you will upgrade through a series of steps, including installing Service Request Manager 7.2 and Service Request Manager 7.2.0.1.

If you are upgrading from Service Request Manager 6.2.5, you will upgrade through a series of steps, including installing Service Request Manager 7.2 in a new environment and installing 7.2.0.1.

You should review and be familiar with the following:

- *IBM® Maximo® Upgrade Guide* information, as this information contains detailed information that is referred to by all upgrade scenarios. The *IBM Maximo Upgrade Guide* is available in the Service Request Manager 7.2 information center.
- Installing Service Request Manager 7.2, since upgrading from 6.2.5 or 7.1 involves installing Service Request Manager 7.2. See the Installing section of the Service Request Manager 7.2 information center or the IBM Tivoli Service Request Manager 7.2 *Planning and Installation Guide*.

Note: Service Request Manager 6.2.5 provides Service Desk function, while Service Request Manager 7.1, and beyond, provides Service Desk and Service Catalog functions. As you upgrade to 7.2.0.1, you can install the additional functions of Service Request Manager 7.2 that you are entitled to. For example, while upgrading from 6.2.5 to 7.2.0.1, you might install Service Catalog, that was not supported in 6.2.5. You can choose to install these functions during the 6.2.5 or 7.1 upgrade process, or optionally run the Service Request Manager installer at a later time.

What has changed

There have been many enhancements made to Service Request Manager 7.2.0.1.

Service Catalog

There are significant changes and enhancements implemented in Service Catalog in the following areas:

- Supply Chain - service fulfillment process simplification
- Shopping Experience – enhancements to improve visual appeal and simplify order processing
- Administrative Applications – fewer applications, attribute validation and security model changes

Supply Chain

The service fulfillment process uses a new set of applications and objects. In the 7.1 release, the applications were developed using the Material Request (MR), Purchase Request (PR) and Purchase Order (PO) objects. In this release, those objects are no longer used.

The new applications utilize the new Catalog Request (CR) object and the Service Request (SR) object. The fulfillment process also uses a number of new applications like Ticket Templates and Service Requests. These new applications are also used by Service Desk.

Shopping Experience

The Offering Catalog, Shopping Cart and View Shopping Cart applications have been rewritten. These applications are now based on the CR and SR objects. Enhancements to the user interface include the removal of unnecessary fields and improvements in graphics. The offering dialogs have also been modified to include many new custom controls and field validation capabilities.

Administrative Applications

The Offering and Catalog applications have been rewritten. The Service Fulfillment and Fulfillment Option applications are no longer used. The data and function provided by the Service Fulfillment application has been added to the Offering application. The function provided by the Fulfillment Options application is now included in the Offering and Ticket Template applications. There has also been a change to the security model, for catalogs and offerings. The security function that was available from the Catalogs application no longer exists. It has been replaced by a new implementation available from the Security Groups application.

Service Desk

There are significant changes and enhancements implemented in Service Desk in the following areas:

Response Plan & Integration with MS Office Communicator, Google Talk & Jabber

- Best practices in resolving a ticket to be captured and automated through response plan.
- Integration with MS Office Communicator, Google Talk & Jabber.

Global Search functions

- In context searching with new global search dialog:
 - Results are returned within each section of a global search allowing the user to see the details without having to go to the search application.
 - Improves the usability and reduces the number of clicks.
- Attachment hit indication - if a hit on the search term is contained in an attached document, an indicator is placed in the UI. If there are multiple attachments, an indicator will show which document has the actual hit.
- Search solutions will be ranked per quality of the match.
- There are user defined fields for indexing and searching.
- You can search external Web sites and applications.

Knowledge Management enhancements

- There are Knowledge management processes to add solution contents to the knowledge management database. This enables a review process by the subject-matter-experts before a solution gets added to the knowledge base.

- Solution provides for bulk review and approval of more than one document simultaneously.
- Solution keyword search.
- Listing of tried solution and related solutions.
- Rich text formatting of solution.
- CI and Asset field added to the solution interface.
- Out-of-the-box KCS Best practices.
- Embed Images to Solutions.

Ticket application

- Auto-classification of tickets.
- One Click Screen Capture.

Survey functions

- Available under **GoTo** menu, start center customization, or quick insert.
- Question types: radio, checkbox, freeform.
- Different ways to send a survey:
 - As tracked (mandatory) or untracked (anonymous) surveys
 - Manually or automatically (via escalation)
- Display quick survey statistics.
- Migration Manager supported for Survey object.

Avoidance of unnecessary penalty for violating SLA

SLA clock can be paused for reasons beyond the control of IT staff, thereby avoiding penalty.

Multi customer support

Single instance of Service Request Manager to be enabled for multi-customer operations. Necessary new data fields, data segregation, and data security are provided.

Instant Messenger

End users can create Service Requests, check status of Service Requests using Instant Messenger (Sametime and Google talk) without logging into Service Request Manager.

Service Catalog coexistence

When upgrading to IBM Tivoli Service Request Manager 7.2.0.1, you can end up with Service Catalog 7.1 and Service Catalog 7.2.

When you upgrade to Service Request Manager 7.2.0.1, Service Catalog 7.2.0.1 can be installed. If Service Catalog 7.1.0.x was previously installed, it will continue to *co-exist* with Service Catalog 7.2.0.1.

You can continue to use Service Catalog 7.1.0.x to work with Service Catalog 7.1 transaction and configuration data. However, you will not be able to apply maintenance fix packs to Service Catalog 7.1.0.x post upgrade to 7.2.0.1. If you want to apply fix packs to the Service Catalog 7.1.0.x applications, you must install them prior to upgrading to Service Request Manager 7.2.0.1.

Upgrade scenarios

This section describes the supported IBM Tivoli Service Request Manager upgrade scenarios.

The following table lists the supported upgrade scenarios.

Table 1. Upgrade Scenarios

From Service Request Manager	To Service Request Manager	Use this procedure
7.1	7.2.0.1	Chapter 3, "Upgrade Service Request Manager 7.1 to 7.2.0.1," on page 9
6.2.5	7.2.0.1	Chapter 4, "Upgrade Service Request Manager 6.2.5 to 7.2.0.1," on page 39
6.2.5 with Service Provider 6.1.2	7.2.0.1 with Service Provider 7.1.1.1	Chapter 4, "Upgrade Service Request Manager 6.2.5 to 7.2.0.1," on page 39

Chapter 2. Planning

This section discusses information you need to consider before and after you upgrade any environments.

Before you upgrade

Before starting an upgrade, you need to consider the following:

- Which Service Request Manager version are you starting with: 6.2.5 or 7.1?
- What prerequisites do you need to meet?
- What software do you need?

If upgrading from 7.1:

- You will want to consider if you already have Service Catalog installed, if you have made any database extensions, and other data you might want to bring forward. Use the
 - “7.1 Checklist” on page 82
 - “7.1 Worksheet” on page 84

to ensure you have considered the options and have the necessary software and information ready to proceed with upgrading your environment.

- When upgrading from a 7.1.1.x system with additional IBM Systems Management (ISM) family products installed, in particular, Tivoli Provisioning Manager (TPM) v7.1.1.x, consider upgrading to TPM v7.2 before upgrading Service Request Manager or follow the instructions in this Technote (<http://www-01.ibm.com/support/docview.wss?uid=swg21411765&myns=swgtiv&mynp=OCSS6HJK&mync=R>) before performing the tasks in Chapter 3, “Upgrade Service Request Manager 7.1 to 7.2.0.1,” on page 9.

If upgrading from 6.2.5:

You will want to consider what new Service Request Manager 7.2 functions you might want to install (like Service Catalog), and if you have Service Provider installed. Use the

- “6.2.5 Checklist” on page 85
- “6.2.5 Worksheet” on page 87

to ensure you have considered the options and have the necessary software and information ready to proceed with upgrading your environment.

The tasks you perform during the upgrade to 7.2.0.1 will vary based on the above considerations.

Use the “Upgrade road map” on page 6, in the next section, to choose your upgrade and then follow the link to begin your upgrade.

After you upgrade

After you have completed your upgrade to 7.2.0.1, you will want to consider the following:

- If upgrading from 7.1:
 - You might want to remove access to all SC 7.1 applications, if:
 - You had Service Catalog installed previously with Service Request Manager 7.1, but never used it.
 - You had Service Catalog installed previously with Service Request Manager 7.1, but chose not to install Service Catalog when you upgraded to Service Request Manager 7.2.0.1.

To remove access to all Service Catalog 7.1 applications, see “Removing access to 7.1 applications” on page 33.

Upgrade road map

Upgrade road maps are summaries of the basic tasks to get from one version of Service Request Manager to the current version.

You can upgrade from previous versions of Service Request Manager to Service Request Manager 7.2 with Fix Pack 1 (7.2.0.1).

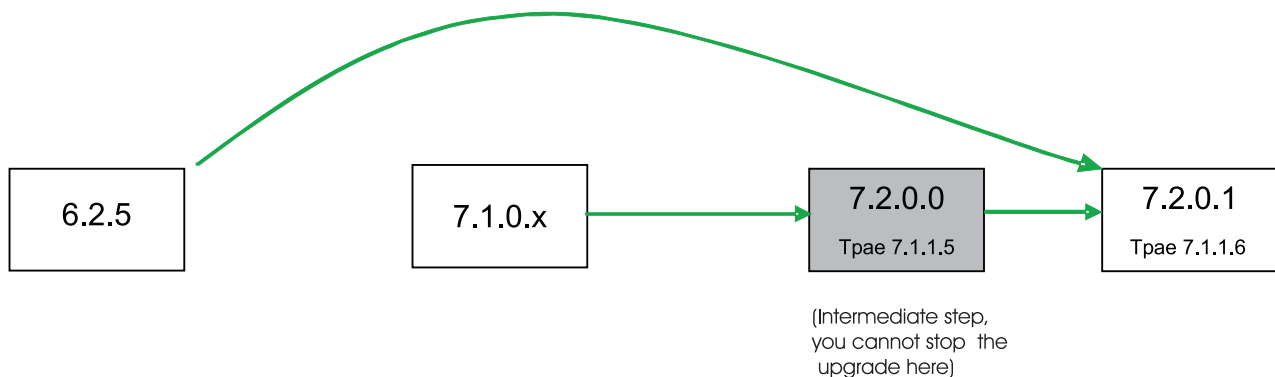


Figure 1. Upgrade road map

The following road maps provide procedural summaries for the supported Service Request Manager upgrade scenarios. Choose the roadmap that matches your current environment, follow the link, and perform your upgrade.

Chapter 3, “Upgrade Service Request Manager 7.1 to 7.2.0.1,” on page 9

You want to upgrade your current deployment of Service Request Manager 7.1 (7.1.0 or 7.1.0.x) to Service Request Manager 7.2.0.1.

You will upgrade *in-place*, upgrading your current Service Request Manager 7.1 deployment to 7.2.0.1. You will upgrade through a series of steps, including installing Service Request Manager 7.2, installing 7.2.0.1, and then migrating some of your 7.1 data to your new 7.2.0.1 environment.

Chapter 4, “Upgrade Service Request Manager 6.2.5 to 7.2.0.1,” on page 39

You want to upgrade from a current deployment of Service Request Manager 6.2.5 to Service Request Manager 7.2.0.1. You want to do this with minimum disruption to the current environment, which might be your production environment.

You will use *another* machine environment, where you will install Service Request Manager 7.2, install Service Request Manager 7.2.0.1, and then transform your 6.2.5 database to the 7.2.0.1 environment.

Chapter 4, “Upgrade Service Request Manager 6.2.5 to 7.2.0.1,” on page 39 with Service Provider

You want to upgrade from a current deployment of Service Request Manager 6.2.5 with Service Provider 6.1.2 to Service Request Manager 7.2.0.1 with Service Provider 7.1.1.1. version. You want to do this with minimum disruption to the current environment, which might be your production environment.

You will use *another* machine environment, where you will install Service Request Manager 7.2, install Service Request Manager 7.2.0.1, and then transform your 6.2.5 database to the 7.2.0.1 environment.

Chapter 3. Upgrade Service Request Manager 7.1 to 7.2.0.1

You can upgrade your Service Request Manager 7.1 deployment to 7.2.0.1 by upgrading the software and migrating data.

The 7.1 to 7.2.0.1 upgrade is an *in-place* upgrade, that is, you upgrade the same machine(s) to 7.2.0.1, same machine(s) as where 7.1 is currently installed.

To upgrade Service Request Manager 7.1 to 7.2.0.1, you will perform the following general steps:

1. Install Service Request Manager 7.2.0
2. Install Service Request Manager Fix Pack 1 (7.2.0.1)
3. Optionally migrate certain Service Catalog data, if you are using Service Catalog 7.1.
4. Perform post-migration tasks.
5. Optionally perform other tasks as needed, such as removing access to Service Catalog 7.1 applications.

As a result of upgrading from Service Request Manager 7.1 to 7.2.0.1, you will see:

- For Service Desk:
 - All Service Desk 7.1 applications will be replaced with Service Desk 7.2 applications.
 - The Service Desk 7.1 data model is upgraded to the Service Desk 7.2 data model.
 - Service Desk 7.2 will be able to work with Service Desk 7.1 data, for example, Tickets and Incidents.
- For Service Catalog:
 - Service Catalog 7.2 applications will be available.
 - All Service Catalog 7.1 applications continue to be available and will continue to work with Service Catalog 7.1 data. All Service Catalog 7.1 applications are renamed by appending “(7.1)”. For example, “Offerings” application becomes “Offerings (7.1)”.
 - All Service Catalog 7.1 configuration and transaction data continues to be available through the Service Catalog 7.1 applications. No Service Catalog 7.1 data will be deleted from the database.
 - Service Catalog 7.1 and 7.2 implementations differ in significant ways. Objects, including Material Request (MR), Purchase Request (PR), and Purchase Order (PO) are replaced by a Service Request (SR) based model.
 - Service Catalog 7.1 applications are used to process all the transactions that were initiated using Service Catalog 7.1 applications.

Road map

This road map provides the steps to upgrade Service Request Manager 7.1 to 7.2.0.1.

You will perform the following tasks:

- “Prerequisites and pre-upgrade tasks” on page 11

- “Installing base services” on page 12
- “Installing 7.2” on page 12
- “Installing Fix Pack 1” on page 15
- “Optional tasks for Service Catalog” on page 15, as needed:
 - “Renaming Service Catalog 7.1 applications” on page 16
 - “Processing database extensions” on page 16
 - “Migrate Service Catalog data” on page 18
 - “Post migration tasks” on page 25
 - “Modifying custom dialogs” on page 26
 - “Enabling reports” on page 36
 - “Enabling access to Service Catalog 7.2 applications” on page 30
 - “Other optional tasks to perform” on page 31
 - “Making 7.1 applications read-only” on page 31
 - “Removing access to 7.1 applications” on page 33
- “Optional tasks for Service Desk” on page 35, as needed:
 - “Migrating Survey data” on page 35
-

Upgrading 7.1 to 7.2.0.1

The following topics will guide you through upgrading Service Request Manager 7.1 to 7.2.0.1.

Required tasks

These are the required tasks you must complete for any upgrade scenario.

Prerequisites and pre-upgrade tasks

If you are running Service Request Manager 7.1, you must meet the following prerequisites and perform these pre-upgrade tasks before you can install to 7.2:

1. Ensure that the middleware servers (for example, database and LDAP) are running.
2. Stop the application server (also referred to as the "Maximo server" or "MXServer"):
 - If you are installing on IBM WebSphere Application Server, ensure that the MXServer application server is stopped.
 - If you are installing on an Oracle WebLogic server, shut down the server.
3. Back up your environment, by completing the following steps:
 - a. Back up your database (the Maximo database).
 - b. Back up your Service Request Manager Administrative Workstation environment.
 - c. Back up the Deployment Engine (DE) database by completing the following steps:
 - 1) Set up the environment by running the following command:
c:\Program Files\IBM\Common\acsi\setenv.cmd
 - 2) Backup the Deployment Engine registry by running the following command:
c:\Program Files\IBM\Common\acsi\bin\backupdb.cmd <backup file name>
For more information, see the following technote: <http://www.ibm.com/support/docview.wss?uid=swg21395223>.
 - d. Back up your reports directory by completing the following steps:
 - 1) Navigate to the location of your existing reports directory:
<base_services_install_dir>\reports\birt\reports
 - 2) Copy and paste the reports directory, then rename it for future reference.
For example, rename it to: <base_services_install_dir>\reports\birt\reports_source_backup
4. Perform reports preparation:

To ensure reports run correctly after upgrading from 7.1 to 7.2.0.1, run the following SQL command on your database:

```
update autokey set seed=(select max(reportnum) from report)+1 where autokeyname='REPORTNUM';
```
5. Ensure you meet the following prerequisites:
 - Service Request Manager 7.1 Fix Pack 3 (7.1.0.3), or later
If you are not at Service Request Manager 7.1.0.3, or later, you must install Fix Pack 3, or later, before proceeding with the upgrade. For your convenience, you can download and install one of the following Service Request Manager fix packs from the following Web sites:
 - Fix Pack 3:
<http://www.ibm.com/support/docview.wss?uid=swg24021715>
 - Fix Pack 4:

<http://www.ibm.com/support/docview.wss?uid=swg24023883>

After completing this task, proceed to “Installing base services.”

Installing base services

You will install base services to ensure it is at the required level before you install Service Request Manager 7.2.

Before you begin

Make sure you have completed “Prerequisites and pre-upgrade tasks” on page 11 before you begin this task.

About this task

Important: Make sure you are using the latest version of Service Request Manager 7.2, refreshed in 2010, available from the IBM Passport Advantage site. This includes base services.

To install base services, complete the following steps:

1. Start the Service Request Manager launchpad by running **launchpad.exe**. For more information, refer to the "Starting the launchpad" topic in the "Installing" section of the IBM Tivoli Service Request Manager 7.2 information center or the IBM Tivoli Service Request Manager 7.2 *Planning and Installation Guide* PDF, for assistance.
2. Click **Install the product** in the left pane.
3. From the Service Request Manager Installation panel, click **base services**.

Note: During the installation and after the Package Summary screen, if the Maximo upgrade notice screen presents the messages:

```
-> IBM Tivoli MBS Hotfix for 7115           Will deploy to target version.  
-> IBM Tivoli Common Process Components   Will update to target version.
```

you can disregard these messages, since this installation includes an upgrade to base services 7.1.1.6, therefore, the base services Hotfix for 7.1.1.5 is no longer required. You can click **Next** and continue.

4. Complete the installation.

This upgrades base services to 7.1.1.5, unless you were already at 7.1.1.6 because you have another IBM product installed that has already upgraded base services to 7.1.1.6.

For complete information on installing base services, see the Installing section of the IBM Tivoli Service Request Manager 7.2 information center or the IBM Tivoli Service Request Manager 7.2 *Planning and Installation Guide* PDF.

What to do next

After completing this task, proceed to “Installing 7.2.”

Installing 7.2

After ensuring the Service Request Manager 7.1 prerequisites are met, you will now install Service Request Manager 7.2.

Before you begin

Make sure you have completed “Installing base services” on page 12 before you begin this task.

About this task

When you install Service Request Manager 7.2, you can install Service Catalog, and other features you are entitled to, even if you do not have them installed in your current Service Request Manager 7.1 deployment.

Service Request Manager allows the *coexistence* of Service Catalog 7.1 and Service Catalog 7.2 applications. When installing Service Request Manager 7.2 in a preexisting 7.1 deployment, the initial installation process will replace existing 7.1 applications with their 7.2 counterparts, except for Service Catalog applications. The Service Catalog 7.1 applications will remain. To get Service Catalog 7.2 installed, you must run the Service Request Manager installer again after the initial upgrade installation has completed and select the appropriate Service Catalog 7.2 components (such as, Service Catalog, Service Catalog Users, Service Catalog Sample Data, and Service Catalog Language Pack).

When you install Service Request Manager 7.2 on top of an existing 7.1 deployment, the installation program will not allow you to select any additional features or components to be installed, for example, the Add Features panel will not be displayed. However, once the install is complete, you can run the installation program again to install additional features, like Service Catalog. You will see this in the following steps.

Important: Make sure you are using the latest version of Service Request Manager 7.2, refreshed in 2010, available from the IBM Passport Advantage site.

To install Service Request Manager 7.2 in your 7.1.0.x deployment, complete the following steps:

1. Run the Service Request Manager installer to install Service Request Manager 7.2:
 - a. Start the Service Request Manager launchpad by running **launchpad.exe**. Refer to the "Starting the launchpad" topic in the "Installing" section of the IBM Tivoli Service Request Manager 7.2 information center or the IBM Tivoli Service Request Manager 7.2 *Planning and Installation Guide* PDF, for assistance.
 - b. Click **Install the product** in the left pane.
 - c. From the Service Request Manager Installation panel, click **IBM Tivoli Service Request Manager 7.2**.
 - d. Complete the installation, after reading the following notes.

Notes:

- 1) While installing IBM Tivoli Service Request Manager 7.2 on top of 7.1, it is normal to see two (2) Service Catalog entries on the System Information screen, one for 7.1.0.x and one for 7.2. For example:

SRM Service Catalog 7.1.0.4 Build 20090716D DB Build V7104-10
SRM Service Catalog Content 7.2.0.1 Build 20100225D DB Build V7201-06

(If you are installing a new installation for IBM Tivoli Service Request Manager 7.2 (without a previous installation of 7.1) there is only one entry in the System Information screen for Service Catalog 7.2.)

- 2) Choose **Defer Maximo Application Redeployment**, if installing IBM Tivoli Service Request Manager 7.2 on top of 7.1.0.4. (This is required with 7.1.0.4 to avoid an application deployment issue that is addressed in a later version of the installer.) You can also choose **Defer Maximo Application Redeployment** for any installation to improve overall installation performance.
- 3) For complete installation information, refer to the Installing section of the IBM Tivoli Service Request Manager 7.2 information center or the IBM Tivoli Service Request Manager 7.2 *Planning and Installation Guide* PDF, if needed.

Optionally, you can install using the command line interface (CLI), instead of using the launchpad. To install Service Request Manager 7.2 using the CLI, run the following command:

```
c:\ibm\smp\bin\solutioninstaller.bat -action upgrade
-pkgpath <SRM_72_Image>/Install/SRM/Install/ServiceRequestManager72.zip
-wasuser <was user> -waspwd <was pwd> -dbuser <maximo> -dbpwd <db password>
-wasrxauser <root or Administrator> -wasrxapwd <root or admin password>
```

As a result of either installation method, note the following:

- This upgrades base services to 7.1.1.5 and installs Service Request Manager 7.2.
 - If you, for example, are running with Service Desk and Service Desk Best Practices Content, then after installing 7.2, these components are upgraded to the 7.2 level.
2. If you want to install Service Catalog, then from the Service Request Manager launchpad:
 - a. Click **Install the product** in the left pane.
 - b. From the Service Request Manager Installation panel, click **IBM Tivoli Service Request Manager 7.2**.
 - c. Continue with the installation.
 - d. From the Add Features panel, select the select Service Catalog related features you want to install.
 - e. Complete the installation.

Optionally, you can install Service Catalog using the CLI by running the following command:

```
c:\ibm\smp\bin\solutioninstaller.bat -action install
-pkgpath <SRM_72_Image>\Install\SRM\Install\ServiceRequestManager72.zip
-addfeatlist "ServiceCatalog72Feature"
-wasuser <was user> -waspwd <was pwd> -dbuser <maximo> -dbpwd <db password>
-wasrxauser <root or Administrator> -wasrxapwd <root or admin password>
```

Note: You can optionally run the installation program again, launchpad or CLI, at later times to install other Service Request Manager components, as needed, such as Service Catalog Sample Content.

For complete information on installing Service Request Manager, see the Installing section of the IBM Tivoli Service Request Manager 7.2 information center or the IBM Tivoli Service Request Manager 7.2 *Planning and Installation Guide* PDF.

What to do next

After completing this task, proceed to “Installing Fix Pack 1.”

Installing Fix Pack 1

After installing Service Request Manager 7.2, you will now install Service Request Manager 7.2 Fix Pack 1.

Before you begin

Make sure you have completed “Installing 7.2” on page 12 before you begin this task.

About this task

Installing Fix Pack 1 will upgrade base services to 7.1.1.6, applies Service Request Manager 7.2 fixes, and installs scripts for migrating your Service Request Manager 7.1 data.

Note: The installation of Service Request Manager 7.2 Fix Pack 1 must be performed by the user root or Administrator. Also note that the *same userid* that was used to install Service Request Manager 7.2 must be used to install Service Request Manager 7.2.0.1.

To install Service Request Manager Fix Pack 1 (7.2.0.1), complete the following steps:

1. Complete any pre-installation tasks as specified in the Service Request Manager Fix Pack 1 Readme file, 7.2.0.1-TIV-SRM-FP0001.README.
2. Download and unzip the 7.2.0.1-TIV-SRM-FP0001.zip file into a temporary directory on the Administrative Workstation.
3. Navigate to the temporary directory and run **install.exe**, for Windows 32-bit machines, or **install_win64.exe**, for Windows 64-bit machines.
4. Complete the installation by following the instructions in the Readme.

Note: During the installation and after the Package Summary screen, if the **Maximo upgrade notice** screen presents the message:

```
X   IBM Tivoli MBS Hotfix for 7115   The version does not support the level  
                                     of Maximo base services.
```

you can disregard this message, since the installation of this fix pack includes an upgrade to base services 7.1.1.6, therefore, the base services Hotfix for 7.1.1.5 is no longer required. You can click the **I have reviewed the list and want to continue the installation. . . .** check box at the bottom, click **Next**, and continue.

What to do next

After completing this task, proceed to “Optional tasks for Service Catalog.”

Optional tasks for Service Catalog

These are the tasks you might need to complete depending upon if you have Service Catalog 7.1 installed, and, if you have customized certain data or want to migrate certain data to your 7.2 deployment.

You can skip this section if you did not have Service Catalog installed in your Service Request Manager 7.1 deployment or if you did not use any of the Service Catalog 7.1 functions.

Renaming Service Catalog 7.1 applications

You might need to rename Service Catalog 7.1 applications so you can distinguish them from the Service Catalog 7.2 applications.

About this task

You can skip this task if you are running Service Request Manager with English as the base language and have no other languages enabled (Service Catalog 7.1 applications are already named with a "(7.1)" suffix).

If you were using Service Catalog in your Service Request Manager 7.1.0.x environment and have upgraded to 7.2.0.1 with Service Catalog, then both the 7.1 and 7.2 Service Catalog applications will *co-exist*.

Further, if you are running Service Request Manager with a non-English base language or with multiple languages enabled, then you need to rename your Service Catalog 7.1 applications so you can distinguish them from the Service Catalog 7.2 applications. Environments with English as the base language and no other languages enabled have automatically renamed these applications and you do not need to perform this task. For an example of how an application is renamed, the "Offerings" application becomes "Offerings (7.1)".

