Actuate removal process from Tpae-based software

November 2010

Live audience may access audio in 2 ways:
- through audio on computer speakers.
- or via dial in (phone numbers were provided in the invitation to this call).

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This presentation covers:

- **Acknowledgement process**
  ***NOTE** <u>**ALL Business Partners utilizing Tpae-based products**</u> who have received this notification must acknowledge that they have reviewed and are compliant with the three scenarios below.*

- **The 3 technical scenarios and associated actions**
  - Scenario #1: If you are using any Tpae-based product, inclusive of VM-based images or images installed "from scratch" (using media or downloaded install code).
  - Scenario #2: If you are using Tivoli Provisioning Manager.
  - Scenario #3: If you have downloaded Tpae-based products from Xtreme Leverage, PPA or FCT.

- **List of Tpae products and refresh schedule**

- **Frequently asked questions**

- **How to learn more**

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Acknowledgement Process

Question: If none of the scenarios apply to us do we still have to acknowledge?
Answer: YES. One of the options on the acknowledgement URL indicates that these Actuate removal actions are not applicable to your company. Select that option, then click the SUBMIT button.

Question: Do each of our technical persons have to individually acknowledge?
Answer: NO. Only one submission per Business Partner is required, representing the entire company's acknowledgement of the mandatory actions. It is recommended that you assign one person to be responsible for:
- ensuring all of your technical professionals have completed all actions.
- visiting the URL below and acknowledging, on behalf of the company.

Once your company has reviewed and are compliant with all scenarios, please visit the following URL to acknowledge:

http://www.ibm.com/partnerworld/wps/servlet/mem/ContentHandler/P927454S26826F20

Scenario #1 - If you are using any Tpae-based product
Perform the following Actuate removal steps on each of the Tpae-based systems you have

Purpose: Process for clearing Actuate report files from Tpae-based products v7.x. The process outlined below is available to those who are interested in keeping their existing v7.x image due to the amount of effort spent building data, customizing, etc.

Process for clearing the identified report files:

1. Make a note of the fix pack and hot fix level of Tpae installed, to be used in a later step to select which hot fix to apply.

2. If using a VM-based image, make a backup of it without any modifications.

3. Locate and delete the maximo.ear file. By default, the file is located in [INSTALL_DIR]\maximo\deployment\default.

4. Locate and delete other maximo.ear (.bak, etc) files that may exist in other directories.

5. Locate and delete the following 7 files.
   a) [INSTALL_DIR]\maximo\applications\maximo\lib\acweb.*
   b) [INSTALL_DIR]\maximo\applications\maximo\lib\idapi.*
   c) [INSTALL_DIR]\maximo\applications\maximo\maximouiweb\webmodule\WEB-INF\classes\psdi\webclient\beans\report\ActuateAPIEx.*
   d) [INSTALL_DIR]\maximo\applications\maximo\maximouiweb\webmodule\WEB-INF\classes\psdi\webclient\beans\report\ActuateAPILocatorEx.*
   e) [INSTALL_DIR]\maximo\applications\maximo\maximouiweb\webmodule\WEB-INF\classes\psdi\webclient\beans\report\ActuateControl.*
   f) [INSTALL_DIR]\maximo\applications\maximo\maximouiweb\webmodule\WEB-INF\classes\psdi\webclient\beans\report\ActuateLocaleHandler.*
   g) The file actuatelocalemap.xml may not exist in the directory shown, but check and delete it if it is found.
      [INSTALL_DIR]\maximo\applications\maximo\properties\actuatelocalemap.*

6. You may encounter the following files with 'Actuate' in its name. DO NOT delete these files! These are files created by IBM.
   - ActuatePDFEngine
   - ActauteUpdateCronTask
   - CheckActuatePresent
   - ConditionActuateEnabled

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Scenario #1 - If you are using any Tpae-based product (continued)

