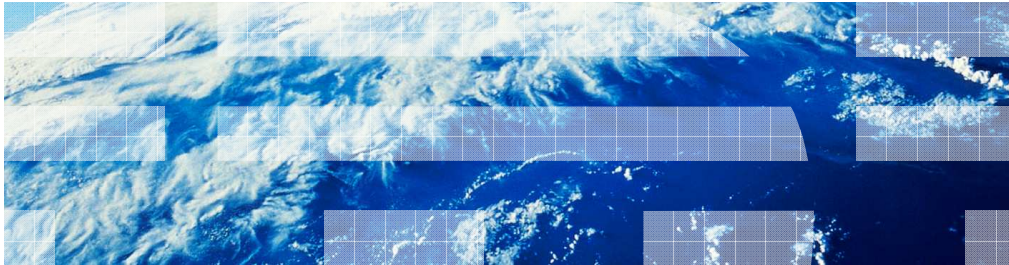




IBM Tivoli Service Request Manager

Upgrading Service Request Manager version 7.1 to version 7.2



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Welcome to this IBM Education Assistant module on IBM Tivoli® Service Request Manager®. In this training module, you learn about upgrading Tivoli Service Request Manager from version 7.1 to version 7.2.



Service Request Manager 7.2.0.1 overview

- Service Request Manager 7.2.0.1 is the first fix pack for Service Request Manager 7.2.0.0
 - eGA on March 19, 2010
- Service Request Manager 7.2.0.1 includes these items:
 - Support for Service Request Manager upgrade scenarios
 - APARs and development fixes
 - Version 7.2.0.1 Fix pack Readme for customers who use versions 7.2 to 7.2.0.1
 - Service Request Manager Upgrade Guide
ftp://public.dhe.ibm.com/software/tivoli_support/patches/patches_7.2.0.1/7.2.0.1-TIV-SRM-FP0001/srm_upgrade_guide.pdf
- Before you obtain version 7.2.0.1, do not upgrade these versions of Service Request Manager to Service Request Manager 7.2:
 - Service Request Manager 6.0 or later to Service Request Manager 7.2
 - Service Request Manager 7.1.0 or later to Service Request Manager 7.2
- Version 7.2.0.0 cannot be the final level of upgrade. You must install version 7.2.0.1 after you install 7.2.0.0

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Service Request Manager 7.2.0.1 is the fix pack for Service Request Manager 7.2.0.0. To upgrade from Service Request Manager 7.1 to 7.2, use the fix pack and an Upgrade Guide that is part of the 7.2.0.1 eGA.

Service Request Manager 7.2.0.1 includes support for upgrade scenarios, APARs and development fixes, a Readme, and an upgrade guide.

Do not attempt to upgrade Service Request Manager V6 or Service Request Manager 7.1.0. to version 7.2.

If you have Service Request Manager version 7.2.0.0, you must upgrade to Service Request Manager 7.2.0.1.



Service Request Manager 7.2.0.1 build content

- Service Request Manager Service Desk 7201, Build Level: 20100316D2
- Service Request Manager Service Catalog 7201, Build Level: 20100316D
- Maximo® Base Services 7116, Build Level: 20100115D
- MADT (Installer) 104.2, Build 20100316D (provides capability for nonroot and nonadministrator users to install an upgrade of the deployment engine)
The deployment engine version that is included is 1.3.1.25, Build 20100315D
- Common_pmp 7.2.0.1 build 20100109D
- MBS 7.1.1.6 Hotfix HF008 - MBS_7116_LAFIX.20100312-0937.psi.zip
- ServiceProvider7111_Hotfix 20100309-0901
- For details, visit this site:
<http://www-01.ibm.com/support/docview.wss?uid=swg24026195>

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The Service Request Manager 7.2.0.1 upgrade builds on the version 7.2 upgrade. The common agents shown are upgraded. MADT, which is upgraded in this version as well, is the installer. With this upgrade, nonadministrator users can install an upgrade of the deployment engine. You must use the same User ID that was originally used to install Service Request Manager 7.2.

For details about version 7.2.0.1, click the link shown on the slide.