To rename Service Catalog 7.1 applications, with a non-English base language or with multiple languages enabled, complete the following steps:

1. Run the renaming script in *verify* mode, located in the `<install_directory>\tools\maximo\pmcsc` directory. At a command prompt, type:

```
PMSCUpdate71Apps.bat -v
```

This will record a summary of the results in the `PMSCUpdate71Apps<timestamp>.txt`, located in the `<install_directory>\tools\maximo\pmcsc\log` directory, without committing the changes to the database. You can verify the log contents before you make the database changes (in the next step).

2. Run the renaming script in *execute* mode. At the command prompt, type:

```
PMSCUpdate71Apps.bat -e
```

This will perform the updates listed in the log files generated during the previous step, and generate the same log files.

Processing database extensions

Specify the extensions for any database customizations you want to make to your 7.2 database.

About this task

You can skip this task if you did not customize your 7.1 database (that is, create any database extensions).

The migration tool works with the **configdb** utility to migrate user defined attributes from 7.1 to 7.2. The process consists of:

- Specifying extension attributes to be migrated

- Processing the extensions to the Service Catalog tables using the **PMSCContent71To72** script
- Committing the extensions in the 7.2 database using the **configdb** utility
- Migrating the data by rerunning the **PMSCContent71To72** script (in the following task)

If you customized your 7.1 database, such as adding or customizing columns or customizing attributes, you must customize your 7.2 database with these changes before you migrate your data to the database.

Specifically, if you have extended any of the Service Catalog PMSC tables in 7.1 (PMSCCATDATAEXT, PMSCSRVDEFEXT, or PMSCSRVOFFEXT) and added attributes using the Maximo DB Configuration application, these changes need to be brought forward to the PMSCCATALOGEXT and PMSCOFFERINGEXT tables.

Road map:

In this task, to process your custom Service Catalog 7.1 database extensions, you will perform the following:

1. Back up your environment - see steps 1 and 2
2. Specify the extensions to be brought forward to 7.2 - see step 3.
3. Update the Service Catalog PMSC tables with the extensions - see steps 4 on page 18 and 5 on page 18.
4. Update the database with the extensions - see steps 6 on page 18 and 7 on page 18.

To process your custom Service Catalog 7.1 database extensions to the 7.2 database, complete the following steps:

1. Make sure you have backed up your database.
2. Make a back up copy of the following files, located in the `<install_directory>\tools\maximo\pmsc` directory. These will be edited in the following steps.
 - `PMSCContent71to72.properties`
3. Edit the `PMSCContent71to72.properties` file.

This is a self-documented file. Update the "Database Extensions" section of this file and list the extended attributes to be migrated using the attribute mappings as shown in the following example.

Important:

- a. For user defined attributes, the attribute name must remain the same between the 7.1 and 7.2 tables.
- b. List only the attributes you want to bring forward to 7.2.0.1.

```
// *****
// Database Extensions:
// You may have made extensions to the PMSCCATDATAEXT, PMSCSRVOFFEXT or PMSCSRVDEFEXT
// tables in 7.1 (i.e., added attributes or columns) using the Maximo Database
// Configuration Application. If you wish to create those extensions in the
// corresponding PMSC* tables in 7.2, list them below.
// NOTE: List only those that need to be migrated. Acceptable formats are:
// 1) DESTINATION_TABLENAME.COLUMNNAME=SOURCE_TABLENAME.COLUMNNAME
// 2) DESTINATION_TABLENAME.COLUMNNAME=<Value>
//
// List all extensions to the PMSCCATALOGEXT table below by copying the following
// line and removing the "/" at the beginning of the line for each attribute.
// DEST.ATTR.MAPPING.PMSCCATALOGEXT.<COLUMNNAME>=PMSCCATDATAEXT.<COLUMNNAME>
DEST.ATTR.MAPPING.PMSCCATALOGEXT.PMSCCATDAT_USREXT_CLOB=PMSCCATDATAEXT.PMSCCATDAT_USREXT_CLOB

// List all extensions to the PMSCOFFERINGEXT table below by copying the following line
// and removing the "/" at the beginning of the line for each attribute.
// DEST.ATTR.MAPPING.PMSCOFFERINGEXT.<COLUMNNAME>=PMSCSRVOFFEXT.<COLUMNNAME>
```

```
// DEST.ATTR.MAPPING.PMSCOFFERINGEXT.<COLUMNNAME>=PMSCSRVDEFEXT.<COLUMNNAME>
DEST.ATTR.MAPPING.PMSCOFFERINGEXT.PMSCSRVDEFEXT_USREXT_DATE=PMSCSRVDEFEXT.PMSCSRVDEFEXT_USREXT_DATE
DEST.ATTR.MAPPING.PMSCOFFERINGEXT.PMSCSRVDEFEXT_USRDEF_DATE=PMSCSRVDEFEXT.PMSCSRVDEFEXT_USRDEF_DATE
DEST.ATTR.MAPPING.PMSCOFFERINGEXT.PMSCSRVDEFEXT_USRDEF_YORN=PMSCSRVDEFEXT.PMSCSRVDEFEXT_USRDEF_YORN.
```

4. Run the **PMSCContent71To72.bat** script in *verify* mode, **-v**.

This will record the results in the log file `PMSCContentMigration.log`, located in the `<install_directory>\tools\maximo\pmsc\log` directory, without committing the extension changes to the database. You can verify the log contents before you make the database changes. At the command prompt, type:

```
PMSCContent71to72.bat -v
```

For complete usage information, see “`PMSCContent71To72.bat`” on page 67.

5. Run the **PMSCContent71To72.bat** script in *execute* mode, **-e**.

This will process the extension changes in the Service Catalog PMSC tables, as specified in the `PMSCContent71to72.properties` file.

The script automatically identifies which attributes are user extensions and creates the corresponding attributes as per the provided attribute mappings. Only those attributes listed in the properties file are migrated. As part of migrating the extensions, the script does the following to simulate the behavior of the DB Configuration Management application. For each extension attribute that is to be migrated, it:

- Adds a row to the `MAXATTRIBUTECFG` table specifying the attribute for the 7.2 table and marks the status as “pending”.
- Updates the `MAXOBJECTCFG` table for the 7.2 table and marks the status as “pending”. Also, this is done for all views that build on the 7.2 table.
- For each view that builds on the 7.2 table, it adds a row to the `MAXVIEWCOLUMNCFG` table and marks the status as “pending”.

When the script completes, it prints a message saying that **ConfigDB** has to be run, and then the **PMSCContent71To72.bat** script must be rerun.

At the command prompt, type:

```
PMSCContent71to72.bat -e
```

6. Stop the `MXServer`.
7. Run the **configdb** database utility. This will commit the database extensions made in the previous steps to the database (for example, adding columns).
For further information about this utility, refer to the “Upgrading the database” section of the *IBM Maximo Upgrade Guide*. A copy can be found in the Reference section of the Service Request Manager information center.

What to do next

After completing this task, proceed to “Migrate Service Catalog data.”

Migrate Service Catalog data

After you have completed the previous steps to upgrade the software to Service Request Manager 7.2.0.1, and if you had Service Catalog installed in your previous Service Request Manager 7.1 deployment, then you will need to migrate certain Service Catalog 7.1 configuration data to 7.2 before using your 7.2.0.1 deployment.

Certain Service Catalog 7.1 *configuration* data can be migrated, using the “Migrating the data” on page 19 procedure (in the following topics). For more information, see “Data that is migrated” on page 20.

Service Catalog 7.1 *transaction* data is not migrated. For more information, see “Data that is not migrated” on page 21.

Migrating the data:

About this task

When you migrate Service Catalog data, the default behavior is to migrate all offerings and catalogs. To migrate selected offerings and catalogs (for example, all the offerings and catalogs you created in 7.1), you will have to edit a properties file to specify the particular offerings and catalogs that you want to migrate.

Note: Sample Data

When you install Service Request Manager 7.2, it can install the 7.2 Sample Data. When you migrate Service Catalog 7.1, in the following steps, it will, by default, also migrate the 7.1 Sample Data. You might end up with both sets of Sample Data.

If you do not want the 7.1 Sample Data, you have to modify the migration properties file to specify the particular offerings and catalogs that you want to migrate, so that you do not get the 7.1 Sample Data.

To migrate the Service Catalog 7.1 configuration, complete the following steps:

1. Make sure you have backed up your database.
2. Make a back up copy of the `PMSCContent71to72.properties` file, located in the `<install_directory>\tools\maximo\pmc` directory. This will be edited in the following steps.
3. Edit the `PMSCContent71to72.properties` file. This is a self-documented file. You can edit the following options:

ITEMNUMSUUFFIX

The qualifying suffix to be appended to the migrated ITEMNUMs.
Default suffix = `_72`. For example:

```
ITEMNUMSUUFFIX=_72
```

OFFERINGS.TO.MIGRATE.TO.72

Use this tag to specify one or more specific offerings to be migrated. If more than one value is being specified, separate them with a comma (,) and no spaces. If this property is not specified, all offerings will be migrated. If the property is specified, but there are no values specified, an error message will be displayed.

For example, to migrate offering `PMSC_0003A`, specify:

```
OFFERINGS.TO.MIGRATE.TO.72=PMSC_0003A
```

CATALOGS.TO.MIGRATE.TO.72

Use this tag to specify one or more specific catalogs to be migrated. If more than one value is being specified, separate them with a comma (,) and no spaces. If this property is not specified, all catalogs will be migrated. If the property is specified, but there are no values specified, an error message will be displayed.

For example, to migrate catalog `CATALOG1`, specify:

```
CATALOGS.TO.MIGRATE.TO.72=CATALOG1
```

PRESERVE_STATUS

Preserves the status if set to "YES". If anything else, the status is set to "PENDING" after the migration. By default, the status is set to "PENDING". For example:

```
PRESERVE_STATUS="NO"
```

For a sample `PMSCContent71to72.properties` file, see “`PMSCContent71To72.properties`” on page 68.

4. Run the migration script in *verify* mode, `-v`.

This will record the results in the `PMSCContentMigration<yyyymmddhhmmss>.log` file (located in the `<install_directory>\tools\maximo\pmisc\log` directory) without committing the changes to the database. You can verify the log contents before you make the database changes. At the command prompt, type:

```
PMSCContent71to72.bat -v
```

5. Run the migration script in *execute* mode. This will migrate the data as specified in the `PMSCContent71to72.properties` file, update the database, and then record the results in the `PMSCContentMigration<yyyymmddhhmmss>.log` file (located in the `<install_directory>\tools\maximo\pmisc` directory). At the command prompt, type:

```
PMSCContent71to72.bat -e
```

For complete usage information, see “`PMSCContent71To72.bat`” on page 67.

Note: When you install Service Request Manager 7.2.0.1, it will install the new Service Catalog 7.2 applications and the current Service Catalog 7.1 applications will remain on the machine. Both Service Catalog 7.1 and 7.1 2 applications will *co-exist* together and you can run either applications. You can then migrate your configuration data to 7.2 at your own speed. When you are complete you can phase out the usage of the 7.1 applications by limiting the access or removing the application completely (see the next step).

6. Start the MXServer.

What to do next

Once you have started the MXServer, you can proceed with verifying the migration.

Migration results and manual migration:

After a successful Service Catalog data migration, you can expect the following results.

Data that is migrated:

The following Service Catalog 7.1 configuration data will be migrated to 7.2 with the migration scripts that are provided with Service Request Manager. These may or may not require some manual updates based on your customizations and preferences:

- Catalogs and Offerings data
 - Catalogs
 - Offerings
- Service Fulfillment
 - Service Fulfillments

Note: Manual migration work could be required when:

- Fulfillment type = “Action Service”, and Action Type = “Launch In Context” where you have added the LIC and it refers to MR/PR or PO objects.
- Fulfillment type = “Action Service”, and Action Type = “Workflow” where the workflow invokes MR.

- Fulfillment type = “Supply Chain Service” and a Service Order Approval workflow configured must be migrated to a Fulfillment Manager Approval workflow.
- Fulfillment Options

Note:

- Manual migration will be required when you want to use Response plans in 7.2. By default, ticket templates will be added by the migration code.
- Extensions to the relevant DB tables done using the Maximo Database Configuration application

Classification usewith data:

All classifications referenced by Service Catalog 7.1 Offerings and Service Fulfillments that are migrated to Service Catalog 7.2 require additional usewith records. The classification usewith records are created automatically when the offerings are migrated. The usewith objects that are added include: PMSCCATALOG, PMSCCATALOGOFFMAP, PMSCOFFERING, SR, JOBPLAN and WOACTIVITY.

Note: If the classification on the 7.1 offering is part of a hierarchy (that is, it has a parent classification), only the child classification will be enhanced with the 7.2 classusewith objects. Any parent classifications must be manually updated with the 7.2 classusewith objects. If not done, these classifications will not be available for selection when creating new 7.2 Catalogs and Offerings.

Data that is not migrated:

Transaction data: Service Catalog 7.1 *transaction* data is not migrated to 7.2. Historical transaction data can, however, be accessed using the Service Catalog 7.1 applications that co-exist with Service Catalog 7.2.

Transaction data contained in the following objects can be viewed using 7.2 applications:

- WO (Work Order) - Transaction data is contained within Work Orders, which is available in 7.2)
- SR (Service Request)
- PMCOMSR (Process Manager Common Service Request), referred to as Process Manager Request in 7.1 documentation

Transaction data contained in the following objects can be viewed using only the 7.1 applications:

- MR (Material Request)
- PR (Purchase Request)
- PO (Purchase Orders)

Configuration data: The following Service Catalog 7.1 *configuration* data will not be migrated to 7.2:

- Custom dialogs for Offerings that you developed.
- Configuration for objects that are going away, such as Catalog Requests (MR\MRLINE), Catalog Purchase Requests (PR\PRLINE), and Catalog Orders (PO\POLINE).
- Workflows

- Start Centers

Note: The following cannot be migrated:

- Changes to the database objects (such as tables, columns, and indexes) that are implemented without using the Maximo Database Configuration application.
- New database customizations in the form of custom-created database objects, such as custom tables, stored procedures, triggers, views, and synonyms.
- Code customizations – extensions to existing classes, new Java code, JavaScripts, applets, and HTML.
- Upgrading from one database platform to a different one.

7.1 Catalogs to 7.2 Catalogs:

Migrated data: The following data is migrated:

Table 2. Migrated 7.1 Catalogs to 7.2 Catalogs data

From 7.1	To 7.2
PMSCCATDATAEXT	PMSCCATALOGEXT
PMSCCATDATA (view)	PMSCCATALOG (view)

7.1 Offerings to 7.2 Offerings:

Migrated data: The following data is migrated:

Table 3. Migrated 7.1 Offerings to 7.2 Offerings data

From 7.1	To 7.2
PMSCSRVOFFEXT	PMSCOFFERINGEXT
PMSCATTRMAP	PMSCOFFDIALOG
PMSCCATOFFMAP PMSCCATDATAEXT ITEM	PMSCCATALOGOFFMAP
PMSCSRVOFF	PMSCOFFERING (view)

Manual migrations needed: Manual migration work will be required when:

- PR Approval Workflow is configured: This workflow can be used as the basis for developing a Service Catalog 7.2 Fulfillment Manager Approval workflow specified on the Offering application. The Service Catalog 7.1 workflow applies to the PMSCPR object. The Service Catalog 7.2 workflow will be applied to the SR object.

To manually migrate this workflow to 7.2, complete the following:

1. GoTo Workflow Designer
2. Select workflow that you would like to migrate
3. Select Action: Duplicate Process
4. Set OBJECT=SR
5. Modify workflow logic as required
6. Save
7. Goto Offerings
8. Select offering

9. Specify Fulfillment Manager Approval workflow
10. Save

7.1 Fulfillment Options to 7.2 Ticket Templates:

Migrated 7.1 Fulfillment Options to 7.2 Ticket Templates data: The Fulfillment Options application does not exist in Service Catalog 7.2. The function provided by the Fulfillment Options application is included in the Offering and Ticket Template applications.

Fulfillment processing is driven by workflows. The workflows include logic to automatically apply ticket templates depending on the offering configuration.

The following data is migrated:

Table 4. Migrated data

From 7.1	To 7.2
PMSCCAPV	TKTEMPLATE

The data migration scripts create new ticket templates using the data in Fulfillment Options for the following cases:

- Modality = “internalwo” (Internal Work Order with Job Plan). Further, a ticket template activity object (tktemplactivity) will be created containing the same job plan in the Fulfillment Option.
- Modality = “woonly” (Work Order Only)
- Modality = “srvrqs” (Service Request) – this is the default behavior in 7.2.
- There could be multiple fulfillment options for a 7.1 Service Fulfillment. In such cases, one fulfillment option is converted to a ticket template:
 - The Fulfillment Options with “isdefault” flag checked will be picked.
 - If “isdefault” is checked for multiple Fulfillment Options, one with the least promised delivery time is picked that is not default.
 - If multiple Fulfillment Options exist with the same promised delivery time, the one with the least cost is picked.

No Fulfillment Option migration will be done for the following cases:

- Modality = “poonly” (Catalog Order only) – Replaced by Service Request. The SC 7.1 Catalog Order is equivalent to the SC 7.2 Service Request. In SC 7.1, when this modality was specified, a CO was created. When the CO was approved, there was no additional processing. In 7.2, a Service Request is created by default.
- Modality = “prmgr” (Process Manager) – 7.2 does not support this modality.

Another option for fulfillment processing in Service Catalog 7.2 is the use of Response Plans in Service Catalog 7.2:

- Response plans introduced newly in Service Catalog 7.2.
- Manual configuration work may be required if customers want to take advantage of Response plans in 7.2.

For details, see "Response Plans" in the Service Request Manager information center, under Administering Service Catalog -> Service Requests -> Service Request approval and fulfillment -> Response plan workflow -> Response Plans.

Validation of existing ticket templates: During migration, all Fulfillment Options related to the Offerings listed in the **Offerings.To.Migrate** list in the `PMSCContent71to72.properties` file, are validated. When the migration of Fulfillment Options to Ticket Templates occurs, there is no appending of any suffix on the Fulfillment Options name. Therefore, the 7.1 Fulfillment Options name becomes the Ticket Template name.

To prevent database collisions, prior to migration the migration script checks to make sure no Ticket Templates already exist with the name of the Fulfillment Options to be migrated. If existing Ticket Templates with the same name are found, migration of the corresponding Fulfillment Options is skipped. Once a Fulfillment Option migration is skipped, those Fulfillment Options will not be considered for assignment to the 7.1 Offerings that were migrated.

7.1 Service Fulfillment to 7.2 Offerings:

Migrated data: The following data is migrated:

Table 5. Migrated 7.1 Service Fulfillment to 7.2 Offerings data

From 7.1	To 7.2
PMSCSRVDEFEXT	PMSCOFFERINGEXT

Manual migrations needed: The Service Fulfillment application is integrated into the Offerings application for 7.2. Relevant attributes from Service Fulfillment definitions are copied into the corresponding attributes in 7.2 Offerings.

Manual migration work might be required when:

- Fulfillment type = “Supply Chain Service” and a Service Order Approval workflow is configured. This must be migrated to a Fulfillment Manager Approval workflow.
In Service Catalog 7.1, a Service Order Approval workflow can be created for the PMSCSO object and used when a Catalog Order is created. In Service Catalog 7.2, a Fulfillment Manager Approval workflow can be created for the Service Request (SR) object and used during fulfillment approval processing. Since the object types differ, the Service Catalog 7.1 workflow will need to be modified to work with the Service Catalog 7.2 Service Request object.
- Fulfillment type = “Action Service”, and Action Type = “Launch In Context”, where the LIC is added by customer and refers to MR/PR or PO objects.
The Service Catalog 7.2 implementation no longer uses MR, PO and PO objects. Any Service Catalog 7.1 launch in context entries configured to work with those objects should be modified to reference the SR object.
- Fulfillment type = “Action Service”, and Action Type = “Workflow” where the workflow invokes MR.
In Service Catalog 7.1, this fulfillment type invokes a workflow created for the MR object. In Service Catalog 7.2, an Offering can be configured to invoke a workflow created for the SR object. Since the object types differ, the Service Catalog 7.1 workflow will need to be modified to work with the Service Catalog 7.2 SR object.

Verifying the data migration:

After you have completed the data migration, you can go through the Service Catalog applications and verify that the entire content was migrated as expected.

About this task

To verify the migration, complete the following steps using two (2) browsers, one opened with Service Catalog 7.1 applications and the other one opened with Service Catalog 7.2 application, and compare the contents:

1. Open Offering application:
 - Verify that these attributes are properly migrated: Name, Description, Long Description, Item Set, Offering Type, Service Group, Service, List Sales Price, Classification, Classification description, Attachments, Status, Image, Catalog, and the specifications (attributes).
 - Verify that Action Service offerings are migrated as Actions offerings. Verify that it is properly set as Workflow or LIC.
 - Verify that Description Service offerings are migrated as Description offerings.
 - Verify that Supply Chain Service are migrated as Service Request offerings.
 - Verify that Ticket Template is migrated and filled properly.
2. Open Catalog application:
 - Verify that these attributes are properly migrated: Name, Description, Long Description, Item Set, Status.
 - Verify that the respective offerings are properly set under each catalog.
3. Run an end-to-end in order to verify that the Offering ordering is working properly.
 - Login as PMSCSRUUSR.
 - Click **Go To** → **Service Request Manager Catalog** → **Offering Catalog** (make sure you have selected the 7.2 application).
 - Verify that you can see all the migrated catalogs and the pre-existent ones.
 - Select any offering that has been migrated.
 - Verify the presentation dialog is properly displayed.
 - Verify that you are able to type into the fields, and that the drop downs and buttons are working properly.
 - Add the Offering to the cart.
 - Submit the Cart.
 - Verify that a Catalog Request and a Service Request are created.
 - Login as PMSCSRUMUSR.
 - From Inbox/Assignments portlet click **Route**.
 - Click **Accept the Service Request**.
 - Login as PMSCOAUSR.
 - From Inbox/Assignments portlet click **Route**.
 - Click **Accept the Service Request**.
 - Go to Work Order Tracking and verify that a work order is created for this SR (this is applied for Offering that has Ticket Template with Job Plans only).
 - Select the Work Order and approve it, set it to Pending -> Completed -> Closed.
 - Verify that Work Order is properly closed, and Service Request and Catalog Request get automatically closed.

Post migration tasks

After you have completed the Service Catalog data migration, there are additional tasks that might be needed for your environment.

Modifying custom dialogs:

Service Catalog 7.1 custom dialogs that you have created will need to be modified to work in the 7.2 environment.

This section identifies the key changes that need to be made to the XML elements and attributes for each custom dialog.

The following rules can be used as a guide for modifying your custom dialogs:

1. Modify the `id` attribute value for each element in the dialog. These values should all be unique.
2. Modify the following dialog element attributes:

```
beanclass="com.ibm.ism.pmsc.webclient.beans.shoppingcr.PmScInputSpecBean"  
relationship=PMSCCRSPEC
```

3. Add the following attributes to the dialog element:

```
headercss="pmscoffcat_dialog_header"  
labelcss="pmscoffcat_dialog_header"
```

4. Add the following attributes to the section element:

```
textcss="pmscoffcat_text_node"
```

5. Modify the following `datasrc` element attributes:

```
relationship="PMSCOFFERING" or  
relationship="SR"
```

6. Modify the following `multiparttextbox` element attributes:

```
datasrc
```

7. Add the following attributes to the `multiparttextbox` element:

```
textcss="pmscoffcat_text_node"
```

8. Modify the following `multilinetextbox` element attributes:

```
datasrc
```

9. Add the following attributes to the `multilinetextbox` element:

```
textcss="pmscoffcat_textarea_node"
```

10. Remove references to `PMSMRLINE.REQUIREDDATE` attribute
11. Add section to display `SR.PMSCAFFECTEDPERSON` and `SR.PMSCQUANTITY`
12. Add section to display the following new buttons:
 - Delete from Favorites
 - Order Now!
13. Remove all elements that contain the attribute `dataattribute` where the specified value is no longer valid.
14. Modify the values for each `dataattribute` attribute that has been changed.
15. Modify each `dataattribute` name that has been changed.

Sample dialog modification details:

This section will show how the custom dialog modification guidelines identified in the previous section are used to modify a sample Service Catalog dialog.

The sample dialog used by the "Office Move" offering will be used to highlight the XML changes that were made in the 7.2 release. This sample can be used as guide for making changes to your custom dialogs. The dialog XML for each release is shown below.