7. If using Windows, empty the Recycle Bin to completely remove the deleted files.

8. Download the appropriate hot fix for the version of Maximo you are running. The Hotfix is necessary to continue to run reports from Maximo using the BIRT reporting engine. Removing the Actuate files in Step #4 breaks the reporting functionality and installing this hot fix will address this issue.
    ftp://ftp.software.ibm.com/software/tivoli_support/maximo/ActuateRemediation/Actuate_Remediation7110.zip
    ftp://ftp.software.ibm.com/software/tivoli_support/maximo/ActuateRemediation/Actuate_Remediation7112.zip
    ftp://ftp.software.ibm.com/software/tivoli_support/maximo/ActuateRemediation/Actuate_Remediation7114.zip
    ftp://ftp.software.ibm.com/software/tivoli_support/maximo/ActuateRemediation/Actuate_Remediation7115.zip
    ftp://ftp.software.ibm.com/software/tivoli_support/maximo/ActuateRemediation/Actuate_Remediation7116.zip
    ftp://ftp.software.ibm.com/software/tivoli_support/maximo/ActuateRemediation/MBS_7114_LAFIX.20100914-1340.zip
    ftp://ftp.software.ibm.com/software/tivoli_support/maximo/ActuateRemediation/MBS_7115_LAFIX.20100730-0753.zip
    ftp://ftp.software.ibm.com/software/tivoli_support/maximo/ActuateRemediation/MBS_7116_LAFIX.20100907-1248.psi.zip

9. Once the appropriate hotfix is downloaded for the version of Maximo running, for example for Maximo 7.1.1.6 download the file called 'Actuate Remediation - Core 7116 Version.zip', then you need to copy the zip file into the VM by doing a simple copy/paste.

10. Extract files to [INSTALL_DIR]\maximo and the files contained within the zip file will be extracted to the appropriate folder. When prompted with a dialog box called Confirm File Overwrite to overwrite existing files, select Yes to All. If you are not prompted to overwrite existing files, then you are most likely unzipping the fix into the wrong folder.

11. Run buildmaximoear.cmd in the [INSTALL_DIR]\maximo\deployment folder by doubleclicking on the file. This should recreate maximo.ear in the [INSTALL_DIR]\maximo\deployment\default subdirectory. Alternatively, if using Websphere, use the WAS Console to redeploy the maximo.ear file.

12. Clear the Application server cache. If using Weblogic, delete all of the folders and files under [BEA_INSTALL_DIR]\user_projects\domains\MaximoServer\servers\AdminServer\tmp.
    If using Websphere, delete all of the folders and files under [WEBSPHERE_INSTALL_DIR]\WebSphere\AppServer\profiles\ctgAppSrv01\temp\ctgNode01\MXServer.

13. Start the Maximo Application Server, login to Maximo and to make sure the BIRT reporting functionality is working properly by running the Job Plan List report, which is accessible from the Job Plan application. **NOTE** Having you run this particular report will help ensure everyone is testing report functionality in the same manner.

14. After you confirm the BIRT reporting functionality works, delete the back up copy created in step #1. If using Windows, also ensure that the Recycle Bin is then cleared.

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Scenario #2 - If you are using Tivoli Provisioning Manager

In addition to completing Scenario #1, perform the following steps:

(Note: TIO_HOME is a system variable defining the location of the TPM install.)

1. Change directory to TIO_HOME, locate and delete the following files:
   eclipse\plugins\tpm_pmp\maximoLibs\acweb.jar
   lwi\runtime\tpm\eclipse\plugins\tpm_pmp\maximoLibs\acweb.jar
   eclipse\plugins\tpm_pmp\maximoLibs\idapi.jar
   lwi\runtime\tpm\eclipse\plugins\tpm_pmp\maximoLibs\idapi.jar

2. Go to the TIO_HOME\apde directory, unzip the apde.zip, locate and delete the following files:
   eclipse\plugins\tpm_pmp\maximoLibs\acweb.jar
   eclipse\plugins\tpm_pmp\maximoLibs\idapi.jar

3. Empty the Recycle Bin in order to completely remove the files from the system.

Scenario #3 - If you have downloaded Tpae-based product install code or have product discs

1. On the system where the install images were downloaded, locate and delete all of the downloaded .zip or .tar files that are on the system. The downloaded files use the following formats:

Maximo Asset Management	CZ*.zip
Maximo Asset Management Essentials	CZ*.zip
Maximo Industry Solutions	CZ*.zip
Maximo Add-ons	CZ*.zip
Tivoli Asset Management for IT	CZ*.zip
Tivoli Service Request Manager	TSRM_V7nn.tar
Tivoli CCMDB	TCCMDB_V7nn_Launchpad*.zip
Tivoli Provisioning Manager	TPM_V7nn_Install*.zip
	TPM_V7nn_Install*.tar
	TPM_V7nn_CoreComp*.zip
	TPM_V7nn_CoreComp*.tar

2. On the system where the install images were downloaded and extracted (unzipped), locate and delete the following directories:

Maximo Asset Management 7.1	\mam_launchpad\UpdateTools
Maximo Asset Management Essentials7.1	\mam_essentials_launchpad\UpdateTools
Maximo AM for Energy Optimization 7.1.1	\UpdateTools
Maximo Everyplace 7.1	\UpdateTools
Tivoli Asset Management for IT 7.1	\UpdateTools
Tivoli Service Request Manager 7.1	\Upgrade
Tivoli Service Request Manager 7.2	\Upgrade
Tivoli CCMDB 7.1.1	\UpdateTools

3. **If using Tivoli Provisioning Manager (TPM),** on the system where the TPM install image was downloaded and extracted (unzipped), locate and delete the following files:
   TPM_V7nn_Disk1_<platform>.zip
   TPM_V7nn_Disk2_<platform>.zip

4. On Windows systems, empty the Recycle Bin in order to completely remove the files from the system.

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After reviewing and complying with all scenarios contained in this document, please visit the following URL to submit your company's acknowledgement:

http://www.ibm.com/partnerworld/wps/servlet/mem/ContentHandler/P927454S26826F20

REMEMBER!!
Only one acknowledgement per Business Partner required which represents the entire company.

Maximo Products and Refresh Schedule

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Note: These products/versions contain Actuate and require updating, if downloaded prior to the Refresh date

Maximo 6.x Products	VRM	Refresh
Maximo for Nuclear	6.3.0	10-Sep-10
Maximo for Oil and Gas	6.3.0	10-Sep-10
Maximo for Transportation	6.3.0	10-Sep-10
Maximo for Life Sciences	6.4.0	10-Sep-10
Maximo for Life Sciences	6.5.0	10-Sep-10
Maximo for Government	6.1.0	10-Sep-10
Maximo for Service Providers	6.1.0	10-Sep-10
SRM for IT Service Providers	6.1.0	10-Sep-10
Service and AM for IT Service Providers	6.1.0	10-Sep-10
TAMIT for Outsourcers Service Providers	6.1.0	10-Sep-10

Maximo 7.x Products	VRM	Refresh
Maximo Asset Management	7.1.0	6-Oct-10
Maximo AM Essentials	7.1.0	8-Oct-10
Maximo for Life Sciences	7.1.2	8-Oct-10
Maximo for Oil and Gas	7.1.1	8-Oct-10
Maximo for Utilities	7.1.1	8-Oct-10
Maximo for Transportation	7.1.1	8-Oct-10
Maximo for Nuclear	7.1.1	8-Oct-10
Maximo for Government	7.1.0	8-Oct-10
Maximo Everyplace (Try and Buy)	7.1.1	8-Oct-10
Maximo AM for Energy Optimization	7.1.1	11-Oct-10
Maximo Enterprise Adapter (Oracle)	7.1.0	10-Sep-10

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Tpae Products and Refresh Schedule

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Note: These products/versions contain Actuate and require updating, if downloaded prior to the Refresh date

Tpae Products	VRM	Refresh
Tivoli Asset Management for IT	7.1.0	8-Oct-10
Tivoli Service Request Manager (SRM)	7.1.0	17-Sep-10
Tivoli SRM	7.2.0	1-Oct-10
Tivoli SRM for Internal Service Providers	7.2.0	1-Oct-10
Tivoli SRM for Service Providers	7.2.0	1-Oct-10
Tivoli CCMDB	7.1.1	17-Sep-10
Tivoli CCMDB – Change Mgmt CC	7.1.1	17-Sep-10
Tivoli CCMDB – for zOS Data CC	7.1.1	17-Sep-10
Tivoli CCMDB	7.2.0	1-Oct-10
Tivoli CCMDB – for zOS Data CC	7.2.0	1-Oct-10
Tivoli CCMDB for Internal Service Providers	7.2.0	1-Oct-10
Tivoli CCMDB for Service Providers	7.2.0	1-Oct-10
Tivoli Foundations Service Manager	1.1.1	15-Sep-10
Tivoli Provisioning Manager	7.1.1	8-Oct-10
Tivoli Provisioning Manager	7.2.0	8-Oct-10
Tivoli Policy Driven Software Distribution (TPMfSW component only)	7.1.0	10-Sep-10
WebSphere Remote Server	7.1.0	15-Oct-10
Tivoli Service Automation Manager	7.2.0	29-Oct-10
Tivoli Service Automation Manager	7.2.1	8-Oct-10
IBM Service Delivery Manager for System X	7.2.1	29-Oct-10
IBM Cloudburst for System X	2.1.0	29-Oct-10