Service Request Manager 7.2.0.0 refresh

- The Service Request Manager 7.2.0.0 refresh, released March 12, 2010, addresses upgrade issues
 - Use the refresh copy for upgrade scenarios
- The refresh is available for download on Passport Advantage®
- Updated part numbers are available at this location:
 - <http://www.ibm.com/support/docview.wss?uid=swg24023697>
- Use this information to determine if the refresh image is installed:
 - <install-dir>\maximo\tools\maximo\SRMBUILDID file has value 20100305D for the refresh
- These changes are in the 7.2.0.0 refresh:
 - Removed a buildmaximoear.xml file that caused an EAR deployment issue when installing on MBS 7.1.1.6
 - Updated Tivoli Remote Control binaries [7.2 November GA had shipped with non-GA TRC binaries]
 - Repackaged common_pmp7.2.0.0 with a change to the package policy to address common_pmp hotfix issue when installed on MBS 7.1.1.6
 - Added fixes to SC content to address installation and updatedb issues encountered with customer databases (25762, 26060, and 26075)
 - Added fixes to Tivoli Service Desk content to address Integrity check errors (25943)

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If you downloaded Service Request Manager 7.2 before April 2010, you must download version 7.2 again.

The refreshed March version of Service Request Manager 7.2 addresses several installation issues arising from the previous version. You can download Service Request Manager 7.2 from Passport Advantage and install it, even if you do not have the previous 7.2 version of Service Request Manager.

To determine if the refreshed version of 7.2 is installed, look in your install directory for the SRMBUILDID file. The refreshed version of SRMBUILDID has a date stamp value of 20100305D.

The refreshed version of Service Request Manager 7.2 corrects an error that occurred during EAR deployment, updates Tivoli Remote Control binaries, and addresses other issues.



Service Request Manager 7.2.0.1 upgrade scenarios

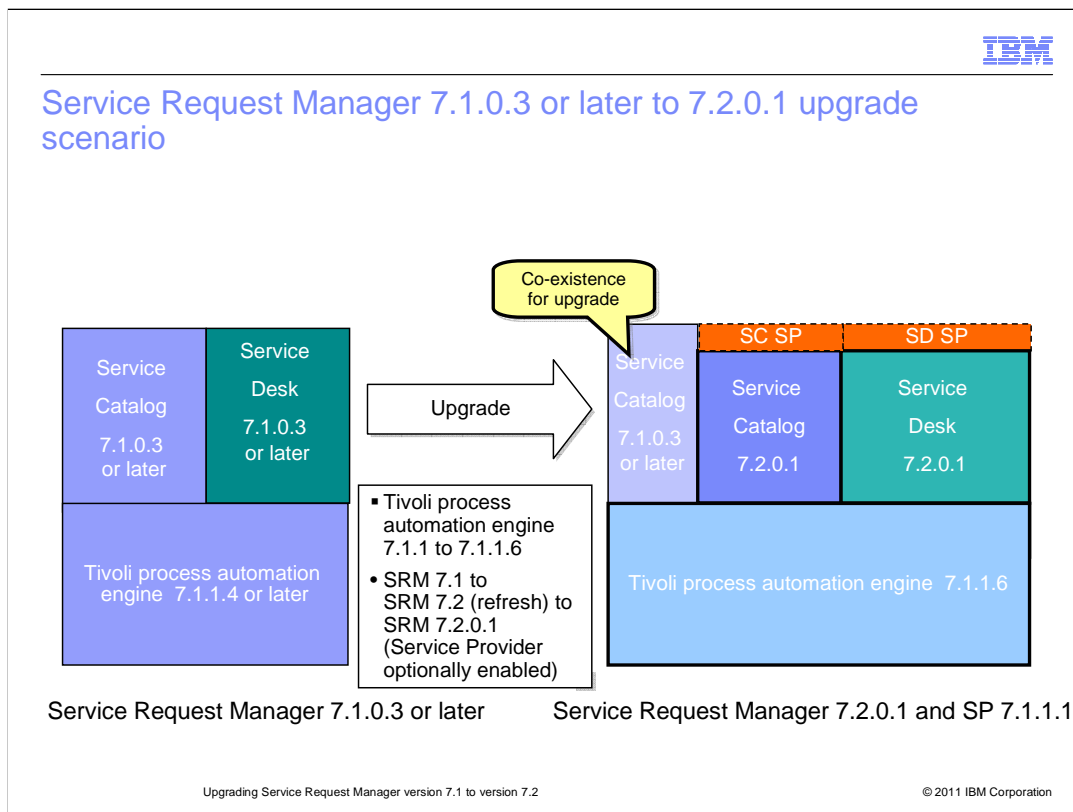
- Scenario 1: Upgrade Service Request Manager 7.1.0.3 or later to SRM 7.2 and then to SRM 7.2.0.1
 - You must be at Service Request Manager 7.1.0.3 or later before moving to 7.2
 - Service Request Manager 7.1.0.3 is based on Maximo Base Services 7.1.1.4
 - Service Request Manager 7.2 is based on Maximo Base Services 7.1.1.5
 - Service Request Manager 7.2.0.1 is based on Maximo Base Services 7.1.1.6
- Scenario 2: Upgrade Service Request Manager 6.2.5 to SRM 7.2 and then to SRM 7.2.0.1
 - Upgrade tools that are shipped with MBS 7.1.1.6 support the upgrade from 6.2.5
 - Service Request Manager 6.2.5 contains Service Desk functions only
 - Service Request Manager 7.2 contains Service Catalog or later Service Desk. The Service Catalog can be installed as part of the 7.2.0.1 upgrade
- Scenario 3: Upgrade Service Request Manager 6.2.5 or later plus Service Provider 6.1.2 to SRM 7.2.0.1 or later plus Service Provider 7.1.1.1
 - Follow steps in scenario 2, and then upgrade SP 6.1.2 to SP 7.1 or SP 7.1.1.1
- Scenario 4: Upgrade Service Request Manager 7.2.0.0 to SRM 7.2.0.1
 - Typical fix pack patching scenario