Service Catalog 7.1 - dialog="OfficeMoveDialog"

```
<dialog beanclass="com.ibm.ism.pmsc.webclient.beans.shopping.PmScInputSpecBean"
  id="OfficeMoveDialog" label="Office Move Request" relationship="PMSCMRSPEC">
  <section id="om_dial_sec1">
    <sectionrow id="om_first_secrow">
      <datasrc id="om_offering_info" relationship="PMSCSRV"/>
      <sectioncol id="om_details_col1">
        <section id="om_main_grid2">
          <sectionrow id="om_main_grid1_row1">
            <sectioncol id="om_main_seccol1">
              <section id="om_main_new_section22">
                <recordimage datasrc="om_offering_info" id="om_image" thumbnail="true"/>
              </section>
            </sectioncol>
            <sectioncol id="om_main_scl12">
              <section id="om_main_newsec121">
                <multiparttextbox dataattribute="itemnum" datasrc="om_offering_info" descdataattribute="description" descinputmode="readonly"
                  id="om_main_grid1_11" inputmode="READONLY" label="Offering" longdesc="false"/>
                <multilinetextbox columns="33" dataattribute="PMSCSRVDEF.DESCRPTION_LONGDESCRIPTION" datasrc="om_offering_info"
                  id="om_offering_long_desc" inputmode="READONLY" label="Description" rows="8"/>
                <multiparttextbox dataattribute="price" datasrc="om_offering_info" descdataattribute="currencycode" descinputmode="readonly"
                  id="om_main_grid2_11" inputmode="readonly" label="Price"/>
              </section>
            </sectioncol>
            <sectioncol id="om_main_dl_scl">
              <section datasrc="om_offering_info" id="om_main_doclinksec1">
                <hyperlink align="right" id="om_doclinks" image="menu_icon_viewattachments.gif" imagealign="right" label="Offering Documents"
                  mxevent="pmscsh_viewattachments" sigoption="SHOWATTACH"/>
              </section>
            </sectioncol>
          </sectionrow>
        </section>
      </sectioncol>
    </sectionrow>
    <sectionrow id="om_row_blankline">
      <blankline id="om_blankspace"/>
    </sectionrow>
    <sectionrow id="om_main_grid1_row1">
      <sectioncol id="om_main_grid1_row1_col2">
        <section id="om_main_grid1_row1_col2_1">
          <textbox dataattribute="aln1" id="om_dial_sec1_att1" label="Moving Employee/Contractor"/>
          <textbox dataattribute="aln2" id="om_dial_sec1_att2" label="Serial Number"/>
          <textbox dataattribute="aln3" id="om_dial_sec1_att3" label="Current Office"/>
          <textbox dataattribute="aln4" id="om_dial_sec1_att4" label="New Office Type"/>
          <textbox dataattribute="aln5" id="om_dial_sec1_att5" label="New Office Number"/>
          <textbox dataattribute="aln6" id="om_dial_sec1_att6" label="Preferred Moving Date"/>
          <textbox dataattribute="numvalue1" id="om_dial_sec1_att7" label="Number of Boxes Needed"/>
          <textbox dataattribute="aln7" id="om_dial_sec1_att8" label="Further Information"/>
        </section>
      </sectioncol>
      <sectioncol id="om_main_grid1_row1_col3">
        <datasrc id="om_mrline_src" relationship="PMSCMRLINE"/>
        <section datasrc="om_mrline_src" id="om_attach_sec">
          <textbox dataattribute="REQUIREDDATE" id="om_requireddate_text" label="Required Date" lookup="datelookup"/>
          <attachments event="drvviewattachments" id="om_attach" label="Attachments" menutype="drattachments"/>
        </section>
      </sectioncol>
    </sectionrow>
  </section>
  <buttongroup id="OrderOM">
    <pushbutton id="getomdata_12" label="Add to Favorites" mxevent="addtofav" sigoption="HIDEFAVORITE"/>
    <pushbutton default="true" id="getomdata_11" label="Add To Cart" mxevent="dialogok" sigoption="ADDTOCART"
      type="event" value="opencrdr"/>
    <pushbutton id="getomdata_OK" label="OK" mxevent="dialogok" sigoption="OKBUTTON" type="event" value="okClicked"/>
    <pushbutton id="getomdata_13" label="Cancel" mxevent="dialogok" type="event" value="cancelClicked"/>
  </buttongroup>
</dialog>
```

Service Catalog 7.2 - dialog="OfficeMoveDialogCR"

```
<dialog beanclass="com.ibm.ism.pmsc.webclient.beans.shoppingcr.PmScInputSpecBean" headercss="pmscoffcat_dialog_header"
  id="OfficeMoveDialogCR" label="Office Move Request" labelcss="pmscoffcat_dialog_header" relationship="PMSCCRSPEC">
  <section id="omCR_dial_sec1" textcss="pmscoffcat_text_node">
    <sectionrow id="omCR_first_secrow">
      <datasrc id="omCR_offering_info" relationship="PMSCOFFERING"/>
      <sectioncol id="omCR_details_col1">
        <section id="omCR_main_grid2">
          <sectionrow id="omCR_main_grid1_row1">
```

```

<sectioncol id="omCR_main_seccol1">
  <section id="omCR_main_new_section22">
    <recordimage datasrc="omCR_offering_info" id="omCR_image" thumbnail="true"/>
  </section>
</sectioncol>
<sectioncol id="omCR_main_sc112">
  <section id="omCR_main_newsec1121">
    <multiparttextbox dataattribute="itemnum" datasrc="omCR_offering_info" descdataattribute="description"
      descinputmode="readonly" desctextcss="pmscoffcat_text_node" id="omCR_main_grid1_11"
      inputmode="READONLY" label="Offering" longdesc="false"/>
    <multilinetextbox columns="34" dataattribute="PMSOFFERING.DESCRPTION_LONGDESCRIPTION"
      datasrc="omCR_offering_info" id="omCR_offering_long_desc" inputmode="READONLY"
      label="Description" rows="4" textcss="pmscoffcat_textarea_node"/>
  </section>
</sectioncol>
<sectioncol id="omCR_main_dl_sc1">
  <section datasrc="omCR_offering_info" id="omCR_main_doclinksec1">
    <hyperlink align="right" id="omCR_doclinks" image="menu_icon_viewattachments.gif" imagealign="right"
      label="Offering Documents" mxevent="pmscsh_viewattachments" sigoption="SHOWATTACH"/>
  </section>
</sectioncol>
</sectionrow>
</section>
</sectioncol>
</sectionrow>
<sectionrow id="omCR_row_blankline">
  <blankline id="omCR_blankspace"/>
</sectionrow>
<sectionrow id="omCR_sec_secrow">
  <sectioncol id="omCR_sr2_details_col1">
    <section id="omCR_sr2_sec1">
      <datasrc id="omCR_sr2_datasrc" relationship="SR"/>
      <sectionrow id="omCR_sr2_grid1_srow1">
        <sectioncol datasrc="omCR_sr2_datasrc" id="omCR_sr2_grid1_row1_col0">
          <textbox align="LEFT" dataattribute="pmsaffectedperson" id="omCR_sr2_affectedpers_text" inputmode="required"
            label="Requested For" lookup="personname" width="125"/>
          <textbox align="LEFT" dataattribute="pmsquantity" id="omCR_sr2_reqeddate_text" inputmode="required"
            label="Quantity" sigoption="HIDEQUANTITY"/>
        </sectioncol>
        <sectioncol id="omCR_sr2_grid1_row1_col2">
          <section datasrc="omCR_sr2_datasrc" id="omCR_attach_sec2">
            <attachments event="drvviewattachments" id="omCR_sr2_attach" label="Attachments" menutype="drattachments"/>
          </section>
        </sectioncol>
      </sectionrow>
    </section>
  </sectioncol>
</sectionrow>
</section>
<sectionrow id="omCR_main_grid1_row1">
  <sectioncol id="omCR_main_grid1_row1_col2">
    <section cssclass="pmscoffcat_border pmscoffcat_section_color" id="omCR_main_grid1_row1_col2_1">
      <blankline id="omCR_blankspace1"/>
      <sctextbox dataattribute="alvalue1" id="omCR_dial_sec1_att1" label="Moving Employee/Contractor"/>
      <sctextbox dataattribute="alvalue2" id="omCR_dial_sec1_att2" label="Serial Number"/>
      <sctextbox dataattribute="alvalue3" id="omCR_dial_sec1_att3" label="Current Office"/>
      <sctextbox dataattribute="alvalue4" id="omCR_dial_sec1_att4" label="New Office Type"/>
      <sctextbox dataattribute="alvalue5" id="omCR_dial_sec1_att5" label="New Office Number"/>
      <sctextbox dataattribute="alvalue6" id="omCR_dial_sec1_att6" label="Preferred Moving Date"/>
      <sctextbox dataattribute="numvalue1" id="omCR_dial_sec1_att7" label="Number of Boxes Needed"/>
      <sctextbox dataattribute="alvalue7" id="omCR_dial_sec1_att8" label="Further Information"/>
      <blankline id="omCR_blankspace2"/>
    </section>
  </sectioncol>
</sectionrow>
</section>
<section id="omCR_main_grid1_row2" textcss="pmscoffcat_text_node">
  <buttongroup id="OrderOMCR">
    <pushbutton id="getomdataCR_12" label="Add to Favorites" mxevent="addtofav" sigoption="HIDEFAVORITE"/>
    <pushbutton id="getomdataCR_122" label="Delete from Favorites" mxevent="deletefav" sigoption="HIDEDELETEFAV"
      type="event"/>
    <pushbutton default="true" id="getomdataCR_11" label="Add To Cart" mxevent="dialogok" sigoption="ADDTOCART"
      type="event" value="openocrdr"/>
    <pushbutton id="getomdataCR_14" label="Order Now!" mxevent="shippingInfo" sigoption="HIDEORDERNOW" type="event"/>
    <pushbutton id="getomdataCR_OK" label="OK" mxevent="dialogok" sigoption="OKBUTTON" type="event" value="okClicked"/>
    <pushbutton id="getomdataCR_13" label="Cancel" mxevent="dialogok" type="event" value="cancelClicked"/>
  </buttongroup>
</section>
</dialog>

```

The following section identifies the changes that were made to the Office Move dialog.

Rule #1 - unique ids

The attribute id value has been modified for each element in the dialog XML. For example, the value for the id attribute was changed from

```
"OfficeMoveDialog" to
id="OfficeMoveDialogCR"
```

for the dialog element.

Rule #2 - dialog element modifications

The value for the beanclass attribute was changed from

```
beanclass="com.ibm.ism.pmsc.webclient.beans.shopping.PmScInputSpecBean" to
beanclass="com.ibm.ism.pmsc.webclient.beans.shoppingcr.PmScInputSpecBean"
```

The value for the relationship attribute was changed from

```
relationship=PMSCMRSPEC to
relationship=PMSCCRSPEC
```

Rule #3 - dialog element additions

The following attributes were added to the dialog element.

```
headercss="pmscoffcat_dialog_header"
labelcss="pmscoffcat_dialog_header"
```

Rule #4 - section element additions

The following attributes were added to the section element.

```
textcss="pmscoffcat_text_node"
```

Rule #5 - datasrc element modifications

The value for the relationship attribute was changed from

```
relationship="PMSCSRV" to
relationship="PMSCOFFERING"
```

Rule #6 - multiparttextbox element modifications

The value for the relationship attribute was changed from

```
datasrc="om_offering_info" to
datasrc="omCR_offering_info"
```

Rule #7 - multiparttextbox element additions

The following attributes were added to the multiparttextbox element.

```
descstextcss="pmscoffcat_text_node"
```

Rule #8 - multilinetextbox element modifications

The value for the dataattribute attribute was changed from

```
dataattribute="PMSCSRVDEF.DESCRPTION_LONGDESCRIPTION" to
dataattribute="PMSCOFFERING.DESCRPTION_LONGDESCRIPTION"
```

Rule #9 - multilinetextbox element additions

The following attributes were added to the multilinetextbox element.

```
descstextcss="pmscoffcat_text_node"
textcss="pmscoffcat_textarea_node"
```

Rule #10 - remove references to data no longer used

The following XML was removed so that requireddate and attachments would not be displayed.

```
<sectioncol id="om_main_grid1_row1_col3">
  <datasrc id="om_mrline_src" relationship="PMSCMRLINE"/>
  <section datasrc="om_mrline_src" id="om_attach_sec">
    <textbox dataattribute="REQUIREDDATE" id="om_requireddate_text" label="Required Date"
      lookup="datelookup"/>
    <attachments event="drviewattachments" id="om_attach" label="Attachments"
      menutype="drattachments"/>
  </section>
</sectioncol>
```

Rule #11 - add references to new data

The following XML was added to display the **Affected Person, Quantity, and View Attachments**.

```
<sectionrow id="omCR_sec_secrow">
  <sectioncol id="omCR_sr2_details_col1">
```

```

<section id="omCR_sr2_sec1">
  <datasrc id="omCR_sr2_datasrc" relationship="SR"/>
  <sectionrow id="omCR_sr2_grid1_srow1">
    <sectioncol datasrc="omCR_sr2_datasrc" id="omCR_sr2_grid1_row1_col0">
      <textbox align="LEFT" dataattribute="pmsaffectedperson" id="omCR_sr2_affectedpers_text"
        inputmode="required" label="Requested For" lookup="personname" width="125"/>
      <textbox align="LEFT" dataattribute="pmsquantity" id="omCR_sr2_reqeddate_text"
        inputmode="required" label="Quantity" sigoption="HIDEQUANTITY"/>
    </sectioncol>
    <sectioncol id="omCR_sr2_grid1_row1_col12">
      <section datasrc="omCR_sr2_datasrc" id="omCR_attach_sec2">
        <attachments event="drviewattachments" id="omCR_sr2_attach"
          label="Attachments" menutype="drattachments"/>
      </section>
    </sectioncol>
  </sectionrow>
</section>
</sectioncol>
</sectionrow>

```

Rule #12 - add new buttons

The following XML was added to display the **Delete Favorites** and **Order Now!** buttons

```

<pushbutton id="getomdataCR_122" label="Delete from Favorites" mxevent="deletefav" sigoption="HIDEDELETEFAV"
  type="event"/>
<pushbutton id="getomdataCR_14" label="Order Now!" mxevent="shippingInfo" sigoption="HIDEORDERNOW"
  type="event"/>

```

Rule #13 - Remove dataattributes that are no longer used

Rule #14 - Modify dataattributes values that are different in 7.2

Rule #15 - Modify each dataattribute name that has been changed in 7.2

Change:

- From aln# to alnvalue#
- From tab# to ablevalue#

For example:

```

<sctextbox dataattribute="alvalue1" id="omCR_dial_sec1_att1" label="Moving Employee/Contractor"/>
<sctextbox dataattribute="alvalue2" id="omCR_dial_sec1_att2" label="Serial Number"/>
<sctextbox dataattribute="alvalue3" id="omCR_dial_sec1_att3" label="Current Office"/>
<sctextbox dataattribute="alvalue4" id="omCR_dial_sec1_att4" label="New Office Type"/>
<sctextbox dataattribute="alvalue5" id="omCR_dial_sec1_att5" label="New Office Number"/>
<sctextbox dataattribute="alvalue6" id="omCR_dial_sec1_att6" label="Preferred Moving Date"/>
<sctextbox dataattribute="alvalue7" id="omCR_dial_sec1_att8" label="Further Information"/>

```

Installing custom dialogs:

To add a custom XML to the library XML, use the Application Designer:

1. Open the Application Designer - **Go To** → **System Configuration** → **Platform Configuration** → **Application Designer**.
2. From the **Select Action** menu on the Applications or Workspace tab, select **Export System XML** to export the library.xml file. The Export System XML dialog is displayed.
3. From the dialog, click **Export XML** next to LIBRARY.
4. Add your new <dialog> xml to the end of the file, before the </systemlib> tag.
5. On the Applications tab, click **Import Application Definition** to import the modified library.xml into the system. The Import Application Definition dialog is displayed.
6. Click Browse and browse for your updated file.

Enabling access to Service Catalog 7.2 applications:

About this task

When Service Request Manager 7.2 Service Catalog Content package is installed, the sample security groups are modified to include access to the new Service Catalog applications. The following security groups get updated:

- PMSCADM - SC Administrator
- PMSCOA - Operations Analyst
- PMSCOS - Operations Specialist
- PMSCSDGN - Service Designer
- PMSCSDM - Service Delivery Manager
- PMSCSEM - Service Execution Manager
- PMSCSRU - Service Request User
- PMSCUCA - User Contact Analyst

These security groups are granted access to one or more of the following Service Catalog 7.2 applications:

- PMSCOFFCAT - Offering Catalog
- PMSCCRDET - Shopping Cart
- PMSCVIEWCR - View Catalog Requests
- PMSCOFFER - Offerings
- PMSCCRCART - View Shopping Carts
- PMSCCATALG - Catalogs

For customers that are not using the out of the box security groups, the **generateAppAuth** script is used to enable access to the Service Catalog 7.2 applications. The **generateAppAuth** script is an alternative to manually creating authorizations using the Security Groups application. The script inserts application authorization records into the database. Many of these records have references to conditions that are required for the Service Catalog applications to work properly.

To enable access to the new Service Catalog applications for existing security groups, complete the following steps:

1. Edit the `generateAppAuth.properties` file located in the `<install_directory>\tools\maximo\pmsc` directory. This file must contain two properties: `GROUPS` and `APPS`. `GROUPS` is a list of group pairs of the form `OLDGROUP:NEWGROUP`, where `OLDGROUP` is the Service Catalog defined group configured at installation (for example, `PMSCADM`) and `NEWGROUP` is the new user-defined group. `APPS` is the list of Service Catalog applications for which new authorization records will be created.
2. Run the **generateAppAuth** application authorization script, located in the `<install_directory>\tools\maximo\pmsc` directory. At the command prompt, type:

```
generateAppAuth -objectStructure=generateAppAuth72.xml -input=generateAppAuth.properties
```

3. Use the Security Groups application to verify that the `NEWGROUP` contains the same application authorizations and conditions as those specified on the `OLDGROUP` for each Service Catalog 7.2 application specified in the properties file.

Other optional tasks to perform

After you have completed your upgrade, data migration, and have verified your environment, you can you can perform the following tasks as you are ready to:

1. "Making 7.1 applications read-only"
2. "Removing access to 7.1 applications" on page 33

Making 7.1 applications read-only:

You can change the access of Service Catalog 7.1 applications to *read-only* when you are using the corresponding 7.2 applications and no longer want the 7.1 application to be used to make changes to the data or create transactions.

About this task

After you have successfully upgraded Service Request Manager and migrated your data, you can later, at your convenience, make the Service Catalog 7.1 applications *read-only*. Making a Service Catalog 7.1 applications *read-only*, alters the 7.1 application so it can no longer make changes to the data or create transactions, but it can still be used to view 7.1 created data and transactions.

To make one or more Service Catalog 7.1 applications *read-only*, complete the following steps:

1. Make a back up copy of the `modifyAccessToSC71.properties` file, located in the `<install_directory>\tools\maximo\pmc` directory.
2. Edit the `modifyAccessToSC71.properties` file. This is a self-documented file. You can specify the application or applications you want to be read-only and specify the authorization group or groups that have read-only access to those applications.
 - a. Open the `modifyAccessToSC71.properties` file with a text editor.

Note: For a sample file, see “`modifyAccessToSC71.properties`” on page 72.

- b. To specify the authorization group or groups you want to have read-only access to the applications:

- 1) Edit the `//READONLYGROUPS=ALL` line and remove the comment (`//`).
- 2) Specifying "ALL" or a list of the specific groups you want to have read-only access. For example:

```
REMOVEGROUPS=ALL
```

or

```
REMOVEGROUPS=PMSCADM,PMSCSRU,PMSCSDGN,PMSCSEM
```

- c. To specify the application or applications you want to make read-only:

- 1) Edit the `//READONLYAPPS= . . .` line and remove the comment (`//`).
- 2) Specify the specific application or applications you want to have read-only access. For example:

```
READONLYAPPS=PMSCCAP,PMSCPR,PMSCSO,PMSCSRVDEF,PMSCSRVOFF
```

Note: While this task is about how to make applications read-only, you can also *remove* application access at the same time by editing the `//REMOVEAPPS= . . .` line, or you can remove applications separately. See “Removing access to 7.1 applications” on page 33.

- d. Save the `modifyAccessToSC71.properties` file.

3. Run the modify access script in *verify* mode, located in the `<install_directory>\tools\maximo\pmc` directory. At a command prompt, type:

```
modifyAccessToSC71.bat -v
```

This will record the results in the `modifyAccessToSC71<timestamp>.log` log file, located in the `<install_directory>\tools\maximo\pmc\log` directory, without committing the changes to the database. You can verify the log contents before you make the database changes (in the next step).

4. Run the modify access script in *execute* mode at a command prompt. At the command prompt, type:

```
modifyAccessToSC71.bat -e
```

This will modify the access to the applications as specified in the `ModifyAccessToSC71.properties` file, update the database, and then record the results in the above log files.

For complete information and other options you can specify, see “`modifyAccessToSC71.bat`” on page 71.

Removing access to 7.1 applications:

You can *remove* access of Service Catalog 7.1 applications after you are using the corresponding 7.2 applications and no longer want the 7.1 applications to be used.

About this task

After you have successfully upgraded Service Request Manager and migrated your data, you can later, at your convenience, *remove* the Service Catalog 7.1 applications when they are no longer needed.

When you perform this task, access to the following 7.1 applications will be removed.

Note: Once you remove access to the Service Catalog 7.1 applications, there is no automated method to restore them and make them available again. You would have use the Security Groups application to manually configure access to Service Catalog 7.1 applications.

Table 6. Access to Applications Removed

Application	Description
PMSCCATAPP	Catalogs
PMSCSO	Catalog Orders
PMSCPR	Catalog Purchase Requisition
PMSCCAP	Fulfillment Options
PMSCSHOPEX	Offering Catalog
PMSCSRVOFF	Offerings
PMSCSRVDEF	Service Fulfillment
PMSCCRDR	Shopping Cart
PMSCVIEW	View Catalog Requests
PMSCSHCART	View Shopping Carts

You might want to remove access to all SC 7.1 applications, if:

- You had Service Catalog installed previously with Service Request Manager 7.1, but never used it.
- You had Service Catalog installed previously with Service Request Manager 7.1, but chose not to install Service Catalog when you upgraded to Service Request Manager 7.2.0.1.
- You have completed your transition to Service Catalog 7.2.0.1 and no longer have a need to access Service Catalog 7.1 applications.

To *remove* access to one or more Service Catalog 7.1 applications, complete the following steps:

1. Make a back up copy of the `modifyAccessToSC71.properties` file (located in the `<install_dir>\tools\maximo\pmc` directory).

2. Edit the `modifyAccessToSC71.properties` file. This is a self-documented file. You can specify the application or applications you want to remove and specify the authorization group or groups that have their access to those applications removed.

- a. Open the `modifyAccessToSC71.properties` file with a text editor.

Note: For a sample file, see “`modifyAccessToSC71.properties`” on page 72.

- b. To specify the authorization group or groups you want to have their access removed for the applications:

- 1) Edit the `//REMOVEGROUPS= . . .` line and remove the comment (`//`).
- 2) Specifying "ALL" or a list of the specific groups you want to have read-only access. For example:

```
REMOVEGROUPS=ALL
or
REMOVEGROUPS=PMSCADM,PMSCSRU,PMSCSDGN,PMSCSEM
```

Note: You must use `REMOVEGROUPS=` and `REMOVEAPPS=` as a pair. If you uncomment one, you must also uncomment the other and assign values to both.

- c. To specify the application or applications you want to remove:

- 1) Edit the `//REMOVEAPPS= . . .` line and remove the comment (`//`).
- 2) Specify the specific application or applications you want to remove access for. For example:

```
REMOVEAPPS=PMSCCAP,PMSCPR,PMSCSO,PMSCSRVDEF,PMSCSRVOFF
```

Example:

If you want to remove all 7.1 applications, then you will set the following values in the `modifyAccessToSC71.properties` file. You will set `REMOVEGROUPS=ALL` and you must specifically list all the applications in `REMOVEAPPS=`.

```
REMOVEGROUPS=ALL
REMOVEAPPS=PMSCCAP,PMSCPR,PMSCSO,PMSCSRVDEF,PMSCSRVOFF,PMSCCATAPP,PMSCSHOPEX,
PMSCVIEW,PMSCCRDR,PMSCSHCART
```

(Note: For example purposes, the `REMOVEAPPS=` line is continued onto the next line, but you must not break the line or have any spaces in it.)

Note: While this task is about how to remove access to applications, you can also make applications *read-only* at the same time by editing the `//READONLYAPPS= . . .` line, or you can make applications read-only separately. See “Making 7.1 applications read-only” on page 31.

- d. Save the `modifyAccessToSC71.properties` file.

3. Run the modify access script in *verify* mode. At a command prompt, type:

```
modifyAccessToSC71.bat -v
```

This will record the results in the `modifyAccessToSC71<timestamp>.log` log file, in the `<installdir>\tools\maximo\pmcsc\log` directory, without committing the changes to the database. You can verify the log contents before you make the database changes (in the next step).

4. Run the modify access script in *execute* mode at a command prompt. At the command prompt, type:

```
modifyAccessToSC71.bat -e
```


This will modify the access to the applications as specified in the `ModifyAccessToSC71.properties` file, update the database, and then record the results in the above log files.

For complete information and other options you can specify, see “`modifyAccessToSC71.bat`” on page 71.

Optional tasks for Service Desk

These are the tasks you might need to complete depending upon if you have customized certain data or want to migrate certain data to your Service Desk 7.2 deployment.

Migrating Survey data

If you have used the Service Request Manager 7.1 Survey application, you need to migrate your Survey 7.1 data to 7.2 before you can use it with the Survey 7.2 application.

You will use the `surveydatamigration.bat` script to migrate the Survey 7.1 data to 7.2. `surveydatamigration.bat` is located in the `<install_directory>/tools/maximo` directory.

When you migrate your Survey 7.1 data to 7.2, the following will occur:

- 1. Survey 7.1 data will be migrated in the following order:
 1. It will iterate each Survey, its Survey Section, all of its Questions, and each of the Answer to question. After the Survey 7.1 data is copied into the 7.2 tables, it will make new relationships following the old relationship hierarchy.
 2. It will iterate each of the Survey's submitted question-answers: free form answer, submitted comments, and so on. After it copies all of the submitted results into the Survey 7.1 tables, it will make new relationships following the old relationship hierarchy.
 3. It will copy Questions not being used in any of the surveys from the Survey 7.1 table to the Survey 7.2 table.
- All submitted survey results will be moved from the Survey 7.1 table to the Survey 7.2 table.
- Archived Questions will be moved from the Survey 7.1 table with status of "Archived" to the new survey questions.
- All the Survey 7.1 data will be copied to the Survey 7.2 table. When complete, Survey Management will display all the Survey 7.1 surveys:
 - The escalation section in the moved survey will be blank. You will have to manually go through the surveys and reference the old escalations.
 - You will have to go through your escalations and rebuild the URL to the new application.
 - You will be able to reference existing escalations by specifying the escalation ID.
 - All the old questions and answers will be copied to the Survey 7.2 survey questions and answers table. Viewing the new survey questions applications will show all the same questions. Survey 7.2 supports three (3) types of questions: Radio, Check Box, Free form. If the old survey has one of these three (3) three type of questions, it will be moved to the new Survey. Other types of questions will be changed to a compatible type of three questions.
- The following table's data will be migrated from old Survey
 - SURVEY_QUESTIONS

- SUR QUEST ANSWER
- SURVEY_ITEMID
- SURVY_SUBMISSION
- SUR_RESPONSE_SUB
- SUR_RESPONSE_FREEFORM
- SURVEY_SURVEYS (Survey Section)
- SUR_SUR_QUESTION

The following will not be migrated from Survey 7.1 to 7.2:

- The survey section data
- The survey HTML template
- The survey link management
- Escalations associated with surveys are migrated, but the association between the survey and the escalation is not. After migration is completed, you must go through each migrated survey and add the migrated escalation to the survey.

To migrate your survey data, complete the following steps:

1. At a command prompt, run the following script:

```
surveydatamigration.bat
```

(located in the <install_directory>/tools/maximo directory)

Once the Survey data migration has completed successfully, you can log in as an administrator and verify the surveys and their associated questions using the Survey Management application. All of the individual questions can be accessed from the Question Management application.

Post upgrade tasks

After you have completed the optional tasks for Service Catalog and for Service Desk upgrade, there are additional tasks that might be needed for your environment.

From the **7.2 Administrative Workstation**:

Enabling reports

About this task

The Service Request Manager upgrade process has updated many report design files and upgrades the internal reporting engine, Business Intelligence and Reporting Tool (BIRT), to version 2.3.2. You must review your customized or created reports to ensure they display correctly with BIRT 2.3.2.

If you previously customized BIRT reports, the customizations could be overwritten when you perform the following steps to update the reports using the report design file. Be sure you want to make updates to the report design files.

Reports can be overwritten if they have the same name as a built-in report. To preserve any customized reports, you must run the **exportreports** command (see the *Report Developer Guide* for details). Then rename your reports to be unique and re-import the reports.

