

IBM Tivoli Service Request Manager

Understanding the PMSCUpdate71Apps.bat script for SRM7.1 to SRM7.2 migration



Welcome to this IBM Education Assistant module on Tivoli® Service Request Manager®, understanding the PMSCUpdate71Apps.bat script for SRM7.1 to SRM7.2 migration. In this training module, you learn how to use this .bat file to migrate data and update the Service Desk in Service Request Manager.

Objectives

After you complete this module, you should be able to use the `PMSCUpdate71Apps.bat` script to migrate data and update the Service Desk in Tivoli Service Request Manager

Objectives.

After you complete this module, you should be able to use the **PMSCUpdate71Apps.bat** script to migrate data and update the Service Desk in Tivoli Service Request Manager.

Using the .bat file

- The .bat file is in **C:\ibm\SMP\maximo\tools\maximo\pmsc**
The PMSCUpdate71Apps.bat script renames Service Catalog 7.1 applications so that they are distinguished from Service Catalog 7.2 applications
- Running the script without flags results in a usage statement
- The -v output is in **C:\ibm\SMP\maximo\tools\maximo\pmsc\log**

Using the .bat file.

The **PMSCUpdate71Apps.bat** script renames the Service Catalog 7.1 applications so that they are distinguished from the Service Catalog 7.2 applications. You must run this script on systems that have non-English languages installed. You can locate the PMSCUpdate71Apps.bat script in the **C:\ibm\SMP\maximo\tools\maximo\pmsc** directory.

The update script contains `-v` flags to run the script in verify mode. Verify mode simulates running the script without actually updating the database to test the viability of the update. You should always run scripts in verify mode first, when the option is available.

Service Catalog 7.2 function

- If English is the only language installed, the renaming of the Service Catalog 7.1 applications happens automatically during installation of Service Request Manager 7.2.0.0
- If non-English languages are installed, you run this script to append the text (7.1) to the version 7.1 application names to distinguish them from the version 7.2 applications of the same name

Service Catalog 7.2 function.

If English is the only language that is installed, the renaming of Service Catalog 7.1 applications occurs automatically during installation of Service Request Manager 7.2.0.0. If non-English languages are installed, you run the **PMSCUpdate71Apps.bat** script to add the text **(7.1)** to the end of the existing application names. Appending this text distinguishes the applications from the version 7.2 applications of the same name.

Renaming Service Catalog 7.1 applications

- If your system uses a non-English language in any capacity, you must run the **PMSCUpdate71Apps.bat** script. Skip this step if English is the only language installed
- Run `PMSCUpdate71Apps.bat -v`
 - Run in verify mode
 - Check the output file **PMSCUpdate71<stamp>.text** in `c:\ibm\SMP\maximo\tools\maximo\pmcsclog` to see the results
- Run `PMSCUpdate71Apps.bat -e`
 - Run in execute mode to append (7.1) to the application names

Renaming Service Catalog 7.1 applications.

If your system uses a non-English language in any capacity, you must run the **PMSCUpdate71Apps.bat** script. First, run the script with a `-v` flag to verify the script. Then, run it again with a `-e` flag to change the application name.

Summary

In this training module, you learned how to use the `PMSCUpdate71Apps.bat` script to migrate data and update the Service Desk in Tivoli Service Request Manager.

Summary.

You should now be able to use the **`PMSCUpdate71Apps.bat`** script to migrate data and update the Service Desk in Tivoli Service Request Manager.



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_pmscupdate71apps_bat.ppt

This module is also available in PDF format at: [../pmscupdate71apps_bat.pdf](http://pmscupdate71apps_bat.pdf)

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



Trademarks, disclaimer, and copyright information

IBM, the IBM logo, ibm.com, Service Request Manager, and Tivoli are trademarks or registered trademarks of International Business Machines Corp., registered in many jurisdictions worldwide. Other product and service names might be trademarks of IBM or other companies. A current list of other IBM trademarks is available on the web at "[Copyright and trademark information](http://www.ibm.com/legal/copytrade.shtml)" at <http://www.ibm.com/legal/copytrade.shtml>

THE INFORMATION CONTAINED IN THIS PRESENTATION IS PROVIDED FOR INFORMATIONAL PURPOSES ONLY. WHILE EFFORTS WERE MADE TO VERIFY THE COMPLETENESS AND ACCURACY OF THE INFORMATION CONTAINED IN THIS PRESENTATION, IT IS PROVIDED "AS IS" WITHOUT WARRANTY OF ANY KIND, EXPRESS OR IMPLIED. IN ADDITION, THIS INFORMATION IS BASED ON IBM'S CURRENT PRODUCT PLANS AND STRATEGY, WHICH ARE SUBJECT TO CHANGE BY IBM WITHOUT NOTICE. IBM SHALL NOT BE RESPONSIBLE FOR ANY DAMAGES ARISING OUT OF THE USE OF, OR OTHERWISE RELATED TO, THIS PRESENTATION OR ANY OTHER DOCUMENTATION. NOTHING CONTAINED IN THIS PRESENTATION IS INTENDED TO, NOR SHALL HAVE THE EFFECT OF, CREATING ANY WARRANTIES OR REPRESENTATIONS FROM IBM (OR ITS SUPPLIERS OR LICENSORS), OR ALTERING THE TERMS AND CONDITIONS OF ANY AGREEMENT OR LICENSE GOVERNING THE USE OF IBM PRODUCTS OR SOFTWARE.

© Copyright International Business Machines Corporation 2011. All rights reserved.