Upgrading Service Request Manager version 7.1 to version 7.2

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You can use Service Request Manager 7.2.0.1 to upgrade from 7.1 to 7.2. You can also upgrade through other scenarios. Options shown here represent upgrade scenarios that are available.

Before you can upgrade to Service Request Manager 7.2, you must currently be at version 7.1.0.3 or later. Base Services must also be upgraded to version 7.1.1.4 or later.



This diagram illustrates the Service Request Manager 7.1.0.3 upgrade to version 7.2.0.1. The two new components in 7.2.0.1 are Service Provider and an additional Service Catalog. You can enable Service Provider if you have a license. The additional Service Catalog 7.2.0.1 is installed and runs parallel with 7.1.0.3.



Service Request Manager 7.1 to 7.2.0.1 upgrade

- Upgrade to 7.2.0.1 consists of two primary steps
 - Install Service Request Manager 7.2.0.0 on Service Request Manager 7.1.0.3 or later, using the 7.2.0.0 launchpad from the Service Request Manager 7.2.0.0 refresh image dated March 12, 2010
 - Install Service Request Manager 7.2.0.1 using the Service Request Manager 7.2.0.1 installer
 - This installation updates the Service Request Manager 7.1.0.3 or later to 7.2.0.1 and Service Desk 7.1.0.3 or later
 - If the Survey application is installed for Tivoli Service Request Manager 7.1.0.3 or later, you must perform an additional step to migrate survey data from version 7.1
- Steps to transition to Service Catalog 7.2 are applicable if Service Catalog 7.1 is installed
 - If Service Catalog 7.1 is installed but not used, modify access to Service Catalog 7.1
- Service Request Manager 7.2.0.1 Upgrade Guide recommendations
 - Follow all preupgrade and postupgrade tasks
 - Use an Administrator user ID to upgrade Service Request Manager 7.2.0.0 and Service Request Manager 7.2.0.1 to avoid installer and DE errors
 - Note that updatedb errors are possible from duplicate row errors