To use the updated report design files, complete the following steps:

1. On the administrative workstation, go to the following directory:
 <base_services_install_dir>\maximo\reports\birt\tools
 For example, C:\IBM\SMP\maximo\reports\birt\tools
2. Update the reporttools.properties file, located in the <install_directory>\ibm\SMP\maximo\reports\birt\tools directory.
3. Run the **importreports.cmd** to update your report design files.
 You can also run variations of this command to import only a subset of reports.
 For more information, see the *Report Developer Guide* in the Reference section of the Service Request Manager information center.

What to do next

To running your reports, go to the Report Administration application and regenerate the request pages for all of your reports.

Chapter 4. Upgrade Service Request Manager 6.2.5 to 7.2.0.1

This section describes how to upgrade Service Request Manager 6.2.5 to Service Request Manager 7.2.0.1.

The following upgrade scenarios are supported:

- Service Request Manager 6.2.5 to Service Request Manager 7.2.0.1
- Service Request Manager 6.2.5 with Service Provider 6.1.2 to Service Request Manager 7.2.0.1 with Service Provider 7.1.1.1.

The 6.2.5 to 7.2.0.1 upgrade will install and upgrade onto a separate environment (machine(s)), thus minimizing the disruption to your current *production* deployment.

For further information on upgrading from Service Request Manager 6.2.5, make sure you have reviewed the *IBM Maximo Upgrade Guide*.

Prerequisites

Assumptions

This upgrade scenario assumes you are running either:

- Service Request Manager 6.2.5
- Service Request Manager 6.2.5 with Service Provider 6.1.2

and intend to keep it running while upgrading to a new Service Request Manager 7.2.0.1 environment on different machines.

Prerequisites

You must have a server environment already prepared with Service Request Manager 7.1 or 7.2 level middleware of the desired types, with one of the supported databases: Oracle, DB2, or SQS. This installation must be in accordance with established procedures for a Service Request Manager environment.

For complete information, refer to the Installing section of the IBM Tivoli Service Request Manager 7.2 information center or the IBM Tivoli Service Request Manager 7.2 *Planning and Installation Guide* PDF.

A Service Request Manager 6.2.5 level database is also required. This database may exist on the same server or a different host, as established by the scenario under test.

Road map

This road map provides the steps to upgrade Service Request Manager 6.2.5 to 7.2.0.1.

You will perform the following tasks:

- “Installing base services” on page 12
- “Installing 7.2” on page 42
- “Installing Fix Pack 1” on page 42
- “Transforming the 6.2.5 database to 7.2.0.1” on page 43

- “Build and deploy the maximo.ear” on page 47
- “Post upgrade tasks” on page 48
 - “Enabling Service Provider” on page 48
 - “Enabling reports” on page 36
 - “Enabling user authorizations” on page 49
 - “(optional) Configuring data restrictions (Service Provider only)” on page 49
 - “(optional) Enabling prior (SP) applications (Service Provider only)” on page 50

Upgrading 6.2.5 to 7.2.0.1

The following topics will guide you through upgrading Service Request Manager 6.2.5 to 7.2.0.1.

The 6.2.5 to 7.2.0.1 upgrade will install and upgrade onto a separate environment (machine(s)), thus minimizing the disruption to your current running *production* deployment.

For further information on upgrading from Service Request Manager 6.2.5, make sure you have reviewed the *IBM Maximo Upgrade Guide*.

Installing base services

You will install base services to ensure it is at the required level before you install Service Request Manager 7.2.

Before you begin

Make sure you have completed "Prerequisites and pre-upgrade tasks" on page 11 before you begin this task.

About this task

Important: Make sure you are using the latest version of Service Request Manager 7.2, refreshed in 2010, available from the IBM Passport Advantage site. This includes base services.

To install base services, complete the following steps:

1. Start the Service Request Manager launchpad by running **launchpad.exe**. For more information, refer to the "Starting the launchpad" topic in the "Installing" section of the IBM Tivoli Service Request Manager 7.2 information center or the IBM Tivoli Service Request Manager 7.2 *Planning and Installation Guide* PDF, for assistance.
2. Click **Install the product** in the left pane.
3. From the Service Request Manager Installation panel, click **base services**.

Note: During the installation and after the Package Summary screen, if the Maximo upgrade notice screen presents the messages:

```
-> IBM Tivoli MBS Hotfix for 7115           Will deploy to target version.  
-> IBM Tivoli Common Process Components  Will update to target version.
```

you can disregard these messages, since this installation includes an upgrade to base services 7.1.1.6, therefore, the base services Hotfix for 7.1.1.5 is no longer required. You can click **Next** and continue.

4. Complete the installation.

This upgrades base services to 7.1.1.5, unless you were already at 7.1.1.6 because you have another IBM product installed that has already upgraded base services to 7.1.1.6.

For complete information on installing base services, see the Installing section of the IBM Tivoli Service Request Manager 7.2 information center or the IBM Tivoli Service Request Manager 7.2 *Planning and Installation Guide* PDF.

What to do next

After completing this task, proceed to “Installing 7.2” on page 12.

Installing 7.2

You will now install Service Request Manager 7.2.

About this task

To install Service Request Manager 7.2, complete the following steps:

From the **7.2 Administrative Workstation**:

1. On the Administrative Workstation for the new server environment where you have your 7.2 middleware, install the Service Request Manager 7.2 product. For complete information on installing Service Request Manager 7.2, see the "Installing" section of the Service Request Manager 7.2 information center or the Service Request Manager 7.2 *Planning and Installing Guide* PDF.
2. Accept automatic configuration options for the database.
3. Choose the options for the application server configuration to reflect the desired configuration after the upgrade.
4. After the installation completes, verify that the server is functional and that the user can log in, as expected (LDAP or Maximo security, depending upon the options chosen).

What to do next

After completing this task, proceed to “Installing Fix Pack 1.”

Installing Fix Pack 1

After installing Service Request Manager 7.2, you will now install Service Request Manager 7.2 Fix Pack 1.

Before you begin

Make sure you have completed “Installing 7.2” before you begin this task.

About this task

Installing Fix Pack 1 will upgrade base services to 7.1.1.6, applies Service Request Manager 7.2 fixes, and installs scripts for migrating your Service Request Manager 7.1 data.

Note: The installation of Service Request Manager 7.2 Fix Pack 1 can be performed by any userid with Administrator privileges. Also note that the *same userid* that was used to install Service Request Manager 7.2 must be used to install Service Request Manager 7.2.0.1.

To install Service Request Manager Fix Pack 1 (7.2.0.1), complete the following steps:

From the **7.2 Administrative Workstation**:

1. Install Service Request Manager 7.2 Fix Pack 1 (7.2.0.1):

- a. Complete any pre-installation tasks as specified in the Service Request Manager Fix Pack 1 Readme file, 7.2.0.1-TIV-SRM-FP0001.README.
- b. Download and unzip the 7.2.0.1-TIV-SRM-FP0001.zip file into a temporary directory on the Administrative Workstation.
- c. Navigate to the temporary directory and run **install.exe**, for Windows 32-bit machines, or **install_win64.exe**, for Windows 64-bit machines.
- d. Complete the installation by following the instructions in the Readme.

Note: During the installation and after the Package Summary screen, if the Maximo upgrade notice screen presents the message:

```
X   IBM Tivoli MBS Hotfix for 7115   The version does not support the level
                                     of Maximo base services.
```

you can disregard this message, since the installation of this fix pack includes an upgrade to MBS 7116, therefore, the MBS Hotfix for 7115 is no longer required. You can click **Next** and continue.

This upgrades base services to 7.1.1.6, applies Service Request Manager 7.2 fixes, and installs upgrade scripts for Service Request Manager 6.2.5.

2. After the installation completes, verify that the server is functional and that the user can log in, as expected (LDAP or Maximo security, depending upon the options chosen).

What to do next

After completing this task, proceed to “Transforming the 6.2.5 database to 7.2.0.1.”

Transforming the 6.2.5 database to 7.2.0.1

This section describes how to upgrade the Service Request Manager 6.2.5 to database to 7.2.0.1.

Before you begin

Make sure you have completed “Installing Fix Pack 1” on page 42 before you begin this task.

About this task

To transform the 6.2.5 to database to 7.2.0.1, complete the following steps:

From the **6.2.5 Administrative Workstation**:

1. Back up of your Service Request Manager 6.2.5 database. You will use this copy of the 6.2.5 database throughout the following steps.

From the **7.2 Administrative Workstation**:

2. Stop the Service Request Manager application server, MXServer.
For information on how to stop MXServer, see "Stopping middleware on Windows" or "Stopping middleware on AIX and Linux" in the "Installing" section of the Service Request Manager 7.2 information center or in the Service Request Manager 7.2 *Planning and Installing Guide* PDF.
3. Update the maximo.properties file to point to the copy of the 6.2.5 database:
 - a. Edit the maximo.properties file, located at:

```
<install drive>\ibm\SMP\maximo\applications\maximo\properties\maximo.properties
```

- b. Update the following parameter:

```
mxe.db.url=<database url referencing the 6.2.5 database copy>
```

For example:

```
mxe.db.url=jdbc:db2://tsdvmw10.tivlab.austin.ibm.com:50000/UDB01
```

- c. Set values for the following parameters:

```
mxe.db.user=<user>  
mxe.db.password=<password>
```

- d. Save the file.

The following is a sample `maximo.properties` file:

```
mxe.system.reguser=maxreg  
mxe.system.regpassword=maxreg  
mxe.db.driver=com.inet.tds.TdsDriver  
mxe.db.url=jdbc:inetdae7a:127.0.0.1:1433?database=maxdb71&language=  
us_english&nowarnings=true&mars=false  
mxe.encrypted=false  
mxe.rmi.port=0  
mxe.db.schemaowner=dbo  
mxe.adminuserid=MAXADMIN  
mxe.adminuserloginid=maxadmin  
mxe.db.user=maximo  
mxe.db.password=maximo  
mxe.registry.port=13400  
mxe.name=MXServer  
mxe.int.dfltuser=mxintadm  
maximo.int.dfltuserpassword=mxintadm
```

From the **7.2 Administrative Workstation**:

4. Update the `install.properties` file:

- a. Edit the `install.properties` file, located at:

```
<install drive>\ibm\smpl\etc\install.properties
```

- b. Update the following parameters to reflect the values for the upgraded database. (This is needed to ensure that future fix packs and additional PMPs are installed on the upgraded database.)

Oracle:

```
Database.Oracle.InstanceName  
Database.Oracle.ServerHostName  
Database.Oracle.ServerPort
```

DB2:

```
Database.DB2.DatabaseName  
Database.DB2.ServerHostName  
Database.DB2.ServerPort
```

SQLServer

```
SQLServer:  
Database.SQL.DatabaseName  
Database.SQL.ServerHostName  
Database.SQL.ServerPort
```

- c. Save the file.

5. Transform the 6.2.5 database copy to the 7.1.0.0 format:

- a. Start the Maximo Upgrade Utilities by running the **upgradeui.bat** utility, located in the `<install drive>\ibm\SMP\maximo\tools\maximo` directory.
- b. When the Maximo Upgrade Utilities screen is displayed, verify that the URL displayed properly references the 6.2.5. database. The display will also indicate that a connection was successfully established to the database. If this is not the case, edit the `maximo.properties` file to correct any errors, and restart the **upgradeui.bat** utility to pick up any changes.

From the **7.2 Administrative Workstation**:

6. Perform reports preparation:

To ensure reports run correctly from the transformed database, run the following SQL command on your database:

```
update autokey set seed=(select max(reportnum) from report)+1 where autokeyname='REPORTNUM';
```

From the **7.2 Administrative Workstation**:

7. Run the Integrity Checker utility on the 7.1.0.0 formatted database copy: (**Note that you are using the Administrative Workstation for the Service Request Manager 7.2.0.1 environment.**)

- a. At the Maximo Upgrade Utilities screen (**upgradeui.bat** utility), click the Check Integrity tab.
- b. Click the **Repair Mode** check box.
- c. Click **Run Integrity Checker**.

After several minutes, the utility will complete and an indication of success or failure will be displayed. Note any errors in the log window. For example, at the bottom of the window you might see a message indicating that you must run the database configuration utility:

```
BMXAA0503E - You MUST run Database Configuration after Integrity Check is complete.
```

For further information on using the integrity checker utility, refer to the *IBM Maximo Upgrade Guide*. A copy can be found in the Reference section of the Service Request Manager information center.

From the **6.2.5 Administrative Workstation**:

8. If this message appears, then complete the following steps **using the Administrative Workstation of the 6.2.5 production environment**:
 - a. Set the 6.2.5 environment's `maximo.properties` file to point to the 7.1.0.0 database copy:
 - 1) Edit the 6.2.5 environment's `maximo.properties` file, located at:

```
<install drive>\ibm\SMP\maximo\applications\maximo\properties\maximo.properties
```

- 2) Update the following parameter:

```
mxe.db.url=<database url referencing the 7.1.0.0 database copy>
```

for example:

```
mxe.db.url=jdbc:db2://tsdvmw10.tivlab.austin.ibm.com:50000/UDB01
```

- 3) Save the file.

- b. Configure the 7.1.0.0 database copy by running the **configdb.bat** utility, located in the `<install drive>\ibm\SMP\maximo\tools\maximo` directory.

Important: The **configdb.bat** utility must be run from the Service Request Manager 6.2.5 Administrative Workstation, **not** the Service Request Manager 7.2 Administrative Workstation.

Note: Once the **configdb.bat** utility has completed, you will run the integrity checker again (in the next step) to ensure that all repairs have been made.

9. Repeat steps 7 on page 45 and 8 on page 45 until all errors are corrected, or until the remaining errors are no longer reduced by additional runs of the utility. If errors are still present, the documentation at <http://www-01.ibm.com/support/docview.wss?uid=swg21305603> provides fixes and workarounds to repair them. Be sure to apply fixes only for errors that are present.

From the **7.2 Administrative Workstation**:

10. Create a new properties file:
 - a. Open a new file with the name `upgmaximo.properties`, to be saved in the `<install drive>\ibm\SMP\maximo\tools\maximo\classes\psdi\upgrade\V600` directory.

Note: The following step is performed from the **7.2 Administrative Workstation**, but you are copying information from the 6.2.5 Administrative Workstation.

- b. From the `maximo.properties` file in your 6.2.5 environment, located in the `maximov6\applications\maximo\properties` directory, copy the following two lines into your new file:

```
mxe.db.format.nullvalue=<value for db type>
mxe.db.systemdateformat=<value for db type>
```

- c. Save the file (`<install drive>\ibm\SMP\maximo\tools\maximo\classes\psdi\upgrade\V600\upgmaximo.properties`).

From the **7.2 Administrative Workstation**:

11. Create the `UpgEmail.xml` file:
 - a. On the Maximo Upgrade Utilities screen, click the Validate tab.
 - b. Click **Run Validation**.

Wait for a few minutes until the process completes. The first run always results in an error related to the `UpgEmail.xml` file, but most importantly, it creates the `UpgEmail.xml` file.
 - c. Look in the `<install drive>\ibm\smp\maximo\tools\maximo\classes\psdi\upgrade\V600` directory for the `UpgEmail.xml` file and edit the file. the e-mail value for each row in it should contain a unique value. Dummy values such as "test@localhost" are acceptable for test purposes.

All users must have a unique e-mail address. Every e-mail address in the Maximo 6 database that is associated with more than one user is written to the `UpgEmail.xml` file.

Duplicated entries will be listed in the file with `newemailaddress=""`. You can specify the existing e-mail address within the quotation marks in the `newemailaddress` parameter for one user. You must specify a different, unique email address for the other user or users.

The following is an example of the `UpgEmail.xml` file before editing. The final pair of quotation marks in each record line does not contain a value.

```
?xml version="1.0" encoding="UTF-8"?>
<document table="EMAIL" database="jdbc:oracle:thin:@172.22.40.18:1521:MAXIMO">
<RECORD emailaddress="test@companyxyz.com" emailid="146133"
newemailaddress="" />
<RECORD emailaddress="steve.miller@companyxyz.com" emailid="145840"
newemailaddress="" />
<RECORD emailaddress="steve.miller@companyxyz.com" emailid="145903"
```

```

        newemailaddress="" />
<RECORD emailaddress="test@companyxyz.com" emailid="146131"
        newemailaddress="" />
</document>

```

You must specify a unique e-mail address inside the newemailaddress= quotation marks.

The following is an example of the UpgEmail.xml file after editing. The final pair of quotation marks in the record lines now contains a value.

```

<?xml version="1.0" encoding="UTF-8"?>
<document table="EMAIL" database="jdbc:oracle:thin:@172.22.40.18:1521:MAXIMO">
<RECORD emailaddress="steve.miller@companyxyz.com" emailid="145840"
        newemailaddress="steve.miller@companyxyz.com" />
<RECORD emailaddress="steve.miller@companyxyz.com" emailid="145903"
        newemailaddress="steve.miller2@companyxyz.com" />
<RECORD emailaddress="test@companyxyz.com" emailid="146131"
        newemailaddress="test@companyxyz.com" />
<RECORD emailaddress="test@companyxyz.com" emailid="146133"
        newemailaddress="test2@companyxyz.com" />
</document>

```

For further information on the UpgEmail.xml file, see the "Validating the database" section in the *Tivoli IBM Maximo Version 7 Upgrade Guide - IBM Maximo 6 to Version 7 Products*.

From the **7.2 Administrative Workstation**:

12. Run the Validation checker utility:
 - a. On the click the Validate tab, click **Run Validation**. This running of the Validation checker utility a second time will perform the validation tasks.
 - b. If you get error messages about duplicate phone records, delete the duplicates using an SQL command line session, or with other tools used by the database administrator to delete, add, and modify database records. You can repeat running the Validation utility and correcting errors. Once Validation checker completes with no errors, you will receive a message similar to the following:

```
BMXAA0524E - Database validation passed with warnings found.
```

From the **7.2 Administrative Workstation**:

13. Upgrade
 - a. On the Maximo Upgrade Utilities screen, click the Upgrade tab.
 - b. Enter an e-mail address for notification and click **Set**.
 - c. Click **Upgrade**. Processing will begin. Depending on the amount of data to be upgraded and the database type, the processing might take from 90 minutes to several hours.

From the **7.2 Administrative Workstation**:

14. Once the upgrade tool presents the "Upgrade Successful" message, close the Maximo Upgrade Utilities.

What to do next

After completing this task, proceed to "Build and deploy the maximo.ear."

Build and deploy the maximo.ear

This section describes how to build and deploy the maximo.ear file.

Before you begin

Make sure you have completed “Transforming the 6.2.5 database to 7.2.0.1” on page 43 before you begin this task.

About this task

To build and deploy the maximo.ear file, complete the following steps:

From the **7.2 Administrative Workstation**:

1. Build the maximo.ear file:
 - a. After the **UpdateDB** utility has completed successfully, navigate to the *<install drive>\ibm\smp\maximo\deployment* directory.
 - b. Run the `buildmaximoear.cmd` script. This will rebuild the Maximo ear with the newly edited properties file. Using established procedures depending on the type of application server, remove the existing `Maximo.ear` file and redeploy the ear file created by the `buildmaximoear.cmd`.
2. Restart the application server to start the newly upgraded database.

Note: Occasionally, it might be necessary to reboot the system or stop and start the application server node in addition to the server to apply all changes.

Results

The server starts properly and the Service Request Manager 6.2.5 data is available for use in the Service Request Manager 7.2.x applications.

What to do next

After completing this task, proceed to “Post upgrade tasks.”

Post upgrade tasks

After you have completed the upgrade, there are additional tasks that might be needed for your environment.

From the **7.2 Administrative Workstation**:

Enabling Service Provider

If you are entitled to Service Provider, then use the Service Request Manager launchpad to install the updated Service Provider functions.

About this task

To enable Service Provider, complete the following steps:

Run the Service Request Manager installer:

1. Start the Service Request Manager launchpad by running `launchpad.exe`. Refer to the “Starting the launchpad” topic in the “Installing” section of the IBM Tivoli Service Request Manager 7.2 information center or the IBM Tivoli Service Request Manager 7.2 *Planning and Installation Guide* PDF, for assistance.
2. Click **Service Provider** in the left pane.
3. Click **1. Install Service Provider Common Components for Service Request Manager**.

4. When the Common Components installation completes, click **2. Install Service Provider Support for Service Request Manager**.
5. Complete the installation.

Enabling reports

About this task

The Service Request Manager upgrade process has updated many report design files and upgrades the internal reporting engine, Business Intelligence and Reporting Tool (BIRT), to version 2.3.2. You must review your customized or created reports to ensure they display correctly with BIRT 2.3.2.

If you previously customized BIRT reports, the customizations could be overwritten when you perform the following steps to update the reports using the report design file. Be sure you want to make updates to the report design files.

Reports can be overwritten if they have the same name as a built-in report. To preserve any customized reports, you must run the **exportreports** command (see the *Report Developer Guide* for details). Then rename your reports to be unique and re-import the reports.

To use the updated report design files, complete the following steps:

1. On the administrative workstation, go to the following directory:
`<base_services_install_dir>\maximo\reports\birt\tools`
For example, `C:\IBM\SMP\maximo\reports\birt\tools`
2. Update the `reporttools.properties` file, located in the `<install_directory>\ibm\SMP\maximo\reports\birt\tools` directory.
3. Run the **importreports.cmd** to update your report design files.
You can also run variations of this command to import only a subset of reports. For more information, see the *Report Developer Guide* in the Reference section of the Service Request Manager information center.

What to do next

To running your reports, go to the Report Administration application and regenerate the request pages for all of your reports.

Enabling user authorizations

After upgrading from Service Request Manager 6.2.5 to 7.2.0.1, you will want to ensure that users who are authorized to create new users have the proper permissions.

About this task

Refer to “Not authorized to add users” on page 59 for more information.

(optional) Configuring data restrictions (Service Provider only)

After upgrading from Service Request Manager 6.2.5 with Service Provider to 7.2.0.1, you will want to ensure that certain data restrictions are in place so that, for example, users cannot see all Solutions or Solutions they are not authorized to see.

About this task

To configure data restrictions correctly for security groups, complete the following steps:

1. Navigate to **Go To** → **Security** → **Customer Objects (SP)**.
2. Click **Select Action** → **Create Default Conditions**.

Results

This creates new data restrictions for the security groups.

(optional) Enabling prior (SP) applications (Service Provider only)

After you upgrade Service Request Manager 6.2.5 with Service Provider Industry Solution to Service Request Manager 7.2.0.1, you might want to enable the prior version of certain applications.

About this task


The original Service Requests, Incident, Problem, and Solution applications were enhanced with Service Request Manager functionality. These applications were also enhanced with Service Provider functionality when the "Service Provider Enablement for Service Desk" module was installed.

When the "Service Provider Enablement for Service Desk" module was installed, this obsoleted the Service Requests (SP), Incidents (SP), Problems (SP), and Solutions (SP) applications, which do not contain the SRM enhancements. These (SP) applications are still in the system, but are hidden from view by removing the application authorizations for them.

If you had made any changes to the prior (SP) applications, you might want to be able to view them in order make similar changes to the new 7.2.0.1 applications using the Application Designer.

You can enable the prior (SP) applications by modifying the security group access to each desired application.

To enable prior (SP) applications, complete the following steps:

1. Log in as an administrator.
2. Navigate to **Go To** → **Security** → **Security Groups**.
3. On the List tab, search for the security group you want to modify.
4. Select the group for which you want to enable an application for.
5. Click the Applications tab.
6. For each application that is hidden (that is, for Service Requests (SP), Incidents (SP), Problems (SP), or Solutions (SP)):
 - a. Click on filter on the list of applications
 - b. Enter the application description above in the Description filter (i.e., Service Requests (SP))
 - c. Configure the desired level of access
 - d. Click **Save Group** .
 - e. Repeat sub-steps 6a through 6d for another application you wish to grant access to.

7. Repeat steps 3 on page 50 through 6 on page 50 for each security group you wish to authorize applications for.

Chapter 5. Troubleshooting and Support

Use this topic to find troubleshooting information for common issues and learn how to contact IBM Software Support.

Introduction to troubleshooting

Troubleshooting is a systematic approach to solving a problem. The goal is to determine why something does not work as expected and how to resolve the problem.

The first step in the troubleshooting process is to describe the problem completely. Without a problem description, neither you nor IBM can know where to start to discover the cause of the problem. This step includes asking yourself basic questions, such as:

- What are the symptoms of the problem?
- When and how often does the problem occur?
- Under what conditions does the problem occur?
- Can the problem be reproduced?

The answers to these questions typically lead to a good description of the problem, and that is the best way to start down the path of problem resolution.

Two main ways to approach any problem you encounter are understanding messages and using log files.

Messages

Service Request Manager components issue messages when unexpected events occur. The Messages section of this information center lists messages with their identifiers, message strings, explanations, and recommended actions. Messages can have any of these severities:

Informational

The message confirms an event that was requested or describes another normal occurrence. Informational messages generally do not require any action. The identifier of an informational message ends with the letter I.

Warning

The message describes an event that might indicate a problem. Read the message text and determine whether the event is normal or a problem. The identifier of a warning message ends with the letter W.

Error The message describes an event that requires a response. Read the message description and the suggested response. The identifier of an error message ends with the letter E.

You can find a message description easily by entering its identifier into the Search box in the information center.

Log files

When a problem occurs, log files can often provide clues as to what occurred and what precipitated the event. There are log files for Service Request Manager.

Default locations of log files

This table lists the default locations of log files for upgrade functions.

Table 7. Default locations of logs

Log	Created by	Location
PMSCContentMigration<yyyymmddhhmmss>.log	PMSCContent71to72.bat	<install_directory>\tools\maximo\pmsc\log
modifyAccessToSC71<timestamp>.log	modifyAccessToSC71.bat	<install_directory>\tools\maximo\pmsc\log

Miscellaneous problems

The topics in this section describe problems that have been found and their solutions.

The following topics include known limitations and known problems and workarounds (solutions).

Additionally, you can refer to “Messages” on page 93 to see detailed information about the messages displayed.

Limitations

None identified, but see “Problems and workarounds” to review the known problems.

Problems and workarounds

The following topics include known problems and workarounds (solutions).

7.1 start centers might display after upgrading to 7.2

Problem: After upgrading from Service Request Manager 7.1 to 7.2.0.1, a PMSC* user might see the 7.1 start center display.

About this task

This problem can occur if a PMSC* user has logged in on Service Request Manager 7.1 (before the upgrade to 7.2). When that same PMSC* user logs in on 7.2, the 7.1 start center might continue to display.

Work-around:

To switch to the 7.2 start center, complete the following steps:

1. Log in as a PMSC* user.
2. When the start center displays, click **Update Start Center**.

Duplicate insert error and "Could not deploy package" message

Problem: When running migration manager after an upgrade, you might see a Duplicate insert error migrating DMMAXGROUP with PMSCOFFERING data restrictions and a "Could not deploy package" message.

About this task

Service Request Manager 7.2 adds the MAXGROUP.PMSCREATEDATARESTRICT field. It is set using a check box on the Service Catalog tab of the Security Groups application. If this option is checked, six (6) PMSC data restrictions are automatically created. If you are migrating security groups, where PMSCREATEDATARESTRICT=1, they will exclude this field from the migration manager package.

