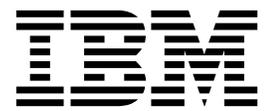


IBM Maximo for Service Providers
Version 7 Release 6

Installation Guide



Note

Before using this information and the product it supports, read the information in "Notices" on page 9.

Compilation date: February 2017

This edition applies to version 7, release 6, modification 3 of IBM Maximo for Service Providers and to all subsequent releases and modifications until otherwise indicated in new editions.

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Installing Maximo for Service Providers

The installation of Maximo® for Service Providers involves running an installation program and a configuration program, both of which are started from the launchpad.

System requirements for IBM Maximo for Service Providers

Before you install Maximo for Service Providers, ensure that your environment meets the hardware and software requirements.

A complete list of hardware and software requirements is available in the System Requirements section of the Maximo Asset Management wiki.

The user who is installing Maximo for Service Providers must have administrative user rights.

When the installation program is running, it requires access to the middleware servers that are installed with Maximo Asset Management. Ensure that you have the administrative user IDs and passwords for the application server, the database server, and the directory server.

You can install Maximo for Service Providers in the following environments:

Maximo Asset Management

You install Maximo for Service Providers 7.6.3 on the administrative workstation where Maximo Asset Management 7.6.0.7 or a later version is installed.

Maximo Asset Management Multitenancy

Maximo for Service Providers 7.6.3 can be installed with Maximo Asset Management Multitenancy 7.6.0.7, and Maximo for Service Providers is enabled for all tenants except the system provider tenant.

Related information:

 [Maximo Asset Management system requirements wiki](#)
[Multitenancy information for Maximo for Service Providers](#)

Installing Maximo for Service Providers

You must install Maximo for Service Providers on the administrative workstation and in the same directory where Maximo Asset Management is installed.

Before you begin

- Ensure that the installed version of Maximo Asset Management is 7.6.0.7 or later. To update to Maximo Asset Management 7.6.0.7 from version 7.6, navigate to the IBM® Support Portal and, in the **Product Finder** drop-down menu, select **Maximo Asset Management**. Select version 7.6 and in the Downloads section, find the 7.6.0.7 fix pack.
- Back up the middleware servers and the administrative workstation.
- If you intend to perform a silent installation of the product, see the information about installing silently.

About this task

The launchpad locates the directory where Maximo Asset Management is installed. The Maximo Asset Management installation directory information is saved in the `Maximo_install.locations` file, which is stored in the home directory of the user ID who starts the program.

Procedure

1. Prepare the application server for the installation:

Application server	Task
WebSphere® Application Server	Ensure that the application server is started. The installation program connects to the application server by using the login information that you specify.
Oracle WebLogic Server	Ensure that the application server (MAXIMOSERVER) is stopped. If the application server is running, stop the server and wait a few minutes before you start the installation program. If the application server is not stopped, the installation process cannot proceed.

2. Download the Maximo for Service Providers 7.6.3 product software from IBM Passport Advantage® and extract the installation image to a local directory.
3. Start the launchpad by double-clicking the `launchpad` file. If your computer is a Windows system, use the `launchpad64.exe` file. If your computer is a UNIX or Linux system, use the `launchpad.sh` file.
4. On the Install IBM Maximo for Service Providers page, click **Install**.
5. After you accept the terms in the license agreement, select the option to use the existing package group **IBM Tivoli's process automation suite**.
6. Complete the installation program.
7. Select **IBM Tivoli's process automation engine configuration utility**, and click **Finish** to start the Maximo Asset Management configuration program.
8. In the configuration program, select **Update Database and Build and Deploy Application EAR Files**.
9. From the Apply Deployment Operations panel, select the options for your environment and then click **Finish**

Option	Description
WebSphere Application Server	Select the options for applying changes to the database and automatically building and deploying application EAR files.
Oracle WebLogic Server	Select the options for applying changes to the database and automatically building the application EAR files. You cannot deploy application EAR files to Oracle WebLogic Server by using the Maximo Asset Management configuration program.