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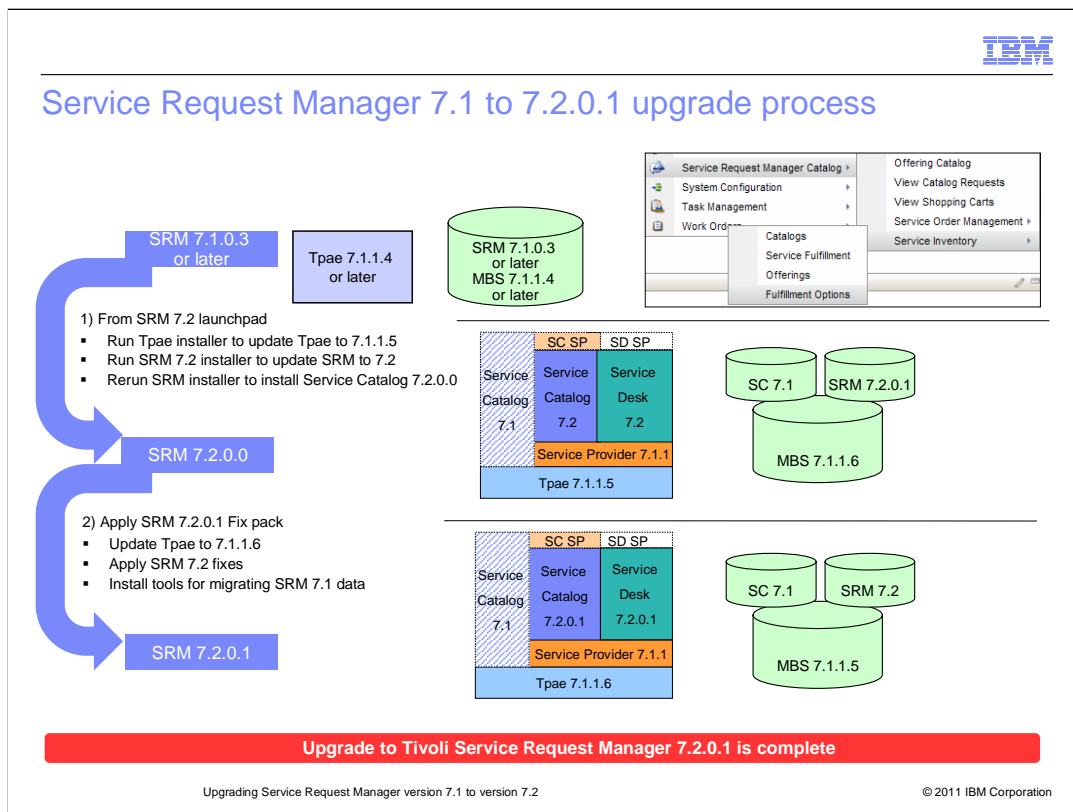
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Upgrading to Service Request Manager 7.2.0.1 consists of two primary steps. First, you install version 7.2 from the March 2010 refresh image launchpad. Second, you install version 7.2.0.1 by installing from the launchpad a second time.

If you are using the Survey Application, an additional step is required to migrate Survey data from version 7.1.

Four scripts are required to transition the Service Catalog information. These scripts are only required if you are using Service Catalog.

To avoid errors, follow all pre-upgrade and post-upgrade tasks and pay attention to known problems, limitations, and workarounds. In an upgrade scenario, you must use an administrator User ID to install Service Request Manager 7.2.0.0 and 7.2.0.1.



This diagram illustrates the upgrade process. Here, you see the menus in Service Request Manager 7.1, the standard Catalog choices, and the 7.1.0.3 conceptual structure.

From the Service Request Manager 7.2 launchpad, run the Base Services installation to update Base Services or Tivoli process automation engine to version 7.1.1.5.

Then, run the installation to upgrade Service Request Manager 7.1. to version 7.2. After the installation is completed, run it a second time to install Services Catalog 7.2.0.

Apply the Service Request Manager 7.2.0.1 fix pack to upgrade Tivoli process automation engine to 7.1.1.6 and apply the upgrades. When the fix pack has finished installing, the upgrade is complete.



Additional resources

- IBM Tivoli Service Request Manager 7.2.0.1 Upgrade Guide
ftp://public.dhe.ibm.com/software/tivoli_support/patches/patches_7.2.0.1/7.2.0.1-TIV-SRM-FP0001/srm_upgrade_guide.pdf
- Service Request Manager 7.2.0.1 Upgrade wiki
<http://www.ibm.com/developerworks/wikis/display/tivolism/SRM+7.2.0.1+Upgrade+FAQs>
- Service Request Manager Installing and Upgrading wiki
<http://www.ibm.com/developerworks/wikis/display/tivolism/Installing+and+Upgrading>
- IBM Tivoli Service Request Manager Version 7.2
<http://www.ibm.com/support/docview.wss?uid=swg24023697>
- Service Request Manager 7.2.0.1
<http://www.ibm.com/support/docview.wss?uid=swg24026195>
- Service Request Manager downloads
http://www.ibm.com/support/entry/portal/All_download_links/Software/Tivoli/Tivoli_Service_Request_Manager
- Maximo Upgrade Resources
<http://www.ibm.com/support/docview.wss?rs=3214&uid=swg21266217>

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Additional resources regarding the Service Request Manager 7.2.0.1 upgrade are available at these websites. The first two websites refer to the online Upgrade Guide. Download these guides before you upgrade.



Summary

In this module, you learned about upgrading Tivoli Service Request Manager V7.1 to Tivoli Service Request Manager V7.2

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