When deploying the migration manager package on the target system, you might see a "Could not deploy package" message, and you might see a duplicate insert error message in the application server SystemOut logs, similar to the following message:

```
[3/12/10 9:13:53:157 EST] 0000004a SystemOut
12 Mar 2010 09:13:53:157 [ERROR] One or more values in the INSERT statement,
UPDATE statement, or foreign key update caused by a DELETE statement are not
valid because the primary key, unique constraint or unique index identified
by "2" constrains table "MAXIMO.SECURITYRESTRICT" from having duplicate values
for the index key.. SQLCODE=-803, SQLSTATE=23505, DRIVER=3.53.70
com.ibm.db2.jcc.b.zn: One or more values in the INSERT statement, UPDATE statement,
or foreign key update caused by a DELETE statement are not valid because the primary
key, unique constraint or unique index identified by "2" constrains table
"MAXIMO.SECURITYRESTRICT" from having duplicate values for the index
key.. SQLCODE=-803, SQLSTATE=23505, DRIVER=3.53.70
```

To correct this problem, you will need to exclude the PMSCREATEDATARESTRICT field from the migration manager package, rebuild, and redeploy the migration manager package.

Work-around:

To exclude the PMSCREATEDATARESTRICT field from the migration manager package, complete the following steps on the "source" machine:

1. **GoTo** → **System Configuration** → **Migration** → **Object Structures**.
2. Select the DMMAXGROUP object structure.
3. From **Select Action** dropdown, select **Exclude/Include Fields**.
4. For the MAXGROUP object, check the check box to exclude PMSCREATEDATARESTRICT.
5. Click **OK** to close the dialog and save the changes.
6. Rebuild and redeploy the migration manager package.

Error during UpdateDB regarding storage partitions

Problem: When upgrading from a 7.1.1.x system with additional IBM Systems Management (ISM) family products installed, in particular, Tivoli Provisioning Manager (TPM) v7.1.1.x, the Service Request Manager 7.2 upgrade installation might fail with an error during UpdateDB regarding storage partitions.

About this task

This problem is likely to happen if you have Tivoli Provisioning Manager (TPM) v7.1.1.x installed on your system.

Work-around:

If you encounter this problem, complete the following steps before continuing the installation:

1. Restore your database to the backup you made prior to starting the upgrade.
2. Complete the instructions in this Technote before continuing with the installation: <http://www-01.ibm.com/support/docview.wss?uid=swg21411765&&myns=swgtiv&mynp=OCSS6HJK&mync=R>.

Notes:

a. The value to specify when creating the maxvars for MAXINSTTABLEPART and MAXINSTINDEXPART are the values passed to maxinst as the **-t** parameter (for example, MAXDATA) and **-s** parameter (for example, MAXDATA). You can look in `<install dir>\maximo\tools\maximo\log` directory for the `maxinst<number>.log`. The create table statements logged there will end in "in TABLESPACE index in INDEXSPACE". Use the values logged for the corresponding maxvars.

b. If the maxvars are already defined in your database, you will not encounter the problem described in the Technote.

If the maxvars are defined, this SQL will return two records: `select * from maxvars where varname in ('MAXINSTTABLEPART','MAXINSTINDEXPART');`

Error migrating the PMSC_DOCINFO object structure if two offerings use the same attachment

Problem: You might see an error migrating the PMSC_DOCINFO object structure if two offerings use the same attachment and only one of the offerings is being migrated.

About this task

To avoid this error, ensure that offerings using the same attachments are migrated at the same time, or you can edit the DOCINFO CFGDATA XML in the migration manager zip package.

Work-around:

To edit the XML, complete the following steps:

1. Extract the CFGDATA XML file corresponding to the PMSC_DOCINFO object structure.
2. Delete all DOCLINKS elements which have a child `<pmscoffering>` element that reference an offering, not included in the migration package and not already on the target system.

Error while running Integrity Checker

Problem: While running Integrity Checker, an error might occur.

About this task

You might see the following error when running Integrity Checker:

```
BMXAA0443E - ERROR -- BMXAA6286E - The Search Type must be NONE for attributes
that are non-persistent, CRYPTO or BLOB. Run repair mode to fix.
Thu Mar 11 09:37:08 EST 2010
BMXAA6839I - Table PMSCPRLINE, Attribute DESCRIPTION_LONGDESCRIPTION3
Thu Mar 11 09:37:08 EST 2010
```

Work-around:

Complete the following steps:

1. Run the Integrity Checker again with the Repair Mode option selected.
2. Upon completion, the SEARCHTYPE attribute will be set to 'NONE' for the DESCRIPTION_LONDESCRIPTION3 attribute in the PMSCPRLINE view.

Installing Best Practices for Service Desk might fail

Problem: If you are upgrading to Service Request Manager 7.2.0.1 from an environment where you are running Service Request Manager 7.1.0.x, using DB2, and have the optional package "Best Practices Content for Service Desk" installed, you might see the following problems.

About this task

1. If you running the Integrity Checker after installing Service Request Manager 7.2 or 7.2.0.1, you might see the error:

```
BMXAA0443E - ERROR -- BMXAA0456E - The following users should be removed from
the security tables:groupuser because they are not Maximo users:
Thu Mar 11 09:41:00 EST 2010
PMUSRANALUSR Thu Mar 11 09:41:00 EST 2010
```

2. You might notice that the Best Practices user PMUSRANALUSR does not exist.

Work-around:

If either of these conditions exist, complete the following steps:

Run the following SQL statements in DB2:

```
update maxuser set loginid='pmusranalusr' where personid='PMUSRANALUSR';
insert into maxuser(sysuser, screenreader, type, inactivesites, querywithsite, personid, password,
status, forceexpiration, loginid, maxuserid, userid,failedlogins)
select 0, 0, 'TYPE 1', 0, 1, 'PMUSRANALUSR', (select password from maxuser where userid = 'MAXADMIN'),
'ACTIVE', 0, 'pmusranalusr', nextval for maxuserseq,
'PMUSRANALUSR', 0 from DUMMY_TABLE where not exists (select * from maxuser where
PERSONID='PMUSRANALUSR' and loginid='pmusranalusr' and userid='PMUSRANALUSR') and
exists (select * from person where personid='PMUSRANALUSR');
```

Note: This can be done even with the Maximo server running.

Installing Sample Data for Service Desk might fail

Problem: The installation of the "Sample Data for Service Desk 7.2" PSI package might fail when upgrading from Service Request Manager 7.1.0.x.

About this task

You might see the following error:

```
java.lang.Exception: DATABASE Script UPDATE COMPLETED WITH ERROR.
CHECK ERRORS IN UPDATE LOG FILE -Updatedb20091203184905.log
dbchange#ScriptFailure;
sql#1;
ORA-00001: unique constraint (MAXIMO.AUTOKEY_NDX1) violated
```

```
at psdi.tools.UpdateDB.startProcess(Unknown Source)
at psdi.tools.UpdateDB.startProcess(Unknown Source)
at psdi.tools.UpdateDB.loadScriptInfo(Unknown Source)
at psdi.tools.UpdateDB.main(Unknown Source)
```

Work-around:

Complete the following steps:

1. Stop the application (Maximo) server.
2. Back up the Maximo database.
3. Unzip the 7.2.0.1-TIV-SRM-FP0001.zip file into a temporary directory.
4. Unzip the `<temp>/Misc/sample_pmp_deploy.zip` file into the `<maximo_install_dir>/maximo` directory.
- 5.
6. Run the **updatedb** utility. From a command prompt, enter:


```
cd <maximo_install_dir>/tools/maximo
updatedb
```
7. Restart the application (Maximo) server. There is no need to rebuild and redeploy the Maximo ear file.

Integrity checker errors remain after upgrade

Problem: After upgrading from Service Request Manager 6.2.5 to 7.2.0.1, in which you have also installed Service Catalog, integrity checker errors may remain.

About this task

You might see the following errors when running the integrity checker:

```
BMXAA0443E - ERROR -- BMXAA0497E - The following columns are defined to be
'same-as', but have different definitions:
PMSSCCRSPECV.ALNVALUE3 ALN(254) same as ALNDOMAIN.VALUE ALN(255)
```

Work-around:

To correct these errors, complete the following steps:

1. Stop the application (Maximo) server.
2. Run the following commands:

```
update maxattribute set length = (select length from maxattribute where
objectname = 'ALNDOMAIN' and attributename = 'VALUE') where
objectname = 'PMSSCCRSPEC2' and attributename like 'ALNVALUE%';

update maxattributecfg set length = (select length from maxattribute where
objectname = 'ALNDOMAIN' and attributename = 'VALUE') where
objectname = 'PMSSCCRSPEC2' and attributename like 'ALNVALUE%';

update maxattribute set length = (select length from maxattribute where
objectname = 'ALNDOMAIN' and attributename = 'VALUE') where
objectname = 'PMSSCCRSPECV' and attributename like 'ALNVALUE%';

update maxattributecfg set length = (select length from maxattribute where
objectname = 'ALNDOMAIN' and attributename = 'VALUE') where
objectname = 'PMSSCCRSPECV' and attributename like 'ALNVALUE%';

update maxobjectcfg set CHANGED='M' where objectname = 'PMSSCCRSPEC2';

update maxattribute set length = (select length from maxattribute where
objectname = 'ALNDOMAIN' and attributename = 'VALUE') where
objectname = 'PMSCITEMSPEC' and attributename = 'ALNVALUE';

update maxattributecfg set length = (select length from maxattribute where
objectname = 'ALNDOMAIN' and attributename = 'VALUE') where
objectname = 'PMSCITEMSPEC' and attributename = 'ALNVALUE';

update maxobjectcfg to set changed = 'M' where objectname = 'PMSCITEMSPEC';
```


3. Run the **updatedb** utility to commit the changes. From a command prompt, enter:

```
cd <maximo_install_dir>/tools/maximo
updatedb
```
4. Restart the application (Maximo) server. There is no need to rebuild and redeploy the Maximo ear file.

Not authorized to add users

Problem: When creating new users, you might see an error saying you are not authorized to perform that action.

About this task

If you are using Maximo-based security and you are attempting to add users, you might see the following message:

```
BMXAA0028E - Your security privileges do not allow access to the selected option.
If you require access to this option please contact your system administrator
```

The cause of this problem might be that the logged-on user does not have permission to add the new user to the default security groups. The group names are identified in maxvars ALLUSERGROUP and NEWUSERGROUP. (The defaults for these maxvars are EVERYONE and DEFLTREG.)

Work-around:

To update the user permissions, complete the following steps:

1. Navigate to the Users application: **Go To** → **Security** → **Users**.
2. Search for the user that needs the ability to add users and display the User tab for that user.
3. Click **Action** → **Authorize Group Reassignment**.
4. Ensure that the Authorized Groups for EVERYONE and DEFLTREG are assigned.

Running reports might result in database errors

Problem: Reports that ran before the upgrade might not work after the upgrade. Database errors might occur.

About this task

When running a report after a Service Request Manager upgrade, you might see database errors or you might see empty reports. To correct this problem, you will need to regenerate the Report Pages.

Work-around:

To regenerate the Report Pages, complete the following steps:

1. Navigate to Report Administration: **Go To** → **Administration** → **Reporting** → **Report Administration**.
2. On the List tab, click **Generate Request Pages**.
3. After some time, a dialog will appear with the message "The request pages have been generated." Click **Close**.

Results

Reports will run properly.

Starting TDI results in an error

Problem: After starting the IBM Tivoli Directory Integrator (TDI), a failure might occur.

About this task

After starting the IBM Tivoli Directory Integrator (TDI), provided with Service Request Manager, you might see the following error:

```
Cannot reach TEC server
Javascript exception.
2009-10-08 07:36:00,343 ERROR [C:\tdi_home\work\mxe.xml] - CTGDIS078I AssemblyLine
    AssemblyLines/VerifyTECServer failed with error: message:CTGDJI008E The 'tcpPort'
    parameter must be set to use the TCP Connector in client mode.:
    Cannot reach TEC Server.
2009-10-08 07:36:00,343 ERROR [AssemblyLine.AssemblyLines/TECOutIncident.48] -
    [CheckTECServer] CTGDIS810E handleException - cannot handle exception , callreply
    java.lang.Exception: message:CTGDJI008E The 'tcpPort' parameter must be set to use the
    TCP Connector in client mode.:Cannot reach TEC Server
    at sun.reflect.NativeConstructorAccessorImpl.newInstance0(Native Method)
    at sun.reflect.NativeConstructorAccessorImpl.newInstance
    (NativeConstructorAccessorImpl.java:67)
    at sun.reflect.DelegatingConstructorAccessorImpl.newInstance
    (DelegatingConstructorAccessorImpl.java:45)
    at java.lang.reflect.Constructor.newInstance(Constructor.java:521)
    at com.ibm.jscrip.types.JavaAccessObject.construct(JavaAccessObject.java:174)
    at com.ibm.jscrip.ASTTree.ASTNew.interpret(ASTNew.java:104)
    at com.ibm.jscrip.ASTTree.ASTThrow.interpret(ASTThrow.java:41)
```

As a result, Service Request Manager Ticket updates do not move to the IBM Tivoli Enterprise Console (TEC) server.

Work-around:

To enable the TEC server, you can disable CheckTEC. Complete the following steps:

1. Open TDI config editor.
2. Open mxe.xml with the editor: **File** → **Open**.
3. With the configuration displayed, go to Assembly lines section (left panel) and select **TECOutIncident** assembly line.
4. In the right pane, click the **CheckTEC** element and deselect the Enable option. A red icon is displayed that indicates that the element is disable.
5. Repeat steps 3 and 4 for **TECOutProblem** and **TECOutServiceRequest** assembly lines.
6. Save the configuration and close TDI config editor.
7. Restart TDI.

UpdateDB might fail

Problem: The update database utility (**UpdateDB**) might fail when upgrading Service Request Manager 7.1 to 7.2.0.1.

About this task

When upgrading an existing SRM installation to Service Request Manager 7.2, **UpdateDB** might fail with the following error:

```
/*
freeform: Add TSDSHOWIMPURG conditional UI to applicationauth
*/
insert into applicationauth (app, optionname, groupname, applicationauthid) select 'SR',
'TSDSHOWIMPURG', varvalue, NEXTVAL FOR APPLICATIONAUTHSEQ from maxvars where
varname = 'ALLUSERGROUP'
;

dbchange#ScriptFailure;
sql#-803;
One or more values in the INSERT statement, UPDATE statement, or foreign key update
caused by a DELETE statement are not valid because the primary key, unique constraint
or unique index identified by "2" constrains table "MAXIMO.APPLICATIONAUTH" from having
duplicate values for the index key.. SQLCODE=-803, SQLSTATE=23505, DRIVER=3.53.70
at psdi.dbmanage.ScriptRun.run(Unknown Source)
at psdi.script.AutoUpgradeTemplate.runScriptFile(Unknown Source)
at psdi.script.AutoUpgradeTemplate.doMasterScript(Unknown Source)
at psdi.script.AutoUpgradeTemplate.<init>(Unknown Source)
at psdi.tsd_common.en.V7120_08.<init>(V7120_08.java:62)
at sun.reflect.NativeConstructorAccessorImpl.newInstance0(Native Method)
at sun.reflect.NativeConstructorAccessorImpl.newInstance(NativeConstructorAccessorImpl.
java:67)
at sun.reflect.DelegatingConstructorAccessorImpl.newInstance
(DelegatingConstructorAccessorImpl.java:45)
at java.lang.reflect.Constructor.newInstance(Constructor.java:521)
at psdi.tools.UpdateDB.runScriptClass(Unknown Source)
at psdi.tools.UpdateDB.runScripts(Unknown Source)
at psdi.tools.UpdateDB.startProcess(Unknown Source)
at psdi.tools.UpdateDB.startProcess(Unknown Source)
at psdi.tools.UpdateDB.loadScriptInfo(Unknown Source)
at psdi.tools.UpdateDB.main(Unknown Source)
Caused by: sql#-803;
One or more values in the INSERT statement, UPDATE statement, or foreign key update
caused by a DELETE statement are not valid because the primary key, unique constraint
or unique index identified by "2" constrains table "MAXIMO.APPLICATIONAUTH" from having
duplicate values for the index key.. SQLCODE=-803, SQLSTATE=23505, DRIVER=3.53.70
at psdi.dbmanage.connection.DatabaseConnection.doSql(Unknown Source)
at psdi.dbmanage.connection.DB2DatabaseConnection.doSql(Unknown Source)
at psdi.dbmanage.connection.DatabaseConnection.doSql(Unknown Source)
at psdi.dbmanage.statement.ChangeStatement.doSql(Unknown Source)
at psdi.dbmanage.statement.FreeFormStatement.executeFreeFormStatement(Unknown Source)
at psdi.dbmanage.statement.FreeFormStatement.run(Unknown Source)
at psdi.dbmanage.statement.Script.run(Unknown Source)
... 15 more
Caused by: com.ibm.db2.jcc.b.zn: One or more values in the INSERT statement, UPDATE
statement, or foreign key update caused by a DELETE statement are not valid because the
primary key, unique constraint or unique index identified by "2" constrains table
"MAXIMO.APPLICATIONAUTH" from having duplicate values for the index key.. SQLCODE=-803,
SQLSTATE=23505, DRIVER=3.53.70
at com.ibm.db2.jcc.b.bd.a(bd.java:672)
at com.ibm.db2.jcc.b.bd.a(bd.java:60)
at com.ibm.db2.jcc.b.bd.a(bd.java:127)
at com.ibm.db2.jcc.b.fm.c(fm.java:2474)
at com.ibm.db2.jcc.b.fm.d(fm.java:2451)
at com.ibm.db2.jcc.b.fm.b(fm.java:1892)
at com.ibm.db2.jcc.t4.db.h(db.java:219)
at com.ibm.db2.jcc.t4.db.b(db.java:45)
at com.ibm.db2.jcc.t4.t.b(t.java:38)
at com.ibm.db2.jcc.t4.sb.g(sb.java:120)
at com.ibm.db2.jcc.b.fm.ab(fm.java:1887)
at com.ibm.db2.jcc.b.fm.a(fm.java:2812)
at com.ibm.db2.jcc.b.fm.e(fm.java:961)
at com.ibm.db2.jcc.b.fm.execute(fm.java:945)
... 22 more

-- BEGINUPDATEDBERROR
-- Error running file: V7120_08
-- UPDATEDBFILE:V7120_08.class
-- Script: Error
java.lang.Exception: dbchange#ScriptFailure;
sql#-803;
One or more values in the INSERT statement, UPDATE statement, or foreign key update
caused by a DELETE statement are not valid because the primary key, unique constraint
or unique index identified by "2" constrains table "MAXIMO.APPLICATIONAUTH" from having
```

```

duplicate values for the index key.. SQLCODE=-803, SQLSTATE=23505, DRIVER=3.53.70
at psdi.tools.UpdateDB.runScriptClass(Unknown Source)
at psdi.tools.UpdateDB.runScripts(Unknown Source)
at psdi.tools.UpdateDB.startProcess(Unknown Source)
at psdi.tools.UpdateDB.startProcess(Unknown Source)
at psdi.tools.UpdateDB.loadScriptInfo(Unknown Source)
at psdi.tools.UpdateDB.main(Unknown Source)

java.lang.Exception: DATABASE Script UPDATE COMPLETED WITH ERROR. CHECK ERRORS IN UPDATE
LOG FILE -Updatedb20100226112457.log
dbchange#ScriptFailure;
sql#-803;
One or more values in the INSERT statement, UPDATE statement, or foreign key update
caused by a DELETE statement are not valid because the primary key, unique constraint
or unique index identified by "2" constrains table "MAXIMO.APPLICATIONAUTH" from having
duplicate values for the index key.. SQLCODE=-803, SQLSTATE=23505, DRIVER=3.53.70
at psdi.tools.UpdateDB.startProcess(Unknown Source)
at psdi.tools.UpdateDB.startProcess(Unknown Source)
at psdi.tools.UpdateDB.loadScriptInfo(Unknown Source)
at psdi.tools.UpdateDB.main(Unknown Source)

```

Work-around:

The problem occurs if READ access is set in the Security Group defined in the variable 'ALLUSERGROUP' for Service Requests, Create Service Requests, Incidents, or Problems. By default this group is 'EVERYONE'. You can obtain the value for this variable with the following database query:

```
select varvalue from maxvars where varname='ALLUSERGROUP'
```

If this field does not exist or does not contain a value, then you will not be affected by the problem.

If a value is set for the variable ALLUSERGROUP, you can perform another check to determine whether or not you will be affected by the problem. Run the following query on your database:

```
select * from applicationauth where app in ('SR', 'CREATESR', 'INCIDENT', 'PROBLEM')
and optionname='READ' and groupname in (select varvalue from maxvars where
varname='ALLUSERGROUP');
```

If this query does not return any rows, you will not run into this problem during upgrade.

There are 2 options for a workaround for this problem:

Option 1: Defer the Update of the Database when installing the Service Request Manager 7.2

Complete the following steps:

1. When installing Service Request Manager 7.2 and you have selected **Install the product** in the left pane and have selected **3. Install Service Request Manager**, you will be asked whether or not you want to defer the Maximo Application Redeployment and Update of the Maximo Database on the Package Option screen. Under **Supported Package Options**, select the following options:
 - a. Click **Defer Maximo Application Redeployment**
 - b. Click **Defer the Update of the Maximo Database**
2. When you install Service Request Manager 7.2 Fix Pack 2 (7.2.0.1), you will also be prompted with the same Package Option screen above. In this case, do not select to defer the update or redeployment.

Option 2: Defer the Update of the Database when installing the Service Request Manager 7.2

The following is a set of instructions on using the SRM User Interface to check for, and resolve the problem. These instructions assume that the variable value for ALLUSERGROUP is set to EVERYONE. If it is set to a different security group, substitute that group name for EVERYONE.

Complete the following steps:

1. Login using a user ID that has administrative access to the Security Groups application.
2. Select **Go To** → **Security** → **Security Groups**
3. Filter for the Security Group EVERYONE.
4. Select the security group EVERYONE.
5. Click the Applications tab.
6. Filter for the string "Service Requests" in the Description field.
7. Check to see whether "Read access to Service Request" is checked. If it is set, note that it was set, click to deselect the check box, and click **Save**.
8. Filter for the application "Create Service Request".
9. Check to see whether "Read access to Create Service Request" is checked. If it is set, note that it was set, click to deselect the check box, and click **Save**.
10. Filter for "Incidents".
11. Check to see whether "Read access to incident" is checked. If it is set, note that it was set, click to deselect the check box, and click **Save**.
12. Filter for "Problems".
13. Check to see whether "Read access to Problem" is checked. If it is, note that it was set, click to deselect the check box, and click **Save**.
14. Install Service Request Manager 7.2 (see "Installing 7.2" on page 12).
15. Install Service Request Manager 7.2 Fix Pack 2 (7.2.0.1) (see "Installing Fix Pack 1" on page 15).
16. When the installation completes, repeat steps 2 through 15, except you will grant "Read Access" for each application that was previously set for the group EVERYONE.

More resources

The product support page and information center are good sources of information about problems and their solutions.

The product support page

You can find many troubleshooting resources through IBM's product support pages. The page for IBM Tivoli Service Request Manager is <http://www.ibm.com/software/sysmgmt/products/support/IBMTivoliServiceRequestManager>. You can view a more general page for IT service management at <http://www.ibm.com/software/sysmgmt/products/support/>.

From any support page, click Search to open a window where you can enter terms to search for and types of documents to return. Troubleshooting documents such as Technotes describe known problems and their solutions. You might find that somebody has already encountered the problem that you are seeing, and that a solution has already been created.

Information centers

In addition to the information center provided on the Quick Start DVD and installed with Service Request Manager, IBM provides an externally available information center at <http://publib.boulder.ibm.com/infocenter/tivihelp/v10r1/index.jsp>. The information center for WebSphere® Application server, at <http://publib.boulder.ibm.com/infocenter/wasinfo/v6r1/index.jsp>, contains information about troubleshooting problems using WebSphere log files.

Searching knowledge bases

You can often find solutions to problems by searching IBM knowledge bases. Learn how to optimize your results by using available resources, support tools, and search methods and how to receive automatic updates.

Available technical resources

The following technical resources are available to help you answer questions and resolve problems:

- The Service Request Manager support Web site, which includes Technotes, APARs (problem reports), downloads, and education materials
- Tivoli® Redbooks® Domain
- Tivoli support communities (forums and newsgroups)

Searching with support tools

The following tools are available to help you search IBM knowledge bases:

- **IBM Support Assistant (ISA)** is a free software serviceability workbench that helps you resolve questions and problems with IBM software products. Instructions for downloading and installing the ISA, and the ISA plug-ins for IBM Service Request Manager and IBM Service Management, are on the ISA Web site at www.ibm.com/software/support/isa/.
Product plug-ins customize the IBM Support Assistant experience and help you to find and use focused, product-specific help resources, search capabilities, and automated data collection. Once the ISA is installed, you can add product plug-ins using the built-in Updater component.
- **IBM Software Support Toolbar** is a browser plug-in that provides you with a mechanism to easily search IBM support sites. You can download the toolbar at www.ibm.com/software/support/toolbar/.

Search tips

The following resources describe how to optimize your search results:

- Searching the IBM Support Web site
- Using the Google search engine

Receiving automatic updates

You can receive automatic updates through RSS feeds. For information about RSS, including steps for getting started and a list of RSS-enabled IBM Web pages, go to www.ibm.com/software/support/rss/.

Obtaining fixes

A product fix might be available to resolve your problem.

The naming convention for IBM Tivoli fixes is *v.r.m<f>-Group-ProductAbbreviation-
<optional OS>-XXnnnn*. Therefore, fixes for IBM Tivoli Service Request Manager follow either of the following conventions:

- *v.r.m<f>-TIV-SRM-XXnnnn*

The variables in these conventions represent the following items:

v Version number

r Release number

m Modification level

f Fix level of the release. For example, if fix pack 5 has been installed on release 3.2.0 of some product, the release maintenance level for that product is 3.2.0.5.

XX Represents one of the following types of fix:

- FP for fix pack
- IF for interim fix
- LA for limited availability fix

nnnn The number of the fix

A sample name is 7.1.1.2-TIV-SRM-IF0002, which is version 7, release 1, modification 1, fix level 2 of Service Request Manager with interim fix 2.

Most fixes have prerequisites. You should review the readme files before you apply fixes. Ensure that the version, release, modification, and fix level is appropriate for the IBM Tivoli Service Request Manager server that you are running, and follow the installation instructions in the readme file to apply the fix.