10. Complete the configuration program.
11. When the installation and configuration processes are complete, log in to Maximo Asset Management and verify that the latest version of Maximo for Service Providers is listed in the system information window.

Automatically building and deploying the EAR files

If you deferred the configuration process during installation, you can update the Maximo database and build and deploy the EAR files by using the configuration program.

Before you begin

The installation of Maximo for Service Providers must be complete.

Procedure

1. In the *install_home/ConfigTool* directory, start the configuration program by double-clicking the ConfigUI file.
2. On the home screen, select **Update Database and Build and Deploy Application EAR Files**.
3. Complete the configuration program.

Manually building and deploying the EAR files

If you do not use the configuration program, you must manually update the Maximo database and build and deploy the EAR files. The manual process is required for environments that use Oracle WebLogic Server.

Building the EAR files

Deployment of the product involves updating the Maximo database and rebuilding the Maximo EAR file and the Maximo help system EAR file.

About this task

After the EAR files are rebuilt, run the product enabler for Maximo for Service Providers.

Procedure

1. Change to the *install_home\maximo\tools\maximo* directory and run the **updatedb** command.
2. Change to the *install_home\maximo\deployment* directory and run one of the following commands:

Option	Description
WebSphere Application Server	buildmaximoearwas8
Oracle WebLogic Server	buildmaximoear

3. In the *install_home\maximo\deployment* directory, run the **buildmxiehsear** command.
4. Change to the *install_home\maximo\tools\maximo\internal* directory and run the following command:

```
runscriptfile -cserviceprovider -fProductEnabler
```

Deploying the EAR files on WebSphere Application Server

Deployment of the Maximo EAR files is required before you can use the product on WebSphere Application Server.

Before you begin

Ensure that you updated the Maximo database and built the EAR files.

About this task

The Maximo EAR files are installed on WebSphere Application Server during the Maximo Asset Management installation.

Replace the parameters in the command syntax with the values in your deployment. For more information, see "Command syntax for deploying EAR files on WebSphere Application Server."

Procedure

1. Deploy the Maximo EAR file by opening a command prompt and running the following command:

```
websphere_home\jacl\solutions\DeployApplication.[bat|sh] WASAdminUserName  
WASAdminPassword "MAXIMO" WASNodeName WASApplicationServerName  
"install_home\maximo\deployment\default\maximo.ear" WASVirtualHost  
WASWebServerName
```

2. Deploy the Maximo help system EAR file by opening a command prompt and running the following command:

```
websphere_home\jacl\solutions\DeployApplication.[bat|sh] WASAdminUserName  
WASAdminPassword "MAXIMOIEHS" WASNodeName WASApplicationServerName  
"websphere_home\maximo\deployment\default\maximoiehs.ear" WASVirtualHost  
WASWebServerName
```

Command syntax for deploying EAR files on WebSphere Application Server:

You use parameters in the command syntax when you manually deploy the EAR files on WebSphere Application Server.

Parameters

WASAdminUserName

A WebSphere Application Server Network Deployment account that has deployment privileges.

WASAdminPassword

The password of the user who is specified in the *WASAdminUserName* parameter.

WASNodeName

The name of the WebSphere Application Server Network Deployment node.

WASApplicationServerName

The name of the WebSphere Application Server Network Deployment application server.

WASVirtualHost

The name of the WebSphere Application Server Network Deployment virtual host.

WASWebServerName

The name of the WebSphere Application Server Network Deployment web server.

Deploying the EAR files on Oracle WebLogic Server

Deployment of the Maximo EAR files is required before you can use the product on Oracle WebLogic Server.

Before you begin

- Ensure that you updated the Maximo database and built the EAR files.
- On Windows: Ensure that the MAXIMOSERVER server is running.
- On UNIX: Ensure that the WebLogic Server daemon is running.

To view the WebLogic Server console, a Java™ virtual machine must be installed.

About this task

The Maximo EAR files are installed on Oracle WebLogic Server during the Maximo Asset Management installation.

