Tivoli Service Request Manager version 7.2

Upgrading Service Request Manager V7.1.1.5 to Service Request Manager V7.2

Welcome to this training module on Tivoli® Service Request Manager® version 7.2. In this training module, you learn how to upgrade Service Request Manager version 7.1.1.5 to Service Request Manager version 7.2. You also learn how to avoid common issues associated with upgrading.

Objectives

You should now be able to upgrade Service Request Manager 7.1.1.5 to Service Request Manager 7.2 and avoid common problems associated with upgrading

Upgrading Service Request Manager V7.1.1.5 to Service Request Manager V7.2

Objectives.

You should now be able to upgrade Service Request Manager 7.1.1.5 to version 7.2 and avoid common problems associated with upgrading.

Installing Tivoli Process Automation Engine

- Before you begin, back up the system database, EAR file, and workstation used by the administrator
- From the Service Request Manager 7.2 launchpad, install Tivoli Process Automation Engine, also known as base services
  - Installation of Tivoli Process Automation Engine provides additional components, including Maximo® Base Services 7.1.1.5 hotfix, DE upgrade, and Common and Service Provider
- If you have Tivoli Process Automation Engine version 7.1.1.5 or later, you must run the Tivoli Process Automation Engine installation for the additional components
- The exception to this installation is if you upgraded Change and Configuration Management Database to version 7.2 or Tivoli Provisioning Manager to version 7.2
- If you are unsure about installing Tivoli Process Automation Engine, choose the installation
  - Installing Tivoli Process Automation Engine from Service Request Manager 7.2 launchpad does not downgrade or harm existing installations

Installing Tivoli Process Automation Engine.

Before you begin, back up your system database, EAR file, and the workstation used by the administrator.

On the Service Request Manager 7.2 installation launchpad list is the option to install Tivoli Process Automation Engine, also known as base services. Even if you have Tivoli Process Automation Engine version 7.1.1.5 or later, you should choose this installation option. This installation of Tivoli Process Automation Engine provides additional components, including Maximo Base Services 7.1.1.5 hotfix, DE upgrade, and Common and Service Provider. These components are all necessary for the correct and optimal functioning of Tivoli Process Automation Engine.

The only exception to choosing the Tivoli Process Automation Engine installation with Service Request Manager 7.2 is if you upgraded Tivoli Provisioning Manager to version 7.2 or Change and Configuration Management Database to version 7.2. These upgrades include the additional components for Tivoli Process Automation Engine.

If you are unsure about whether the Tivoli Process Automation Engine installation is needed, choose the installation. Installing Tivoli Process Automation Engine from the Service Request Manager launchpad does not downgrade or harm existing installations.
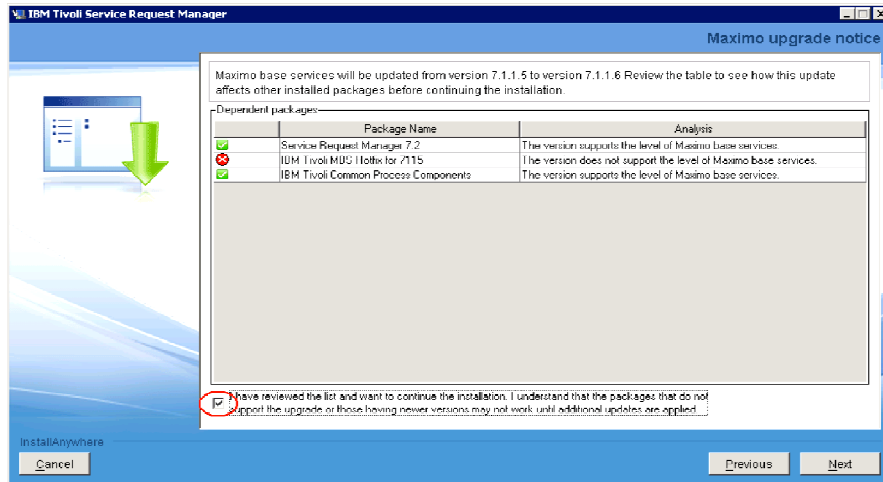
Running installation twice

- When upgrading from Service Request Manager 7.1, you must run the installation for Service Request Manager 7.2 twice
  - The first installation upgrades all but Service Catalog
  - The second installation adds Service Catalog 7.2
  - Service Catalog 7.1 must coexist in the system with Service Catalog 7.2
- Defer redeployment when installing Service Request Manager 7.2 onto Service Request Manager 7.1.0.4

Upgrading Service Request Manager V7.1.1.5 to Service Request Manager V7.2   © 2011 IBM Corporation

Running installation twice.