To determine what fixes are available for IBM Tivoli Service Request Manager Version 7.1, follow these steps:

1. Go to the IBM Software Support Web site for IBM Tivoli Service Request Manager at <http://www-306.ibm.com/software/sysmgmt/products/support/IBMTivoliServiceRequestManager.html>, which includes Technotes, APARs (problem reports), downloads, and education materials.
2. Under **Download**, click **Fixes by version** to go to a list of fixes, fix packs, and other service updates for the product. To determine which fix you need, review the available fixes, the associated issues that have been corrected, and the known problem or limitations.
3. Click the name of a fix to read the description and optionally download the fix. You can also search for a specific fix; for tips on refining your search, click Search tips.

For more information about the types of fixes that are available, see the *IBM Software Support Handbook* at <http://techsupport.services.ibm.com/guides/handbook.html>.

Contacting IBM Software Support

IBM Software Support provides assistance with product defects.

Before contacting IBM Software Support, your company must have an active IBM software maintenance contract, and you must be authorized to submit problems to IBM. The type of software maintenance contract that you need depends on the type of product you have:

- For IBM distributed software products (including, but not limited to, Tivoli, Lotus®, and Rational® products, as well as DB2® and WebSphere products that run on Windows®, or UNIX® operating systems), enroll in Passport Advantage® in one of the following ways:

Online

Go to the Passport Advantage Web site at http://www-306.ibm.com/software/howtobuy/passportadvantage/pao_customers.htm .

By phone

For the phone number to call in your country, go to the IBM Software Support Web site at <http://techsupport.services.ibm.com/guides/contacts.html> and click the name of your geographic region.

- For customers with Subscription and Support (S & S) contracts, go to the Software Service Request Web site at <https://techsupport.services.ibm.com/ssr/login>.
- For customers with IBMLink, CATIA, Linux®, OS/390®, iSeries®, pSeries®, zSeries®, and other support agreements, go to the IBM Support Line Web site at <http://www.ibm.com/services/us/index.wss/so/its/a1000030/dt006>.
- For IBM eServer™ software products (including, but not limited to, DB2 and WebSphere products that run in zSeries, pSeries, and iSeries environments), you can purchase a software maintenance agreement by working directly with an IBM sales representative or an IBM Business Partner. For more information about support for eServer software products, go to the IBM Technical Support Advantage Web site at <http://www.ibm.com/servers/eserver/techsupport.html>.

If you are not sure what type of software maintenance contract you need, call 1-800-IBMSERV (1-800-426-7378) in the United States. From other countries, go to the contacts page of the *IBM Software Support Handbook on the Web* at <http://techsupport.services.ibm.com/guides/contacts.html> and click the name of your geographic region for phone numbers of people who provide support for your location.

The following topics describe how to contact IBM Software Support.

Submitting problems

You can submit your problem to IBM Software Support in one of two ways:

Online

Go to the IBM Software Support site at <http://www.ibm.com/software/support/probsub.html>, and specify your service request.

By phone

For the phone number to call in your country, go to the contacts page of the *IBM Software Support Handbook* at <http://techsupport.services.ibm.com/guides/contacts.html> and click the name of your geographic region.

If the problem you submit is for a software defect or for missing or inaccurate documentation, IBM Software Support creates an Authorized Program Analysis Report (APAR). The APAR describes the problem in detail. Whenever possible, IBM Software Support provides a workaround that you can implement until the APAR is resolved and a fix is delivered. IBM publishes resolved APARs on the Software Support Web site daily, so that other users who experience the same problem can benefit from the same resolution.

Chapter 6. Reference

This section provides reference and detailed information.

Utilities

This section provides detailed information on the scripts and utilities provided for upgrading your deployment.

PMSCContent71To72.bat

The **PMSCContent71To72.bat** script is used to migrate Service Catalog configuration data from Service Request Manager 7.1 to 7.2.

Syntax

When you run this script, you should always run this script in *verify* mode (specifying the **-v** parameter). This allow you to verify the command before you make the actual changes to the database, by running the script in *execute* mode (specifying the **-e** parameter).

On Windows machines, the command is run as a batch file, **PMSCContent71To72.bat**.

Windows systems:

```
PMSCContent71To72.bat {-e | -v} [-d<output directory>] [-o<output filename>] [-h] [-i]
```

PMSCContent71To72.bat is located in the `<install_directory>\tools\maximo\pmsc` directory.

PMSCContent71To72.bat uses input values specified in the `PMSCContent71to72.properties` file, located in the `<install_directory>\tools\maximo\pmsc` directory.

Parameters

-e Runs all SQL statements and commit database changes . This is called *execute* mode. You must specify one or both of the parameters **-v** and **-e**.

You should always run this script with the **-v** parameter before running it with the **-e** parameter.

-v Write all SQL statements (except selects) to the log file. This is called *verify* mode. This allow you to verify the command before you make the actual changes to the database.

You should always run this script with the **-v** parameter before running it with the **-e** parameter.

One or more of the following options can be appended to the command:

-d<output directory>

Name of the directory for the output log file. If not specified, the directory will default to `<install_directory>\tools\maximo\pmsc\log`.

- o<output filename>
Name of the output log file. If not specified, the file name will default to PMSCContentMigration<yyyymmddhhmmss>.log, where <yyyymmddhhmmss> is the year, month, day, hour, minute, and seconds timestamp.
- h
Display the usage message (help information). Also, you can run **PMSCContent71To72.bat** with no parameters for the same results.
- i Ignore extensions to the database.

The PMSCContent71To72.properties file, located in the <install_directory>\tools\maximo\pmsc directory, is used by this script. You can edit this file to modify the following values:

ITEMNUMSUFFIX

The qualifying suffix to be appended to the migrated ITEMNUMs. Default suffix = _72. For example:

```
ITEMNUMSUFFIX=_72
```

OFFERINGS.TO.MIGRATE.TO.72

Use this tag to specify one or more specific offerings to be migrated. If none specified, all offerings will be migrated. For example, to migrate offering PMSC_0003A, specify:

```
OFFERINGS.TO.MIGRATE.TO.72=PMSC_0003A
```

CATALOGS.TO.MIGRATE.TO.72

Use this tag to specify one or more specific catalogs to be migrated. If none specified, all catalogs will be migrated. For example, to migrate catalog CATALOG1, specify:

```
CATALOGS.TO.MIGRATE.TO.72=CATALOG1
```

PRESERVE_STATUS

TPreserves the status if set to "YES". If anything else, the status is set to "PENDING" after migration. By default, the status is set to "PENDING". For example:

```
PRESERVE_STATUS="NO"
```

For further information, see "PMSCContent71To72.properties."

PMSCContent71To72.properties

The PMSCContent71To72.properties file contains values you can modify when using the **PMSCContent71To72.bat** script

The PMSCContent71To72.properties file is located in the <install_dir>\tools\maximo\pmsc directory.

The following is a sample PMSCContent71To72.properties file:

```
// *****
// **** INSTRUCTIONS ****
// *****
// This properties file is used by the PSMCContent71To72.bat script. This contains
// a set of properties that can be changed based on customer settings as well as
// a set of properties that MUST NOT be changed.
//
// WARNING: Please follow instructions carefully and make a backup copy before
// making any changes.
// *****

// ITEMNUMSUFFIX:
```

```

// Identifies the common suffix that will be appended to 7.2 objects that are migrated
// from 7.1. By default, this is set to "_72". You can change this to any other value
// as long as the resulting object names do not exceed the length (by default 30) of the
// ITEMNUM column in the ITEM table.
ITEMNUMSUFFIX=_72

// OFFERINGS.TO.MIGRATE.TO.7.2 and CATALOGS.TO.MIGRATE.TO.72:
// The default behavior is to migrate all offerings and catalogs. To migrate selected
// offerings and/or catalogs, use the following properties. Remove the comments
// from the properties and specify a comma separated list of values for the offerings
// and/or catalogs that you would like to migrate.
//OFFERINGS.TO.MIGRATE.TO.72=PMSC_0001A,PMSC_0002A
//CATALOGS.TO.MIGRATE.TO.72=CATALOG1,CATALOG2

// PRESERVE_STATUS:
// Preserves object status if "YES". If anything else, sets the status to "PENDING"
PRESERVE_STATUS=NO

// *****
// Database Extensions:
// You may have made extensions to the PMSCCATDATAEXT, PMSCSRVOFFEXT or PMSCSRVDEFEXT tables
// in 7.1 (i.e., added attributes or columns) using the Maximo Database Configuration Application.
// If you wish to create those extensions in the corresponding PMSC* tables in 7.2, list them below.
// NOTE: List only those that need to be migrated. Acceptable formats are:
// 1) DESTINATION_TABLENAME.COLUMNNAME=SOURCE_TABLENAME.COLUMNNAME
// 2) DESTINATION_TABLENAME.COLUMNNAME=<Value>

// List all extensions to the PMSCOFFERINGEXT table below by copying the following line
// and removing the "/" at the beginning of the line for each attribute.
// DEST.ATTR.MAPPING.pmscofferingext.<columnname>=pmscsrvoffext.<columnname>
// DEST.ATTR.MAPPING.pmscofferingext.<columnname>=pmscsrvdefext.<columnname>

// *****

// *****
// *****
// *** WARNING ***
// *****
// The remaining properties in this file should not be modified.
// *****

// Table Migration Order Properties
// Processing properties is via a hashtable, which does not preserve the order.
// The tables are migrated IN THE ORDER specified below. DO NOT change this sequence.
CATALOGS.DEST.TABLES.SEQUENCE=item,pmsccatalogext
// At the end of migrating the various OFFERINGS tables, the Catalog Offerings map
// is migrated implicitly
OFFERINGS.DEST.TABLES.SEQUENCE=pmscofferingext,pmscoffdialog,item,itemspec,
pmsctdomattrs,imglib,doclinks

// Table Mapping Properties. DO NOT change any of the table mapping properties.
DEST.TABLE.MAPPING.pmsccatalogext=pmsccatdataext
DEST.TABLE.MAPPING.pmscofferingext=pmscsrvoffext,pmscsrvdefext
DEST.TABLE.MAPPING.pmscoffdialog=pmscatmap
DEST.TABLE.MAPPING.item=item
DEST.TABLE.MAPPING.itemspec=itemspec
DEST.TABLE.MAPPING.pmsctdomattrs=itemspec
DEST.TABLE.MAPPING.imglib=imglib
// Migrating DOCLINKS below implicitly handles DOCINFO as well
DEST.TABLE.MAPPING.doclinks=doclinks
DEST.TABLE.MAPPING.pmsccatalogoffmap=pmsccatoffmap,pmsccatdataext,item

// Impact of DB extensions on 7.1. If a PMSC or ITEM table in 7.1 has been
// extended, the corresponding table and view in 7.2 would need to be extended.
// DO NOT change the View Mappings.
VIEW.MAPPING.72.pmsccatalogext=pmsccatalog
VIEW.MAPPING.72.pmscofferingext=pmscoffering
VIEW.MAPPING.72.item=pmsccatalog,pmscoffering

// Attribute Mapping Properties. DO NOT change the attribute mappings.
// Only those that need to be migrated are listed below. Acceptable formats are:
// 1) DEST.ATTR.MAPPING.destination_tablename.columnname=source_tablename.columnname
// 2) DEST.ATTR.MAPPING.destination_tablename.columnname=<Value>
DEST.ATTR.MAPPING.pmsccatalogext.pmsccatalogextid=
DEST.ATTR.MAPPING.pmsccatalogext.itemnum=pmsccatdataext.itemnum
DEST.ATTR.MAPPING.pmsccatalogext.itemsetid=pmsccatdataext.itemsetid

DEST.ATTR.MAPPING.pmscofferingext.pmscofferingextid=
DEST.ATTR.MAPPING.pmscofferingext.itemsetid=pmscsrvoffext.itemsetid
DEST.ATTR.MAPPING.pmscofferingext.itemnum=pmscsrvoffext.servicedef
DEST.ATTR.MAPPING.pmscofferingext.keywords=pmscsrvoffext.keywords

```

DEST.ATTR.MAPPING.pmscfferingext.offering_type=pmscsrvoffext.service_def_type
 DEST.ATTR.MAPPING.pmscfferingext.displaystring=pmscsrvoffext.displaystring
 DEST.ATTR.MAPPING.pmscfferingext.displayinitial=1
 DEST.ATTR.MAPPING.pmscfferingext.langcode=pmscsrvoffext.langcode
 DEST.ATTR.MAPPING.pmscfferingext.shippinginfo=0
 DEST.ATTR.MAPPING.pmscfferingext.actiontype=pmscsrvdefext.actiontype
 DEST.ATTR.MAPPING.pmscfferingext.licaction=pmscsrvdefext.licaction
 DEST.ATTR.MAPPING.pmscfferingext.appfm=0
 DEST.ATTR.MAPPING.pmscfferingext.applm=0
 DEST.ATTR.MAPPING.pmscfferingext.applyrp=0
 DEST.ATTR.MAPPING.pmscfferingext.presentationtype=pmscsrvoffext.presentationxml

DEST.ATTR.MAPPING.pmscoffdialog.pmscoffdialogid=
 DEST.ATTR.MAPPING.pmscoffdialog.itemnum=pmscatrmap.itemnum
 DEST.ATTR.MAPPING.pmscoffdialog.itemsetid=pmscatrmap.itemsetid
 DEST.ATTR.MAPPING.pmscoffdialog.offeringattr=pmscatrmap.offeringattr
 DEST.ATTR.MAPPING.pmscoffdialog.mandatory=pmscatrmap.mandatory
 DEST.ATTR.MAPPING.pmscoffdialog.hidden=pmscatrmap.hidden
 DEST.ATTR.MAPPING.pmscoffdialog.readonly=pmscatrmap.readonly

DEST.ATTR.MAPPING.pmsctdomattrs.pmsctdomattrsid=
 DEST.ATTR.MAPPING.pmsctdomattrs.itemnum=itemspec.itemnum
 DEST.ATTR.MAPPING.pmsctdomattrs.itemsetid=itemspec.itemsetid
 DEST.ATTR.MAPPING.pmsctdomattrs.assetattrid=itemspec.assetattrid
 DEST.ATTR.MAPPING.pmsctdomattrs.section=itemspec.section

DEST.ATTR.MAPPING.pmsccatalogoffmap.pmsccatalogoffmapid=
 DEST.ATTR.MAPPING.pmsccatalogoffmap.itemnum=pmsccatalogext.itemnum
 DEST.ATTR.MAPPING.pmsccatalogoffmap.itemsetid=pmsccatalogext.itemsetid
 DEST.ATTR.MAPPING.pmsccatalogoffmap.offeringnum=pmscfferingext.itemnum
 DEST.ATTR.MAPPING.pmsccatalogoffmap.offeringitemsetid=pmscfferingext.itemsetid
 DEST.ATTR.MAPPING.pmsccatalogoffmap.classstructureid=pmscsrvoff.classstructureid

modifyAccessToSC71.bat

The **modifyAccessToSC71.bat** script is used to modify the access to Service Catalog 7.1 applications. You can make Service Catalog 7.1 applications *read-only* or you can *remove* access to them. You can also limit the *read-only* or *remove* access by groups.

Syntax

On Windows machines, the command is run as a batch file, **modifyAccessToSC71.bat**.

Windows systems:

```
modifyAccessToSC71.bat {-e | -v} [-d<output directory>] [-o<output filename>] [-h] [-input=<properties file>]
```

modifyAccessToSC71.bat is located in the <install_directory>\tools\maximo\pmsc directory.

modifyAccessToSC71.bat uses input values specified in a "properties" file (by default, `modifyAccessToSC71.properties` is located in the in the <install_directory>\tools\maximo\pmsc directory).

Parameters

- e Runs all SQL statements and commit database changes. This is called *execute* mode. You must specify one or both of the parameters -v and -e.
- v Write all SQL statements (except selects) to the log file. This is called *verify* mode. This allow you to verify the command before you make the actual changes to the database.

One or more of the following options can be appended to the command:

-d<output directory>

Name of the directory for the output log file. If not specified, the directory will default to <install_directory>\tools\maximo\pmsc\log.

-o<output filename>

Name of the output log file. If not specified, the file name will default to `modifyAccessToSC71<yyyymmddhhmmss>.log`, where <yyyymmddhhmmss> is the year, month, day, hour, minute, and seconds timestamp.

-h

Display the usage message (help information). Also, you can run **modifyAccessToSC71.bat** with no parameters for the same results.

-input=<properties file>

Name of properties file. If not specified, the default properties file is `modifyAccessToSC71.properties` located in the <install_directory>\tools\maximo\pmsc directory.

The `modifyAccessToSC71.properties` file, located in the <install_directory>\tools\maximo\pmsc directory, is used by this script. You can edit this file to modify the following values:

REMOVEGROUPS

The list of authorization groups, or "ALL", to be set to read-only.

REMOVEAPPS

The list of applications to be set to be removed.

READONLYGROUPS

The list of authorization groups, or "ALL", to be set to read-only.

READONLYAPPS

The list of applications to be set to read-only.

Note:

1. You must use REMOVEGROUPS= and REMOVEAPPS= as a pair. If you uncomment one, you must also uncomment the other and assign values to both.
2. You must use READONLYGROUPS= and READONLYAPPS= as a pair. If you uncomment one, you must also uncomment the other and assign values to both.
3. You can specify one or more values to any one of these four options, using a comma to separate each. Note that no spaces are permitted in the list of values.

For further information, see "modifyAccessToSC71.properties."

Sample

This example removes all 7.1 applications.

You might want to remove access to all SC 7.1 applications, if:

- You had Service Catalog installed previously with Service Request Manager 7.1, but never used it.
- You had Service Catalog installed previously with Service Request Manager 7.1, but chose not to install Service Catalog when you upgraded to Service Request Manager 7.2.0.1.

Edit the modifyAccessToSC71.properties file, remove the "//", and set the values as follows:

```
REMOVEGROUPS=ALL
REMOVEAPPS=PMSCCAP,PMSCPR,PMSCSO,PMSCSRVDEF,PMSCSRVOFF,PMSCCATAPP,PMSCSHOPEX,
PMSCVIEW,PMSCCRDR,PMSCSHCART
```

(Note: For example purposes, the REMOVEAPPS= line is continued onto the next line, but you must not break the line or have any spaces in it.)

Run **modifyAccessToSC71.bat** specifying either **-v** or **-e**.

modifyAccessToSC71.properties

The modifyAccessToSC71.properties file contains values you can modify when using the **modifyAccessToSC71.bat** script

The modifyAccessToSC71.properties file is located in the *<installdir>\tools\maximo\pmsc* directory.

The following is a sample modifyAccessToSC71.properties file:

```
// This script takes a list of security groups REMOVEGROUPS and removes the applicationauth entries
// for those groups for all the applications in the list REMOVEAPPS rendering the applications
// invisible for the users in those groups.
// It takes a second list of security groups READONLYGROUPS and removes the applicationauth entries
// for INSERT, SAVE, and DELETE for all the applications in the list READONLYAPPS rendering the
// the applications read only for the users in those groups.
```

```

// The list of applications this script will work on are:
// PMSCCAP - Fulfillment Options
// PMSCPR - Catalog Purchase Requisition
// PMSCSO - Catalog Orders
// PMSCSRVDEF - Service Fulfillment
// PMSCSRVOFF - Offerings
// PMSCCATAPP - Catalogs
// PMSCSHOPEX - Offering Catalog
// PMSCVIEW - View Catalog Requests
// PMSCCRDR - Shopping Cart
// PMSCSHCART - View Shopping Carts

// The list of OOTB PMSC security groups are:
// PMSCADM,PMSCSRU,PMSCSDGN,PMSCSEM,PMSCSDM,PMSCOA,PMSCOS,PMSCUCA,SRMSELSERVICE
// Although you may use any user group defined in the MAXGROUP table.
// Both READONLYGROUPS and REMOVEGROUPS can either be set to a list of security groups or they
// can be set equal to "ALL" and this script will modify acces to the given applications for
// all Security Groups. (for example REMOVEGROUPS=ALL )

// To remove authorizations from a group for an app configure the following two properties.
// Note that REMOVEGROUPS= can be set to "ALL" or a specific list of groups that you want.
//REMOVEGROUPS=PMSCADM,PMSCSRU,PMSCSDGN,PMSCSEM,PMSCSDM,PMSCOA,PMSCOS,PMSCUCA,SRMSELSERVICE
//REMOVEAPPS=PMSCCAP,PMSCPR,PMSCSO,PMSCSRVDEF,PMSCSRVOFF,PMSCCATAPP,PMSCSHOPEX,PMSCVIEW,
PMSCCRDR,PMSCSHCART

// To set application authorization to read only for a group, configure the following two
// properties.
// Note that READONLYGROUPS= can be set to "ALL" or a specific list of groups that you want.
//READONLYGROUPS=ALL
//READONLYAPPS=PMSCCAP,PMSCPR,PMSCSO,PMSCSRVDEF,PMSCSRVOFF,PMSCCATAPP,PMSCSHOPEX,PMSCVIEW,
PMSCCRDR,PMSCSHCART

```

generateAppAuth.bat

The **generateAppAuth.bat** script used to create Service Catalog 7.2 application authorization entries for user defined security groups.

Syntax

On Windows machines, the command is run as a batch file (**generateAppAuth.bat**).

generateAppAuth.bat -objectStructure=xxxx.xml -input=<properties file>

generateAppAuth.bat is located in the `<install_directory>\tools\maximo\pmcsc` directory.

generateAppAuth.bat uses input values specified in a "properties" file (by default, `generateAppAuth.properties` is located in the `<install_directory>\tools\maximo\pmcsc` directory).

Windows systems:

Details

When you run **generateAppAuth.bat**, it will complete a number of tasks. These tasks are:

- Perform validation on the XML and properties file specified on the command line.
- Process the list of groups specified in the properties file.
- Process the list of applications specified in the properties file.
- Create authorization entries for each application in the APPS list and each NEWGROUP (for pair OLDGROUP:NEWGROUP if there is an entry for OLDGROUP in `generateAppAuth72.xml`)

Parameters

-objectStructure=xxxx.xml

An XML file that includes the default application authorization data for the security groups included in the Service Catalog 7.2 Content package. This parameter is required.

One or more of the following options can be appended to the command:

-input=<properties file>

Name of the properties file that contains the user configuration data. This properties file must contain two properties: GROUPS and APPS. GROUPS is a list of group pairs of the form OLDGROUP:NEWGROUP, where OLDGROUP is the Service Catalog defined group configured at installation (for example, PMSCADM) and NEWGROUP is the new user-defined group. APPS is the list of Service Catalog applications for which new authorization records will be created. This parameter is required.

For a sample properties file, see "generateAppAuth.properties" on page 75.

Sample

To add application authorizations to existing security group 'XYZSRU', perform the following steps:

1. Update the generateAppAuth.properties file to include the following properties.

```
GROUPS=PMSCSRU:XYZSRU
APPS=PMSCOFFCAT, PMSCCRDET, PMSCVIEWCR, PMSCOFFER, PMSCRCART, PMSCCATALG
```

2. Run the following command:

```
generateAppAuth -objectStructure=generateAppAuth72.xml -input=generateAppAuth.properties
```

3. Use the Security Groups application to verify that the XYZSRU group contains the same application authorizations and conditions as those specified on the PMSCSRU group for each Service Catalog 7.2 application specified in the properties file.

generateAppAuth.properties

The generateAppAuth.properties file contains values you can modify when using the generateAppAuth.bat script

The generateAppAuth.properties file is located in the <installdir>\tools\maximo\pmcsc directory.

The following is a sample generateAppAuth.properties file:

```
# *****
# ***** Begin Standard Header - Do not add comments here *****
# *
# * File:      %W%
# * Version:  %I%
# * Modified: %G% %U%
# * Build:    %R% %L%
# *
# * Licensed Materials - Property of IBM
# *
# * Restricted Materials of IBM
# *
# * 5724-S85
# *
# * (C) COPYRIGHT IBM CORP. 2009. All Rights Reserved.
# *
# * US Government Users Restricted Rights - Use, duplication or disclosure
# * restricted by GSA ADP Schedule Contract with IBM Corp.
# *
# ***** End Standard Header *****
# *****

GROUPS=PMSCADM:NEWADM, PMSCSRU:NEWSRU, PMSCUCA:NEWUCA, PMSCSDGN:NEWSDGN, PMSCSDM:NEWSDM,
PMSCSEM:NEWSEM, PMSCOA:NEWCO, PMSCOS:NEWOS
APPS=PMSCOFFCAT, PMSCCRDET, PMSCVIEWCR, PMSCOFFER, PMSCRCART, PMSCCATALG
```

PMSCUpdate71Apps.bat

The **PMSCUpdate71Apps.bat** script is used to update the description of Service Catalog 7.1 objects to distinguish them from 7.2 objects. **PMSCUpdate71Apps.bat** is only required if you are running a non-English base language or with multiple languages enabled.

Syntax

If you are running Service Request Manager with a non-English base language or with multiple languages enabled, then you need to run this script following your upgrade to Service Request Manager 7.2.0.1. (Environments with `baselanguage='EN'` and no other languages enabled do not need to run this script.)

PMSCUpdate71Apps.bat adds the suffix "(7.1)" to the end of each description associated with the 7.1 PMSC objects in the MAXOBJECTCFG, L_MAXOBJECTCFG, MAXAPPS, L_MAXAPPS, REPORT, L_REPORT, QUERY tables. For example, "Offerings" application becomes "Offerings (7.1)".

PMSCUpdate71Apps.bat creates an output log file `PMSCUpdate71Apps<yyyymmddhhmmss>.txt`, where `<yyyymmddhhmmss>` is the year, month, day, hour, minute, and seconds timestamp.

Important: After running **PMSCUpdate71Apps.bat**, you must restart the J2EE Server for the changes to take effect.

On Windows machines, the command is run as a batch file (**PMSCUpdate71Apps.bat**).

Windows systems:

PMSCUpdate71Apps.bat {-e | -v}

PMSCUpdate71Apps.bat is located in the `<install_directory>\tools\maximo\pmsc` directory.

Parameters

-e Runs all SQL statements and commit database changes. This is called *execute* mode. You must specify one or both of the parameters **-v** and **-e**. If neither parameter is specified, it runs in *verify* mode by default.

You should always run this script with the **-v** parameter before running it with the **-e** parameter.

-v Write all SQL statements (except selects) to the log file. This is called *verify* mode. This allow you to verify the command before you make the actual changes to the database. If neither parameter is specified, it runs in *verify* mode by default.

You should always run this script with the **-v** parameter before running it with the **-e** parameter.

Sample

The following is an example of running the script in *verify* mode.

```
PMSCUpdate71Apps.bat -v
```

The following is the output from this example :

Appending (7.1) to old Service Catalog applications

```
Updating MAXOBJECTCFG description field for PMSC 7.1 objects...
Total Records Updated: 38
Updating MAXAPPS description field for PMSC 7.1 objects...
Total Records Updated: 10
Updating REPORT description field for PMSC 7.1 objects...
Total Records Updated: 27
Updating QUERY description field for PMSC 7.1 objects...
Total Records Updated: 6
Updating L_MAXOBJECTCFG description field for PMSC 7.1 objects...
Total Records Updated: 70
Updating L_MAXAPPS description field for PMSC 7.1 objects...
Total Records Updated: 20
Updating L_REPORT description field for PMSC 7.1 objects...
Total Records Updated: 54
```

CTGRC7727I - RUNMODE is VERIFY. Rolling back changes...