Procedure

1. Open a command prompt and change to the following directory:

Operating system	Location
Windows	<i>weblogic_home</i> \user_projects\domain\mydomain
UNIX	<i>weblogic_home</i> /mxadmin/oracle/user_projects/domains/mydomain

2. Start WebLogic Server by running the following command:

Operating system	Command
Windows	startWebLogic.cmd
UNIX	./startWebLogic.sh

3. Specify the WebLogic Server user name and password.
4. Log in to the WebLogic Server console at `http://hostname:7001/console`.
5. In the WebLogic Server console, follow the instructions to deploy the `maximo.ear` file and the `maximoiehs.ear` file.

Ensuring that the PLUSQUOTECRONTASK cron task is complete

If you are upgrading to Maximo for Service Providers version 7.6.3 from version 7.1 or later, before you start billing processes, you must ensure that the PLUSQUOTECRONTASK cron task is complete.

About this task

This cron task is run automatically when the Maximo database is extended.

Procedure

1. Log in to Maximo for Service Providers.
2. In the Cron Task Setup application, select the PLUSQUOTECRONTASK.
3. In the Cron Task Instance table window, browse for **PLUSQUOTE**. If the **PLUSQUOTE** instance is listed, then the cron task is not complete. You must wait until the cron task is finished before you start any billing processes. If the **PLUSQUOTE** instance is not listed, then the cron task has run successfully, and you can start your billing processes.

Related information:

Installing Maximo for Service Providers silently

A silent installation is useful for installing Maximo for Service Providers on any computers that are configured in the same way. Instead of using the installation programs, you run commands by using a generated response file that was created during the initial installation of Maximo for Service Providers.

Before you begin

To create a response file during the installation of Maximo for Service Providers, set the **record** environment variable. On a Windows computer, set **record=true**. On a UNIX or a Linux computer, export **record=true**. When you start the Maximo for Service Providers launchpad, the response file is generated in the home directory of the user ID that started the program.

Alternatively, you can modify one of the sample response files that are provided in the installation image.

Ensure that the values in the response file are valid for the target system. The **installLocation** parameter and the **profile id** parameter must correspond with the existing Maximo Asset Management instance.

Procedure

1. Copy the response file and the compressed installation image to the target computer.
2. On the target computer, open a command prompt and change the directory to the location of the Installation Manager program.

Option	Description
Windows	cd C:\Program Files\IBM\InstallationManager\eclipse\tools\
Linux and UNIX	cd /opt/IBM/InstallationManager/eclipse/tools/

3. Silently start Installation Manager by running the following command:

```
imcl -input responsefilename  
-log logfilefilename -acceptLicense
```

The **-input** parameter determines the path to the response file, and the **-log** parameter determines the path to where the log files are written. The **-acceptLicense** parameter is used to accept the license automatically. For example, on Windows, run the following command:

```
imcl -input C:\tmp\ServiceProvider_Silent_ResponseFile.xml  
-log C:\tmp\silent_install_log.xml -acceptLicense
```

4. After Maximo for Service Providers is installed, update the Maximo Asset Management configuration and then rebuild and redeploy the application EAR file from the command line.

Option	Description
WebSphere Application Server	From the R:\IBM\SMP\ConfigTool\scripts directory, run the reconfigurePae command. reconfigurePae -action updateApplication [-updatedb] [-deploymaximoear] [-deployhelp ear] [-wasuser userid] [-waspwd password]
WebLogic Server	<ol style="list-style-type: none"> <li data-bbox="967 470 1455 646">1. From the R:\IBM\SMP\ConfigTool\scripts directory, run the reconfigurePae command. reconfigurePae -action updateApplication [-updatedb] <li data-bbox="967 653 1455 772">2. Build the application EAR files. cd <i>install_home</i>\maximo\deployment buildmaximoear // build Maximo EAR buildhelp ear // build Maximo help EAR <li data-bbox="967 779 1455 835">3. Deploy the application EAR files manually to the application server.

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