Integrated Technology Delivery (ITD) Products	VRM	Refresh
IBM Maximo Service and Asset Management for Strategic Outsourcing Dedicated (CR8K5ML)	7.1.0	6-Oct-10
IBM Tivoli Service Request Manager for IT Service Providers for Strategic Outsourcing (CRB48ML)	7.2.0	7-Oct-10
IBM Maximo Service and Asset Management for Strategic Outsourcing Service Provider (CRC1UML)	7.2.0	19-Oct-10

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Additional Products/Versions Requiring Actuate Removal

Note: These products/versions contain Actuate and require updating, but they are no longer available to download

Additional Maximo Product/Versions Containing Actuate	VRM
Maximo AM for Energy Optimization	7.1.0
Maximo for Life Sciences	7.1.0
Maximo for Life Sciences	7.1.1
Maximo for Oil and Gas	7.1.0
Maximo for Utilities	7.1.0
Maximo for Transportation	7.1.0
Maximo for Nuclear	7.1.0
Maximo Asset Management	6.2.0
Maximo Asset Management	6.2.1
Maximo for Nuclear	6.2.0
Maximo for Nuclear	6.2.1
Maximo for Oil and Gas	6.2.0
Maximo for Oil and Gas	6.2.1
Maximo for Transportation	6.2.0
Maximo for Transportation	6.2.1
Maximo for Utilities	6.2.0
Maximo for Utilities	6.2.1
Maximo for Life Sciences	6.2.0
Maximo for Life Sciences	6.2.1
Maximo for Utilities	6.3.0
Maximo Spatial Asset Mgmt	6.3.0

Additional Tpae Product/Versions Containing Actuate	VRM
Tivoli Asset Management for IT	6.2.0
Tivoli Asset Management for IT	6.2.1
Tivoli Asset Management for IT	7.2.0
Tivoli Asset Management for IT	7.2.1
Tivoli Service Request Manager	6.2.0
Tivoli Service Request Manager	6.2.1
Tivoli Foundations Service Manager	1.1
Tivoli Provisioning Manager	7.1
Tivoli Service Automation Manager	7.1
IBM Cloudburst	1.2

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Recent "Clean" Tpae Releases

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Note: These products/versions were recently released, and never contained any Actuate code. No updating required.

Tpae "Clean eGA" Products	VRM	eGA
Tivoli Asset Management for IT	7.2.2	27-Aug-10
Tivoli SRM	7.2.1	27-Aug-10
Tivoli SRM for Internal Service Providers	7.2.1	27-Aug-10
Tivoli SRM for Service Providers	7.2.1	27-Aug-10
Tivoli CCMDB	7.2.1	27-Aug-10
Tivoli CCMDB – Change Mgmt CC	7.2.1	27-Aug-10
Tivoli CCMDB – for zOS Data CC	7.2.1	27-Aug-10
Tivoli CCMDB for Internal Service Providers	7.2.1	27-Aug-10
Tivoli CCMDB for Service Providers	7.2.1	27-Aug-10

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FAQ's

Q: What is Tpae?
  A. Tpae is the Tivoli process automation engine. For a detailed definition of this, please refer to http://www-01.ibm.com/support/docview.wss?uid=swg21395627

Q: Can I keep a Tpae-based product VM, installation, download or media that has NOT been updated as a backup?
  A. No. All instances on any system or media (DVD, removable drive, backup or loaner system, etc.) that cannot be updated MUST be deleted.

Q: Are there Actuate removal steps for v6.x (or prior) instances of Maximo, TAMIT or SRM installs, VMs or downloads?
  A. Steps to remove Actuate files from these systems will be made available to partners through Partnerworld.

Q: When do I have to acknowledge by?
  A. **November 15, 2010**.

Q: Who are my points of contact regarding a system that I am unable to remove Actuate files from?
  A. Please contact your Tivoli partner manager for more details.

Learn More

- **External TTEC webcasts**
  Product Changes (recorded 7/13/2010)
  Reporting Options (recorded 7/20/2010)
  http://www-111.ibm.com/search/SupportSearchWeb/SupportSearch?action=search&pageCode=SBSXP&pageNumber=1&brand=tivoli&sortBy=3&hide_desc=&searchTerms=tste_webcast&products=&submit.x=0&submit.y=0&submit=submit&addSearchTerms=actuate

- **Actuate call recording for Business Partners**
  https://www-304.ibm.com/partnerworld/wps/servlet/mem/ContentHandler/EPT_SMOR-89SS3S

- **Announcement that was delivered to Maximo customers**
  http://www-01.ibm.com/support/docview.wss?uid=swg21438945

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