CTGRC7728I - Done!

CTGRC7729I - See log file .\PMSCUpdate71Apps20100219114030.txt for additional details.

surveydatamigration.bat

The **surveydatamigration.bat** script will copy data from the 7.1 version of survey to the 7.2 version of survey.

Syntax

On Windows machines, the command is run as a batch file (**surveydatamigration.bat**).

Windows systems:

```
surveydatamigration.bat [-a db alias] [-f filename] [-k propfile dir] [-p password] [-u username]
```

surveydatamigration.bat is located in the `<install_directory>\tools\maximo` directory.

Details

When you run **surveydatamigration.bat**, it migrates 7.1 survey data, including submitted survey results, survey questions, and survey answers, to the 7.2 survey.

The following survey objects will not be migrated to 7.2:

- Survey Sections
- HTML Templates
- Links
- Escalations associated with surveys are migrated, but the association between the survey and the escalation is not. After migration is completed, you must go through each migrated survey and add the migrated escalation to the survey.

Parameters

-adb alias

Database alias. If not specified, the default is the `mx.db.url` property.

-ffilename

File name for the properties file. If not specified, the file name will default to `maximo.properties`.

-kpropfile dir

Directory for the properties file. If not specified, the directory will default to the `maximo.properties` location, which is normally `<maximo_install_location>/applications/maximo/properties`. (See **-f** parameter for the properties file name.)

-ppassword

Password for the database connection. If not specified, the default is the `mx.db.password` property, or "maximo".

-uusername

Username for the database connection. If not specified, the default is the `mx.db.user` property, or "maximo".

Integrity checker

This section contains information on how to verify the integrity of the database.

You can verify the integrity of the database data by checking it for errors that can prevent a successful upgrade, such as after applying a fix pack.

To verify the integrity of the database, you can run the *integrity checker* utility. The integrity checker provides a report mode and a repair mode. *Report mode* creates a list of database errors and warnings. *Repair mode* fixes errors that do not require manual intervention. Other errors are recorded in the list files and log files and you must fix them manually.

Fix pack installations might require use of the integrity checker. Refer to the installation instructions for the particular fix pack to see the specific uses of the integrity checker. This might include running the integrity checker utility in *repair mode*, in which case, you should always back up your database prior to running the integrity checker.

You should familiarize yourself with the integrity checker. For further information on using the integrity checker utility, refer to the *IBM Maximo Upgrade Guide*. A copy can be found in the Reference section of the Service Request Manager information center.

Service Catalog data model

There are significant data model differences between Service Catalog 7.1 and Service Catalog 7.2. The data model and content in 7.2 is separated from the 7.1 content, and the Service Catalog 7.2 code works off of different PMSC* tables and views than Service Catalog 7.1. There are some common tables from the base that are reused such as the ITEM, ITEMSPEC, IMGLIB and DOCLINKS tables.

As part of Service Request Manager 7.2.0.1, a set of data migration scripts will be shipped. The Service Catalog 7.1 data migration is done by copying data from the 7.1 data model to 7.2 data model by directly accessing the database using JDBC. The PMSCContent71to72.properties file provides mapping information from the Service Catalog 7.1 tables and columns to the 7.2 tables and columns.

The following are some of the tables that correspond to Service Catalog 7.1 and 7.2:

Table 8. Table migration from 7.1 to 7.2

	SC 7.1 tables	SC 7.2 tables	Notes
Catalog	PMSCCATDATAEXT	PMSCCATALOGEXT	
Catalog \ Offering Map	PMSCCATOFFMAP PMSCCATDATAEXT	PMSCCATALOGOFFMAP	
Offering	PMSCSRVOFFEXT	PMSCOFFERINGEXT	
Offering \ Attribute Map	PMSCATTRMAP	PMSCOFFDIALOG	
Fulfillment Options	PMSCCAPV	TKTEMPLATE	Fulfillment options are folded into ticket templates for Service Catalog 7.2.
Service Fulfillment	PMSCSRVDEFEXT	PMSCOFFERINGEXT	Service Fulfillment does not exist as a separate object in Service Catalog 7.2.

- For the PMSC* tables, data is copied from the PMSC table in Service Catalog 7.1 to the corresponding PMSC table in Service Catalog 7.2. For example, during migration of offerings from 7.1 to 7.2, the data is copied from the PMSCSRVOFFEXT table, which is the Service Catalog 7.1 Offerings definition table, to the PMSCOFFERINGEXT table, which is the Service Catalog 7.2 Offerings definition table.
- For common tables from the base that are reused between Service Catalog 7.1 and Service Catalog 7.2 such as DOCLINKS, IMGLIB, ITEM, ITEMSPEC, and LONGDESCRIPTION, the data is migrated by copying data from the 7.1 entry to a new row in the same table.

Checklists and worksheets

Checklists and worksheets are provided for your use to be sure you have all the information needed to complete an upgrade.

Get the following checklist and worksheet for the environment you are upgrading from, review them, and complete the entries to assist you for a successful upgrade:

- “7.1 Checklist” on page 82
- “7.1 Worksheet” on page 84
- “6.2.5 Checklist” on page 85
- “6.2.5 Worksheet” on page 87

7.1 Checklist

Use this list to ensure you complete all the upgrade tasks and to keep track of what you have done.

Table 9. 7.1 Checklist

Done	Task	Sub-Task	Notes
	Pre-upgrade tasks		
		Obtain a copy of Service Request Manager 7.2. Make sure you are using the latest version of Service Request Manager 7.2, refreshed in 2010.	
		Obtain/download the 7.2.0.1-TIV-SRM-FP0001.zip file.	
		Review the Service Request Manager 7.2 Fix Pack 1 (7.2.0.1) Readme, section "9. Known Defects or Limitations".	
		Review the topics on "Miscellaneous problems" on page 54 and "Problems and workarounds" on page 54 to see if any situations are applicable to your environment. In particular, review "UpdateDB might fail" on page 60.	
		Complete the 7.1 Worksheet with all the values you will need during the upgrade.	
		Back up your database	
		Back up your Administrative Workstation	
		Back up the Deployment Engine (DE) database	
		Back up your reports directory	
		Perform reports preparation	
		Install Service Request Manager 7.1 Fix Pack 3 (7.1.0.3), or later	
	Upgrade tasks		
		Install base services	
		Install Service Request Manager 7.2	
		Install Service Request Manager 7.2 Fix Pack 1 (7.2.0.1)	
		Review and perform "Optional tasks for Service Catalog" on page 15	
		Review and perform "Optional tasks for Service Desk" on page 35	
	Post-upgrade tasks		

Table 9. 7.1 Checklist (continued)

Done	Task	Sub-Task	Notes
		Make Service Catalog 7.1 applications <i>read-only</i> or <i>remove</i> access to them, as needed.	
		You might want to remove access to "all" Service Catalog 7.1 applications if you never used Service Catalog 7.1 applications or you did not install Service Catalog when you upgraded to 7.2.0.1.	

7.1 Worksheet

These tables list the settings for values you must supply when upgrading Service Request Manager 7.1. Although many of the defaults can be accepted when navigating the panels of the middleware installation program, you will want to review this worksheet if you plan to manually configure or reuse existing middleware. In a multi-server deployment scenario, you might have multiple values to consider.

Table 10. List of users and groups needed during the upgrade

User	Group	Description	Platform	Your value
db2admin	<ul style="list-style-type: none"> DB2USERS DB2ADMNS 	<p>DB2 administrator. Windows Service User ID.</p> <p>This user will be created by the middleware installation program if it does not already exist.</p>	Windows	
maximo	<ul style="list-style-type: none"> Users Administrators 	<p>Used for maximo database configuration.</p> <p>This user will be created by the Service Request Manager installation program if it does not already exist.</p>	<ul style="list-style-type: none"> Windows AIX® Linux 	
ctginst1	<ul style="list-style-type: none"> Users Administrators <p>ctginst1 must be a member of db2iadm1 or whichever group has been designated as the instance administration authorization group</p>	<p>The system user used as the database instance owner on UNIX platforms.</p> <p>This user will be created by the middleware installation program if it does not already exist.</p>	<ul style="list-style-type: none"> AIX Linux 	
db2fenc1	db2fgrp1	<p>UNIX system user used as the fenced user ID for DB2.</p> <p>This user will be created by the middleware installation program if it does not already exist.</p>	<ul style="list-style-type: none"> AIX Linux 	
wasadmin	Not a system user.	<p>This is a user ID created for use with WebSphere.</p> <p>This user will be created by the middleware installation program if it does not already exist.</p>	<ul style="list-style-type: none"> Windows AIX Linux 	

6.2.5 Checklist

Use this list to ensure you complete all the upgrade tasks and to keep track of what you have done.

Table 11. 6.2.5 Checklist

Done	Task	Sub-Task	Notes
	Pre-upgrade tasks		
		Obtain a copy of Service Request Manager 7.2. Make sure you are using the latest version of Service Request Manager 7.2, refreshed in 2010.	
		Obtain/download the 7.2.0.1-TIV-SRM-FP0001.zip file.	
		Review the Service Request Manager 7.2 Fix Pack 1 (7.2.0.1) Readme, section "9. Known Defects or Limitations".	
		Review the topics on "Miscellaneous problems" on page 54 and "Problems and workarounds" on page 54 to see if any situations are applicable to your environment. In particular, review "UpdateDB might fail" on page 60.	
		Complete the 6.2.5 Worksheet with all the values you will need during the upgrade.	
		Back up your database	
		Back up your Administrative Workstation	
		Back up the Deployment Engine (DE) database	
		Back up your reports directory	
	Upgrade tasks		
		Install base services	
		Install Service Request Manager 7.2	
		Install Service Request Manager 7.2 Fix Pack 1 (7.2.0.1)	
		Perform "Transforming the 6.2.5 database to 7.2.0.1" on page 43	
		"Build and deploy the maximo.ear" on page 47	
	Post-upgrade tasks		
		If you are entitled to Service Request Manager for Service Providers, perform "Enabling Service Provider" on page 48	

Table 11. 6.2.5 Checklist (continued)

Done	Task	Sub-Task	Notes
		Perform "Enabling reports" on page 36	
		Perform "Enabling user authorizations" on page 49	
		Review and perform optional Service Provider tasks, if Service Provider is installed.	

6.2.5 Worksheet

These tables list the settings for values you must supply when upgrading Service Request Manager 6.2.5. Although many of the defaults can be accepted when navigating the panels of the middleware installation program, you will want to review this worksheet if you plan to manually configure or reuse existing middleware. In a multi-server deployment scenario, you might have multiple values to consider.

Table 12. List of users and groups needed during the upgrade

User	Group	Description	Platform	Your value
db2admin	<ul style="list-style-type: none"> DB2USERS DB2ADMNS 	<p>DB2 administrator. Windows Service User ID.</p> <p>This user will be created by the middleware installation program if it does not already exist.</p>	Windows	
maximo	<ul style="list-style-type: none"> Users Administrators 	<p>Used for maximo database configuration.</p> <p>This user will be created by the Service Request Manager installation program if it does not already exist.</p>	<ul style="list-style-type: none"> Windows AIX Linux 	
ctginst1	<ul style="list-style-type: none"> Users Administrators <p>ctginst1 must be a member of db2iadm1 or whichever group has been designated as the instance administration authorization group</p>	<p>The system user used as the database instance owner on UNIX platforms.</p> <p>This user will be created by the middleware installation program if it does not already exist.</p>	<ul style="list-style-type: none"> AIX Linux 	
db2fenc1	db2fgrp1	<p>UNIX system user used as the fenced user ID for DB2.</p> <p>This user will be created by the middleware installation program if it does not already exist.</p>	<ul style="list-style-type: none"> AIX Linux 	
wasadmin	Not a system user.	<p>This is a user ID created for use with WebSphere.</p> <p>This user will be created by the middleware installation program if it does not already exist.</p>	<ul style="list-style-type: none"> Windows AIX Linux 	

Sample log files

This section contains sample log files.

PMSCContentMigration<timestamp>.log -v

This log file is the sample output from running “PMSCContent71To72.bat” on page 67 in *verify* mode, specifying **-v**.

PMSCContentMigration<yyyymmddhhmmss>.log file is located in the <install_directory>\tools\maximo\pmsc directory.

```
CTGRC7711I - validating... Offering 'PMSC_0001A_72' does not exist in 7.2. Will migrate.
CTGRC7711I - validating... Offering 'PMSC_0002A_72' does not exist in 7.2. Will migrate.
CTGRC7714I - validating... Catalog 'CATALOG1_72' does not exist in 7.2. Will migrate.
CTGRC7714I - validating... Catalog 'CATALOG2_72' does not exist in 7.2. Will migrate.

CTGRC7730I - Migrating catalog CATALOG1 to CATALOG1_72...
INSERT INTO item
(ITEMNUM,DESCRIPTION,ROTATING,LOTTYPE,CAPITALIZED,OUTSIDE,SPAREPARTAUTOADD,INSPECTIONREQUIRED,ITEMSE
TID,ORDERUNIT,CONDITIONENABLED,ITEMTYPE,PRORATE,ITEMID,ISKIT,LANGCODE,ATTACHONISSUE,HASLD,STATUS,STA
TUSDATE) VALUES (CATALOG1_72,IT Services,0,NOLOT,0,0,0,PMSCS1,EACH,0,PMSCCATALOG,0,NEXTVAL FOR
itemSEQ,0,EN,0,0,PENDING,2010-02-23 09:49:16.89)
INSERT INTO pmsscatalogext (itemnum,pmsscatalogextid,itemsetid) VALUES (CATALOG1_72,NEXTVAL FOR
PMSCCATALOGEXTIDSEQ,PMSCS1)
CTGRC7732I - Catalog CATALOG1 migration completed.

CTGRC7730I - Migrating catalog CATALOG2 to CATALOG2_72...
INSERT INTO item
(ITEMNUM,DESCRIPTION,ROTATING,LOTTYPE,CAPITALIZED,OUTSIDE,SPAREPARTAUTOADD,INSPECTIONREQUIRED,ITEMSE
TID,ORDERUNIT,CONDITIONENABLED,ITEMTYPE,PRORATE,ITEMID,ISKIT,LANGCODE,ATTACHONISSUE,HASLD,STATUS,STA
TUSDATE) VALUES (CATALOG2_72,End User Services,0,NOLOT,0,0,0,PMSCS1,EACH,0,PMSCCATALOG,0,NEXTVAL
FOR itemSEQ,0,EN,0,0,PENDING,2010-02-23 09:49:17.015)
INSERT INTO pmsscatalogext (itemnum,pmsscatalogextid,itemsetid) VALUES (CATALOG2_72,NEXTVAL FOR
PMSCCATALOGEXTIDSEQ,PMSCS1)
CTGRC7732I - Catalog CATALOG2 migration completed.

CTGRC7735I - Migrating offering PMSC_0001A to PMSC_0001A_72...
INSERT INTO pmscofferingext
(keywords,shippinginfo,displaystring,itemnum,displayinitial,applyrp,offering_type,langcode,presentat
iontype,appfm,applm,licaction,itemsetid,actiontype,pmscofferingextid) VALUES
(null,0,'Order','PMSC_0001A_72',1,0,'SERVREQ',null,'DEFAULT',0,0,null,'PMSCS1',null,NEXTVAL FOR
pmscofferingextSEQ)
INSERT INTO item
(ITEMNUM,DESCRIPTION,ROTATING,LOTTYPE,CAPITALIZED,OUTSIDE,SPAREPARTAUTOADD,CLASSSTRUCTUREID,INSPECTI
ONREQUIRED,ITEMSETID,ORDERUNIT,CONDITIONENABLED,COMMODITYGROUP,COMMODITY,ITEMTYPE,PRORATE,ITEMID,ISK
IT,LANGCODE,ATTACHONISSUE,HASLD,STATUS,STATUSDATE,PLUSPLISTPRICE) VALUES (PMSC_0001A_72,Build New
Standard Server Image,0,NOLOT,0,0,0,9000001,0,PMSCS1,EACH,0,SGROUP1,SERVICE1,PMSCOFFERING,0,NEXTVAL
FOR itemSEQ,0,EN,0,1,PENDING,2010-02-23 09:49:17.109,195.00)
insert into longdescription
(ldkey,lowntertable,lownercol,ldtext,langcode,longdescriptionid,contentuid) Values
(73,'ITEM','DESCRIPTION','Submit this catalog request to build a new standard server image. A
given Image is effective until the next image create or image update request is initiated. Image
create requests typically occur yearly, while image update requests occur quarterly. An image
update occurs when there are changes to OS components or enterprise applications. Up to two images
may be live in production simultaneously, e.g., Windows XP and Windows Vista, until all groups are
fully deployed on the later platform.','EN',NEXTVAL FOR longdescriptionSEQ,'PMSC_0001A_72')
INSERT INTO imglib (IMGLIBID,REFOBJECT,REFOBJECTID,IMAGENAME,IMAGE,MIMETYPE) VALUES (NEXTVAL FOR
imglibSEQ,ITEM,73,services_PMSC_0001A.gif,com.ibm.db2.jcc.b.de@1fdc1fdc,image/gif)
INSERT INTO DOCINFO
(DOCUMENT,DESCRIPTION,CREATEDATE,CHANGEBY,CHANGEDATE,DOCTYPE,CREATEBY,URLTYPE,URLNAME,PRINTTHRLINKD
FLT,USEDEFAULTFILEPATH,SHOW,DOCINFOID,LANGCODE,HASLD,CONTENTUID) VALUES (PMSR001X,Build New
Standard Server Image,2008-01-28 17:08:39.171,MAXADMIN,2008-01-28
17:09:35.875,PMSCDOCS,MAXADMIN,FILE,DOCLINKSPMSCDOCSPMSC001X.xls,1,0,1,NEXTVAL FOR
```

```

DOCINFOSEQ,EN,0,PMSC001X_72)
INSERT INTO doclinks
(DOCUMENT,OWNERTABLE,OWNERID,DOCTYPE,GETLATESTVERSION,CREATEBY,CREATEDATE,CHANGEBY,CHANGEDATE,PRINTT
HRURLINK,COPYLINKTOWO,DOCLINKSID,DOCINFOID) VALUES
(PMSR001X,PMSCOFFERING,73,PMSCDOCS,1,MAXADMIN,2008-01-28 17:13:46.375,MAXADMIN,2008-01-28
17:13:46.453,1,0,NEXTVAL FOR DOCLINKSSEQ,26)
CTGRC7745I - Updating classification 9000001 on the PMSCOFFERING object associated with migrated
offering: PMSC_0001A_72
CTGRC7737I - Offering PMSC_0001A migration completed.
CTGRC7740I - Migrating catalog-to-offering map for CATALOG1,PMSC_0001A...
INSERT INTO pmsscatalogoffmap
(itemnum,classtructureid,itemsetid,offeringnum,pmsscatalogoffmapid,offeringitemsetid) VALUES
('CATALOG1_72','9000001','PMSCS1','PMSC_0001A_72',NEXTVAL FOR PMSCCATALOGOFFMAPIDSEQ,'PMSCS1')
CTGRC7742I - Migration of catalog-to-offering map for CATALOG1,PMSC_0001A completed

CTGRC7735I - Migrating offering PMSC_0002A to PMSC_0002A_72...
INSERT INTO pmscofferingext
(keywords,shippinginfo,displaystring,itemnum,displayinitial,applyrp,offering_type,langcode,presentat
iontype,appfm,applm,licaction,itemsetid,actiontype,pmscofferingextid) VALUES
(null,0,'Order','PMSC_0002A_72',1,0,'SERVREQ',null,'CUSTOM',0,0,null,'PMSCS1',null,NEXTVAL FOR
pmscofferingextSEQ)
INSERT INTO pmscoffdialog
(readonly,itemnum,hidden,itemsetid,mandatory,offeringattr,pmscoffdialogid) VALUES
(0,PMSC_0002A_72,0,PMSCS1,0,RACKLOC,NEXTVAL FOR pmscoffdialogSEQ)
INSERT INTO pmscoffdialog
(readonly,itemnum,hidden,itemsetid,mandatory,offeringattr,pmscoffdialogid) VALUES
(0,PMSC_0002A_72,0,PMSCS1,0,IPADDR,NEXTVAL FOR pmscoffdialogSEQ)
INSERT INTO item
(ITEMNUM,DESCRIPTION,ROTATING,LOTTYPE,CAPITALIZED,OUTSIDE,SPAREPARTAUTOADD,CLASSSTRUCTUREID,INSPECTI
ONREQUIRED,ITEMSETID,ORDERUNIT,CONDITIONENABLED,COMMODITYGROUP,COMMODITY,ITEMTYPE,PRORATE,ITEMID,ISK
IT,LANGCODE,ATTACHONISSUE,HASLD,STATUS,STATUSDATE,PLUSPLISTPRICE) VALUES (PMSC_0002A_72,Server
Hardware Installation,0,NOLOT,0,0,0,9000001,0,PMSCS1,EACH,0,SGROUP1,SERVICE1,PMSCOFFERING,0,NEXTVAL
FOR itemSEQ,0,EN,0,1,PENDING,2010-02-23 09:49:17.734,225.00)
insert into longdescription
(ldkey,lowntable,ldownercol,ldtext,langcode,longdescriptionid,contentuid) Values
(74,'ITEM','DESCRIPTION','Submit this catalog request to perform the physical installation of a
server. The work will include providing power and network cabling, testing power and network
connectivity using standard test hardware, and installation of the server. It does not include
software installation of operating systems, middleware or applications.','EN',NEXTVAL FOR
longdescriptionSEQ,'PMSC_0002A_72')
INSERT INTO itemspec
(ITEMNUM,ASSETATTRID,ROTATING,CLASSSTRUCTUREID,ALLASPECUSEVALUE,ALLLOCSPECUSEVALUE,DISPLAYSEQUENCE,
CHANGEDATE,CHANGEBY,ITEMSETID,ITEMSPECID,MANDATORY) VALUES
(PMSC_0002A_72,IPADDR,1,9000001,1,1,2,2007-07-29 17:10:35.0,MAXADMIN,PMSCS1,NEXTVAL FOR
itemspecSEQ,0)
INSERT INTO itemspec
(ITEMNUM,ASSETATTRID,ROTATING,CLASSSTRUCTUREID,ALLASPECUSEVALUE,ALLLOCSPECUSEVALUE,DISPLAYSEQUENCE,
CHANGEDATE,CHANGEBY,ITEMSETID,ITEMSPECID,MANDATORY) VALUES
(PMSC_0002A_72,RACKLOC,0,9000001,1,1,1,2007-07-29 17:10:35.0,MAXADMIN,PMSCS1,NEXTVAL FOR
itemspecSEQ,0)
INSERT INTO pmscdomatrs (itemnum,pmscdomatrsid,assetattrid,itemsetid) VALUES
(PMSC_0002A_72,NEXTVAL FOR PMSCDOMATRSIDSEQ2,IPADDR,PMSCS1)
INSERT INTO pmscdomatrs (itemnum,pmscdomatrsid,assetattrid,itemsetid) VALUES
(PMSC_0002A_72,NEXTVAL FOR PMSCDOMATRSIDSEQ2,RACKLOC,PMSCS1)
INSERT INTO imglib (IMGLIBID,REFOBJECT,REFOBJECTID,IMAGENAME,IMAGE,MIMETYPE) VALUES (NEXTVAL FOR
imglibSEQ,ITEM,74,services_PMSC_0002A.gif,com.ibm.db2.jcc.b.de@6b546b54,image/gif)
CTGRC7745I - Updating classification 9000001 on the PMSCOFFERING object associated with migrated
offering: PMSC_0002A_72
CTGRC7737I - Offering PMSC_0002A migration completed.
CTGRC7740I - Migrating catalog-to-offering map for CATALOG1,PMSC_0002A...
INSERT INTO pmsscatalogoffmap
(itemnum,classtructureid,itemsetid,offeringnum,pmsscatalogoffmapid,offeringitemsetid) VALUES
('CATALOG1_72','9000001','PMSCS1','PMSC_0002A_72',NEXTVAL FOR PMSCCATALOGOFFMAPIDSEQ,'PMSCS1')
CTGRC7742I - Migration of catalog-to-offering map for CATALOG1,PMSC_0002A completed

CTGRC7748I - Migrating 71 fulfillment options to ticket templates...
insert into tktemplate

```

```

(templateid,externalrefid,vendor,orgid,description,hasld,class,status,statusdate,internalpriority,tk
templateid,langcode) Values ('PMSC_0001A','PMSC_0001A','PMSCSCC','PMSCIBM','Build New Standard
Server Image',0,'SR','ACTIVE','2010-02-23 09:49:18',4,NEXTVAL FOR TKTEMPLATESEQ,'EN')
insert into tktemplactivity
(templateid,jpnum,jpsequence,description,orgid,hasld,tktemplactivityid,langcode) Values
('PMSC_0001A','PMSC_0001A',10,'Build New Standard Server Image','PMSCIBM',0,NEXTVAL FOR
TKTEMPLACTIVITYSEQ,'EN')
insert into tktemplate
(templateid,externalrefid,vendor,orgid,description,hasld,class,status,statusdate,internalpriority,tk
templateid,langcode) Values ('PMSC_0002A','PMSC_0002A','PMSCSCC','PMSCIBM','Server Hardware
Installation',0,'SR','ACTIVE','2010-02-23 09:49:18',4,NEXTVAL FOR TKTEMPLATESEQ,'EN')
insert into tktemplactivity
(templateid,jpnum,jpsequence,description,orgid,hasld,tktemplactivityid,langcode) Values
('PMSC_0002A','PMSC_0002A',10,'Server Hardware Installation','PMSCIBM',0,NEXTVAL FOR
TKTEMPLACTIVITYSEQ,'EN')
CTGRC7749I - Migration complete for fulfillment options: PMSC_0001A PMSC_0002A

CTGRC7751I - Updating migrated offerings with migrated ticket templates...
update pmscofferingext set templateid='PMSC_0001A' where itemnum='PMSC_0001A_72' and
itemsetid='PMSCS1'
CTGRC7752I - Finished updating migrated offerings with ticket templates.

CTGRC7751I - Updating migrated offerings with migrated ticket templates...
update pmscofferingext set templateid='PMSC_0002A' where itemnum='PMSC_0002A_72' and
itemsetid='PMSCS1'
CTGRC7752I - Finished updating migrated offerings with ticket templates.

CTGRC7727I - RUNMODE is VERIFY. Rolling back changes...
CTGRC7728I - Done!
CTGRC7729I - See log file
C:\harrier.eam\tools\maximo\pmcsc\log\PMSCContentMigration20100223094913.log for additional details.

```

PMSCContentMigration<timestamp>.log -e

This log file is the sample output from running “PMSCContent71To72.bat” on page 67 in *execute* mode, specifying **-e**.