When upgrading from Service Request Manager 7.1, you must run the installation for Service Request Manager 7.2 **twice**. The first installation upgrades Service Desk, but does not install Service Catalog 7.2. The second installation adds Service Catalog 7.2, which coexists with Service Catalog 7.1 in your system. Both must exist in your system to avoid installation errors later.

When upgrading from Service Request Manager 7.1.0.4, defer the redeployment of the EAR after installing Service Request Manager 7.2. Apply the fix pack to 7.2.0.1 after upgrading to Service Request Manager 7.2.

srm_install_advice.ppt

Upgrading Service Request Manager V7.1.1.5 to Service Request Manager V7.2

© 2011 IBM Corporation

Installing the 7.2.0.1 fix pack.

During installation of the 7.2.0.1 fix pack, you see the Maximo upgrade notice screen. The error, Tivoli MBS Hotfix for 7115, is shown in the dependent packages table. This error occurs if you are running a Tivoli Process Automation Engine version later than 7.1.1.5 or you already have the 7115 Hotfix applied. You can disregard this error. Select the check box at the bottom of the table, indicating that you reviewed the list, and click **Next.**

Updating the Start Center
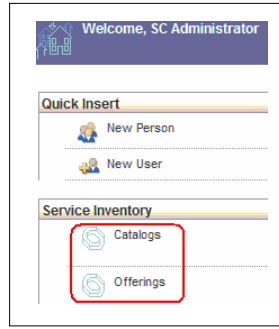
If you see this

Then click Update Start Center

To get this

Updating the Start Center.

After your upgrade to 7.2.0.1 is complete, view the information on the SC Administrator screen. You might see that you are running Service Request Manager version 7.1. If so, click **Update Start Center** from the menu bar to convert your applications to Service Request Manager 7.2.

Understanding installation user ID requirements

- In current versions of Service Request Manager 7.2, you can install as nonroot and nonadministrator
- When you install 7.2.0.1 and other Service Request Manager upgrades, you must use the same User ID that you used to install Service Request Manager 7.2

Upgrading Service Request Manager V7.1.1.5 to Service Request Manager V7.2   © 2011 IBM Corporation

Understanding installation User ID requirements.

The Deployment Engine saves the installation information by User ID. After installing with a particular User ID, you must continue using that ID in all subsequent installations and upgrades. Using a different User ID causes the Deployment Engine to register the installation as a separate installation and not as an upgrade.

Understanding MADT defect 249743

- If you perform the following steps for the upgrade, the result is MADT defect 249743:

  1. Run Service Request Manager 7.2 installer on top of Service Request Manager 7.1
  2. Update Service Desk to 7.2
  3. Do not rerun the Service Request Manager 7.2 installer to install Service Catalog 7.2
  4. Apply Service Request Manager 7.2.0.1 and start working with it
  5. Try to install Service Catalog 7.2

  The result of these steps is a null pointer exception in the Deployment Engine

- Follow the instructions in the Service Request Manager Upgrade Guide to install Service Catalog 7.2 before you apply Service Request Manager 7.2.0.1

Understanding MADT defect 24943.

You must run the installation for Service Request Manager 7.2 twice to install Service Catalog 7.2. Running the installation only once results in an error, MADT defect 249743. Install Service Request Manager 7.2 a second time to correct this error.

Extracting the files

- For large archive files, 7-zip is more reliable than winzip and winrar
- For UNIX®, use the TAR file shipped with 7.2.0.1. You cannot extract the 7.2.0.1 zip file on AIX® and Linux®

Extracting the files.

When loading the installation media for Windows®, use only 7-zip to extract the media. For AIX and Linux programs, use the TAR file that is shipped with Service Request Manager 7.2.0.1 to extract the installation media.

Summary

In this module you learned how to upgrade Service Request Manager 7.1.1.5 to Service Request Manager 7.2 and how to avoid common problems associated with upgrading

Summary.

In this module, you learned how to upgrade Service Request Manager 7.1.1.5 to version 7.2 and avoid common problems associated with upgrading.

Feedback

Your feedback is valuable

You can help improve the quality of IBM Education Assistant content to better meet your needs by providing feedback.

- Did you find this module useful?

- Did it help you solve a problem or answer a question?

- Do you have suggestions for improvements?

Click to send email feedback:

mailto:iea@us.ibm.com?subject=Feedback_about_srm_install_advice.ppt

This module is also available in PDF format at: ../srm_install_advice.pdf

Upgrading Service Request Manager V7.1.1.5 to Service Request Manager V7.2   © 2011 IBM Corporation

You can help improve the quality of IBM Education Assistant content by providing feedback.

Trademarks, disclaimer, and copyright information