PMSCContentMigration<yyyymmddhhmmss>.log file is located in the <install_directory>\tools\maximo\pmcsc directory.

```

CTGRC7711I - validating... Offering 'PMSC_0001A_72' does not exist in 7.2. Will migrate.
CTGRC7711I - validating... Offering 'PMSC_0002A_72' does not exist in 7.2. Will migrate.
CTGRC7714I - validating... Catalog 'CATALOG1_72' does not exist in 7.2. Will migrate.
CTGRC7714I - validating... Catalog 'CATALOG2_72' does not exist in 7.2. Will migrate.

CTGRC7730I - Migrating catalog CATALOG1 to CATALOG1_72...
INSERT INTO item
(ITEMNUM,DESCRIPTION,ROTATING,LOTTYPE,CAPITALIZED,OUTSIDE,SPAREPARTAUTOADD,INSPECTIONREQUIRED,ITEMSE
TID,ORDERUNIT,CONDITIONENABLED,ITEMTYPE,PRORATE,ITEMID,ISKIT,LANGCODE,ATTACHONISSUE,HASLD,STATUS,STA
TUSDATE) VALUES (CATALOG1_72,IT Services,0,NOLOT,0,0,0,0,PMSCS1,EACH,0,PMSCCATALOG,0,NEXTVAL FOR
itemSEQ,0,EN,0,0,PENDING,2010-02-23 09:49:30.921)
INSERT INTO pmsccatalogext (itemnum,pmscccatalogextid,itemsetid) VALUES (CATALOG1_72,NEXTVAL FOR
PMSCCATALOGEXTIDSEQ,PMSCS1)
CTGRC7732I - Catalog CATALOG1 migration completed.

CTGRC7730I - Migrating catalog CATALOG2 to CATALOG2_72...
INSERT INTO item
(ITEMNUM,DESCRIPTION,ROTATING,LOTTYPE,CAPITALIZED,OUTSIDE,SPAREPARTAUTOADD,INSPECTIONREQUIRED,ITEMSE
TID,ORDERUNIT,CONDITIONENABLED,ITEMTYPE,PRORATE,ITEMID,ISKIT,LANGCODE,ATTACHONISSUE,HASLD,STATUS,STA
TUSDATE) VALUES (CATALOG2_72,End User Services,0,NOLOT,0,0,0,0,PMSCS1,EACH,0,PMSCCATALOG,0,NEXTVAL
FOR itemSEQ,0,EN,0,0,PENDING,2010-02-23 09:49:30.968)
INSERT INTO pmsccatalogext (itemnum,pmscccatalogextid,itemsetid) VALUES (CATALOG2_72,NEXTVAL FOR
PMSCCATALOGEXTIDSEQ,PMSCS1)
CTGRC7732I - Catalog CATALOG2 migration completed.

```



```

CTGRC7735I - Migrating offering PMSC_0001A to PMSC_0001A_72...
INSERT INTO pmscofferingext
(keywords,shippinginfo,displaystring,itemnum,displayinitial,applyrp,offering_type,langcode,presentat
iontype,appfm,applm,licaction,itemsetid,actiontype,pmscofferingextid) VALUES
(null,0,'Order','PMSC_0001A_72',1,0,'SERVREQ',null,'DEFAULT',0,0,null,'PMSCS1',null,NEXTVAL FOR
pmscofferingextSEQ)
INSERT INTO item
(ITEMNUM,DESCRIPTION,ROTATING,LOTTYE,CAPITALIZED,OUTSIDE,SPAREPARTAUTOADD,CLASSSTRUCTUREID,INSPECTI
ONREQUIRED,ITEMSETID,ORDERUNIT,CONDITIONENABLED,COMMODITYGROUP,COMMODITY,ITEMTYPE,PRORATE,ITEMID,ISK
IT,LANGCODE,ATTACHONISSUE,HASLD,STATUS,STATUSDATE,PLUSPLISTPRICE) VALUES (PMSC_0001A_72,Build New
Standard Server Image,0,NOLOT,0,0,0,9000001,0,PMSCS1,EACH,0,SGROUP1,SERVICE1,PMSCOFFERING,0,NEXTVAL
FOR itemSEQ,0,EN,0,1,PENDING,2010-02-23 09:49:31.0,195.00)
insert into longdescription
(ldkey,lownertable,lownercol,ldtext,langcode,longdescriptionid,contentuid) Values
(77,'ITEM','DESCRIPTION','Submit this catalog request to build a new standard server image. A
given Image is effective until the next image create or image update request is initiated. Image
create requests typically occur yearly, while image update requests occur quarterly. An image
update occurs when there are changes to OS components or enterprise applications. Up to two images
may be live in production simultaneously, e.g., Windows XP and Windows Vista, until all groups are
fully deployed on the later platform.','EN',NEXTVAL FOR longdescriptionSEQ,'PMSC_0001A_72')
INSERT INTO imglib (IMGLIBID,REFOBJECT,REFOBJECTID,IMAGENAME,IMAGE,MIMETYPE) VALUES (NEXTVAL FOR
imglibSEQ,ITEM,77,services_PMSC_0001A.gif,com.ibm.db2.jcc.b.de@1e901e90,image/gif)
INSERT INTO DOCINFO
(DOCUMENT,DESCRIPTION,CREATEDATE,CHANGEBY,CHANGEDATE,DOCTYPE,CREATEBY,URLTYPE,URLNAME,PRINTTHRULINKD
FLT,USEDEFAULTFILEPATH,SHOW,DOCINFOID,LANGCODE,HASLD,CONTENTUID) VALUES (PMSR001X,Build New
Standard Server Image,2008-01-28 17:08:39.171,MAXADMIN,2008-01-28
17:09:35.875,PMSCDOCS,MAXADMIN,FILE,DOCLINKSPMSCDOCSMSC001X.xls,1,0,1,NEXTVAL FOR
DOCINFOSEQ,EN,0,PMSC001X_72)
INSERT INTO doclinks
(DOCUMENT,OWNERTABLE,OWNERID,DOCTYPE,GETLATESTVERSION,CREATEBY,CREATEDATE,CHANGEBY,CHANGEDATE,PRINTT
HRULINK,COPYLINKTOWO,DOCLINKSID,DOCINFOID) VALUES
(PMSR001X,PMSCOFFERING,77,PMSCDOCS,1,MAXADMIN,2008-01-28 17:13:46.375,MAXADMIN,2008-01-28
17:13:46.453,1,0,NEXTVAL FOR DOCLINKSSEQ,26)
CTGRC7745I - Updating classification 9000001 on the PMSCOFFERING object associated with migrated
offering: PMSC_0001A_72
CTGRC7737I - Offering PMSC_0001A migration completed.
CTGRC7740I - Migrating catalog-to-offering map for CATALOG1,PMSC_0001A...
INSERT INTO pmsccatalogoffmap
(itemnum,classstructureid,itemsetid,offeringnum,pmsccatalogoffmapid,offeringitemsetid) VALUES
('CATALOG1_72','9000001','PMSCS1','PMSC_0001A_72',NEXTVAL FOR PMSCCATALOGOFFMAPIDSEQ,'PMSCS1')
CTGRC7742I - Migration of catalog-to-offering map for CATALOG1,PMSC_0001A completed

CTGRC7735I - Migrating offering PMSC_0002A to PMSC_0002A_72...
INSERT INTO pmscofferingext
(keywords,shippinginfo,displaystring,itemnum,displayinitial,applyrp,offering_type,langcode,presentat
iontype,appfm,applm,licaction,itemsetid,actiontype,pmscofferingextid) VALUES
(null,0,'Order','PMSC_0002A_72',1,0,'SERVREQ',null,'CUSTOM',0,0,null,'PMSCS1',null,NEXTVAL FOR
pmscofferingextSEQ)
INSERT INTO pmscoffdialog
(readonly,itemnum,hidden,itemsetid,mandatory,offeringattr,pmscoffdialogid) VALUES
(0,PMSC_0002A_72,0,PMSCS1,0,RACKLOC,NEXTVAL FOR pmscoffdialogSEQ)
INSERT INTO pmscoffdialog
(readonly,itemnum,hidden,itemsetid,mandatory,offeringattr,pmscoffdialogid) VALUES
(0,PMSC_0002A_72,0,PMSCS1,0,IPADDR,NEXTVAL FOR pmscoffdialogSEQ)
INSERT INTO item
(ITEMNUM,DESCRIPTION,ROTATING,LOTTYE,CAPITALIZED,OUTSIDE,SPAREPARTAUTOADD,CLASSSTRUCTUREID,INSPECTI
ONREQUIRED,ITEMSETID,ORDERUNIT,CONDITIONENABLED,COMMODITYGROUP,COMMODITY,ITEMTYPE,PRORATE,ITEMID,ISK
IT,LANGCODE,ATTACHONISSUE,HASLD,STATUS,STATUSDATE,PLUSPLISTPRICE) VALUES (PMSC_0002A_72,Server
Hardware Installation,0,NOLOT,0,0,0,9000001,0,PMSCS1,EACH,0,SGROUP1,SERVICE1,PMSCOFFERING,0,NEXTVAL
FOR itemSEQ,0,EN,0,1,PENDING,2010-02-23 09:49:31.125,225.00)
insert into longdescription
(ldkey,lownertable,lownercol,ldtext,langcode,longdescriptionid,contentuid) Values
(78,'ITEM','DESCRIPTION','Submit this catalog request to perform the physical installation of a
server. The work will include providing power and network cabling, testing power and network
connectivity using standard test hardware, and installation of the server. It does not include
software installation of operating systems, middleware or applications.','EN',NEXTVAL FOR
longdescriptionSEQ,'PMSC_0002A_72')

```

```

INSERT INTO itemspec
(ITEMNUM,ASSETATTRID,ROTATING,CLASSSTRUCTUREID,ALLASPECUSEVALUE,ALLOCSPECUSEVALUE,DISPLAYSEQUENCE,
CHANGEDATE,CHANGEBY,ITEMSETID,ITEMSPECID,MANDATORY) VALUES
(PMSC_0002A_72,IPADDR,1,9000001,1,1,2,2007-07-29 17:10:35.0,MAXADMIN,PMSCS1,NEXTVAL FOR
itemspecSEQ,0)
INSERT INTO itemspec
(ITEMNUM,ASSETATTRID,ROTATING,CLASSSTRUCTUREID,ALLASPECUSEVALUE,ALLOCSPECUSEVALUE,DISPLAYSEQUENCE,
CHANGEDATE,CHANGEBY,ITEMSETID,ITEMSPECID,MANDATORY) VALUES
(PMSC_0002A_72,RACKLOC,0,9000001,1,1,1,2007-07-29 17:10:35.0,MAXADMIN,PMSCS1,NEXTVAL FOR
itemspecSEQ,0)
INSERT INTO pmsctdomattrs (itemnum,pmsctdomattrs,assetattrid,itemsetid) VALUES
(PMSC_0002A_72,NEXTVAL FOR PMSCTDOMATTRSIDSEQ2,IPADDR,PMSCS1)
INSERT INTO pmsctdomattrs (itemnum,pmsctdomattrs,assetattrid,itemsetid) VALUES
(PMSC_0002A_72,NEXTVAL FOR PMSCTDOMATTRSIDSEQ2,RACKLOC,PMSCS1)
INSERT INTO imglib (IMGLIBID,REFOBJECT,REFOBJECTID,IMAGENAME,IMAGE,MIMETYPE) VALUES (NEXTVAL FOR
imglibSEQ,ITEM,78,services_PMSC_0002A.gif,com.ibm.db2.jcc.b.de@67c467c4,image/gif)
CTGRC7745I - Updating classification 9000001 on the PMSCOFFERING object associated with migrated
offering: PMSC_0002A_72
CTGRC7737I - Offering PMSC 0002A migration completed.
CTGRC7740I - Migrating catalog-to-offering map for CATALOG1,PMSC_0002A...
INSERT INTO pmsccatalogoffmap
(itemnum,classstructureid,itemsetid,offeringnum,pmsccatalogoffmapid,offeringitemsetid) VALUES
('CATALOG1_72','9000001','PMSCS1','PMSC_0002A_72',NEXTVAL FOR PMSCCATALOGOFFMAPIDSEQ,'PMSCS1')
CTGRC7742I - Migration of catalog-to-offering map for CATALOG1,PMSC_0002A completed

CTGRC7748I - Migrating 71 fulfillment options to ticket templates...
insert into tktemplate
(templateid,externalrefid,vendor,orgid,description,hasld,class,status,statusdate,internalpriority,tk
templateid,langcode) Values ('PMSC_0001A','PMSC_0001A','PMSCSCC','PMSCIBM','Build New Standard
Server Image',0,'SR','ACTIVE','2010-02-23 09:49:31',4,NEXTVAL FOR TKTEMPLATESEQ,'EN')
insert into tktemplactivity
(templateid,jpnum,jpsequence,description,orgid,hasld,tktemplactivityid,langcode) Values
('PMSC_0001A','PMSC_0001A',10,'Build New Standard Server Image','PMSCIBM',0,NEXTVAL FOR
TKTEMPLACTIVITYSEQ,'EN')
insert into tktemplate
(templateid,externalrefid,vendor,orgid,description,hasld,class,status,statusdate,internalpriority,tk
templateid,langcode) Values ('PMSC_0002A','PMSC_0002A','PMSCSCC','PMSCIBM','Server Hardware
Installation',0,'SR','ACTIVE','2010-02-23 09:49:31',4,NEXTVAL FOR TKTEMPLATESEQ,'EN')
insert into tktemplactivity
(templateid,jpnum,jpsequence,description,orgid,hasld,tktemplactivityid,langcode) Values
('PMSC_0002A','PMSC_0002A',10,'Server Hardware Installation','PMSCIBM',0,NEXTVAL FOR
TKTEMPLACTIVITYSEQ,'EN')
CTGRC7749I - Migration complete for fulfillment options: PMSC_0001A PMSC_0002A

CTGRC7751I - Updating migrated offerings with migrated ticket templates...
update pmscofferingext set templateid='PMSC_0001A' where itemnum='PMSC_0001A_72' and
itemsetid='PMSCS1'
CTGRC7752I - Finished updating migrated offerings with ticket templates.

CTGRC7751I - Updating migrated offerings with migrated ticket templates...
update pmscofferingext set templateid='PMSC_0002A' where itemnum='PMSC_0002A_72' and
itemsetid='PMSCS1'
CTGRC7752I - Finished updating migrated offerings with ticket templates.

CTGRC7726I - RUNMODE is EXECUTE. Committing changes...
CTGRC7728I - Done!
CTGRC7729I - See log file
C:\harrier.eam\tools\maximo\pmsc\log\PMSCContentMigration20100223094929.log for additional details.

```

Messages

This section provides information for messages that you see while using the Service Request Manager upgrade functions.

CTGRC7702E You must specify an output directory when -d option is specified!

Explanation: The "-d" option requires that you specify an output directory for the log files.

User response: Specify an output directory with the "-d" option when you run the command.

CTGRC7703E You must specify an output file when -o option is specified!

Explanation: The "-o" option requires that you specify an output file name.

User response: Specify an output file with the "-o" option when you run the command.

CTGRC7704E Invalid value specified with *VALUE_0* option!

Explanation: The -i, -v, and -e options do not require a value, but one has been supplied

User response: Remove the value specified after this option

CTGRC7706E -o parameter was specified but no output filename was provided.

Explanation: You specified the "-o" option but did not specify an output file name.

User response: Either remove the "-o" option, or provide an output file name.

CTGRC7707E -d parameter was specified but no directory path was provided.

Explanation: You specified the "-d" option but did not specify a directory name

User response: Either remove the "-d" option, or provide a directory name.

CTGRC7708W validating... Ticket template already exists: *VALUE_0* Skipping migration of this fulfillment option.

Explanation: A fulfillment option defined in Service Catalog 7.1 is migrated to 7.2 as a ticket template. However, a ticket template of the same name was already found to exist in Service Catalog 7.2. Hence, migration of the fulfillment option will be skipped.

User response: Note the name of the offering. After completion of the migration, access the Offering application through the Tivoli Service Request Manager

console and manually add the desired ticket template to the offering.

CTGRC7709E validating... Specified offering *VALUE_0* does not exist in 7.1. Cannot migrate.

Explanation: The named offering specified for the property OFFERINGS.TO.MIGRATE.TO.72 in the PMSCContent71To72.properties file is not configured for Service Catalog 7.1

User response: Edit the PMSCContent71To72.properties file, verify and correct the identified offering from the OFFERINGS.TO.MIGRATE.TO.72 property, and rerun the command

CTGRC7710W validating... Offering *VALUE_0* already exists in 7.2. Will skip migration.

Explanation: The identified offering is already configured for Service Catalog 7.2 and cannot be migrated. The script will skip migration of this offering and continue

User response: If the offering has to be migrated from 7.1, try specifying a different value for the ITEMNUMSUFFIX property in the PMSCContent71To72.properties file

CTGRC7712E validating... Specified catalog *VALUE_0* does not exist in 7.1. Cannot migrate.

Explanation: The identified catalog specified for the property CATALOGS.TO.MIGRATE.TO.72 in the PMSCContent71To72.properties file is not configured for Service Catalog 7.1

User response: Edit the PMSCContent71To72.properties file, verify and correct the identified catalog from the CATALOGS.TO.MIGRATE.TO.72 property, and rerun the command

CTGRC7713W validating... Catalog *VALUE_0* already exists in 7.2. Will skip migration.

Explanation: The identified catalog is already configured for Service Catalog 7.2 and cannot be migrated. The script will skip migration of this catalog and continue

User response: If the catalog has to be migrated from 7.1, try specifying a different value for the ITEMNUMSUFFIX property in the

PMSCContent71To72.properties file

CTGRC7715E Error: Property *VALUE_0* is not specified, but it is a required property.

Explanation: The identified property is a required property in the PMSCContent71To72.properties file

User response: Specify a value for the identified property in the PMSCContent71To72.properties file and rerun the command

CTGRC7720E Error: Properties file PMSCContent71To72.properties not found

Explanation: The properties file PMSCContent71To72.properties is required, and could not be found

User response: Recreate a PMSCContent71To72.properties and rerun the command

CTGRC7722E Error: Cannot find *VALUE_0*

Explanation: The properties file PMSCContent71To72.properties is required, and could not be found

User response: Recreate a PMSCContent71To72.properties and rerun the command

CTGRC7723E Properties file syntax validation failed. Processing Terminated.

Explanation: There are syntax errors in the properties file and cannot be processed further.

User response: Refer to previous errors and rectify the properties file before running the command again.

CTGRC7724E Validation failed. Processing Terminated.

Explanation: Pre-migration validation for the specified offerings and catalogs has failed.

User response: Refer to previous errors and address them as instructed.

CTGRC7731W Skipping migration of catalog *VALUE_0* as it is already migrated to *VALUE_1*

Explanation: The 7.1 catalog mentioned appears to have already been migrated to 7.2 because a 7.2 catalog exists with the same name plus ITEMNUMSUFFIX

User response: No action is necessary if this 7.1 catalog has already been migrated. If there is a naming conflict between 7.1 and 7.2, adjust the

ITEMNUMSUFFIX so the catalog can be migrated

CTGRC7734W No classification on the 7.1 service definition. Using classification from 7.1 offering.

Explanation: 7.2 offerings require a classification. Normally this classification maps from the 7.1 service definition, but this service definition did not have a classification. Populating the 7.2 offering classification with the 7.1 offering classification instead.

User response: After migration, verify that the classification used for this migrated 7.2 offering is the desired classification

CTGRC7736W Skipping migration of offering *VALUE_0* as it is already migrated to *VALUE_1*

Explanation: The 7.1 offering mentioned appears to have already been migrated to 7.2 because a 7.2 offering exists with the same name plus ITEMNUMSUFFIX

User response: No action is necessary if this 7.1 offering has already been migrated. If there is a naming conflict between 7.1 and 7.2, adjust the ITEMNUMSUFFIX so the offering can be migrated

CTGRC7738E Error: Source or Destination columns do not exist: *VALUE_0.VALUE_1*, *VALUE_2.VALUE_3*

Explanation: The specified source or destination column specified in the PMSCContent71To72.properties file does not exist in the database.

User response: Replace the invalid source or destination column with the correct value and run the command again

CTGRC7739E Error: Invalid attribute Mapping specified

Explanation: The specified source or destination column specified in the PMSCContent71To72.properties file does not exist in the database.

User response: Replace the invalid source or destination column with the correct value and run the command again

CTGRC7741W Skipping catalog-to-offering map for *VALUE_0,VALUE_1*. Catalog *VALUE_0* must be migrated before mapping to offering *VALUE_1* can be migrated!

Explanation: The identified catalog-to-offering map will not be migrated to 7.2 because the corresponding catalog does not exist in 7.2

User response: No action is necessary if this catalog

should not be migrated. If you intend to migrate the catalog, specify it in the CATALOGS.TO.MIGRATE.TO.72 property of the PMSCContent71To72.properties file.

CTGRC7754E Error: Value specified for column *VALUE_0*; *VALUE_1* appended with ITEMNUMSUFFIX; *VALUE_2* exceeds column length of *VALUE_3*. Specify a shorter ITEMNUMSUFFIX value in PMSCContent71To72.properties

Explanation: To uniquely identify migrated content from 7.1 to 7.2, the ITEMNUMSUFFIX value is appended to the migrated object identifiers. The resulting value must fit in the specified column.

User response: Choose a shorter value for the ITEMNUMSUFFIX property such that it is less than the column length.

CTGRC7755E Error: Attribute mapping type mismatch: Source column *VALUE_0* and destination column *VALUE_1* are of different data types

Explanation: The source column from the 7.1 table and destination column from the 7.2 table must be of the same data type.

User response: You may choose to not migrate the data contained in this attribute by removing the mapping specification from the PMSCContent71To72.properties file. Alternatively, you could change the data type of the destination column and rerun the command.

CTGRC7756E Error: Attribute mapping length mismatch: Source column *VALUE_0* and destination column *VALUE_1* are of different lengths

Explanation: The source column from the 7.1 table and destination column from the 7.2 table must be of the same column length.

User response: You may choose to not migrate the data contained in this attribute by removing the mapping specification from the PMSCContent71To72.properties file. Alternatively, you could change the column length of the destination column and rerun the command.

User response:

CTGRC7760E Error: missing property *VALUE_0*

Explanation: The identified property is required and must be specified in the PMSCContent71To72.properties file.

User response: Specify a value for the identified

property in the PMSCContent71To72.properties file and rerun the command.

CTGRC7761W Skipping catalog-to-offering map for Catalog *VALUE_0* and Offering *VALUE_1*. Mapping already exists!

Explanation: The catalog-to-offering map for the identified catalog and offering already exists in 7.2.

User response: No action is necessary if the catalog-to-offering map has been correctly migrated for the identified catalog and offering.

CTGRC7762W Database changes are pending for table *VALUE_0* and attribute *VALUE_1*. You must run configdb to commit previous changes.

Explanation: Changes previously made to the database have not been committed. This could happen if you have previously run the Database Configuration utility or have specified that database table extensions have to be migrated from 7.1 to 7.2.

User response: Refer to the documentation to run the configdb utility. After successfully running configdb, rerun the migration script command.

CTGRC7854E -o parameter was specified but no output filename was provided.

Explanation: You specified the "-o" option but did not specify an output file name.

User response: Either remove the "-o" option, or provide an output file name.

CTGRC7855E -d parameter was specified but no directory path was provided.

Explanation: You specified the "-d" option but did not specify a directory name

User response: Either remove the "-d" option, or provide a directory name.

CTGRC7856E You must specify one or both of the commandline params -v and/or -e. Also see javadocs.

Explanation: Valid inputs are -e, -v, or -v -e

User response: You must specify atleast one or both of -v and/or -e

CTGRC7857E Invalid value specified. *VALUE_0* is not a valid option.

Explanation: You have entered an invalid parameter, valid parameters include: -input -d -o -h -v and -e

User response: Please delete the invalid parameter and try again.

CTGRC7858E Invalid input.

Explanation: You have entered an invalid value.

User response: Please delete it and try again.

CTGRC7859E Cannot find properties file : VALUE_0

Explanation: The properties file is not in the specified directory.

User response: Check the location you specified in the parameters. If none was given check you have not deleted the default properties file.

CTGRC7860E The security group VALUE_0 is not valid. It does not exist in the MAXGROUP table.

Explanation: You have entered a Security Group that is not valid because it does not exist in the MAXGROUP table.

User response: Please check the groups specified in the properties file and try again.

CTGRC7861E Application VALUE_0 is not an out of the box Service Catalog 7.1 application and you therefore cannot use this script to modify or remove access to it.

Explanation: You may only use this script to modify out of the box Service Catalog 7.1 applications. For a list of these applications please see the comments in the default properties file.

User response: Please check the applications specified in the properties file and try again.

CTGRC7862E Please specify (REMOVEAPPS and REMOVEGROUPS) or (READONLYAPPS and READONLYGROUPS) or all four properties. If you wish to perform the function to the applications for all users enter ...GROUPS=ALL in the properties file.

Explanation: You have specified only one of a pair of properties, please specify both or neither.

User response: Check the properties specified in the properties file and try again.

CTGRC7863E Only one property of REMOVEAPPS and REMOVEGROUPS specified. Please specify both or neither.

Explanation: You must specify both REMOVEAPPS and REMOVEGROUPS.

User response: Check the properties file and either specify the missing property or delete both.

CTGRC7864E Only one property of READONLYAPPS and READONLYGROUPS specified. Please specify both or neither.

Explanation: You must specify both READONLYAPPS and READONLYGROUPS.

User response: Check the properties file and either specify the missing property or delete both.

CTGRC7902E Error: unsupported database VALUE_0

Explanation: This script can only connect to one of the following supported database products: DB2, ORACLE and SQL SERVER.

User response: Modify the configuration data in the maximo.properties file to reference a supported database product.

CTGRC7903E Error: missing <object> tags in VALUE_0

Explanation: The xml file specified with the objectStructure parameter does not contain any object tags.

User response: Specify a valid xml file for the objectStructure parameter.

CTGRC7904E Error: malformed group pair VALUE_0

Explanation: The GROUPS property contains a security group pair that is not valid.

User response: Specify a valid group pair using the format OLDGROUP:NEWGROUP, where OLDGROUP is the group configured at installation and NEWGROUP is the new user-defined group.

CTGRC7905E Error: missing APPS or GROUPS properties in VALUE_0

Explanation: Either the APPS property or the GROUPS property are not specified in the properties file.

User response: Add the missing property to the properties file.

CTGRC7906E Error: APPS property is empty in VALUE_0

Explanation: The APPS property specified in the properties file does not contain any values.

User response: Modify the properties file specifying one or more values for the APPS property.

CTGRC7908E Processing failed with the following
exception: *VALUE_0*

Explanation: When the script encounters a problem where processing cannot continue, an exception is thrown. This message prints the stack trace for the exception.

User response: Correct the problem identified in this message and rerun the script.

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