EAM to Manage Upgrade

GA March 28, 2023

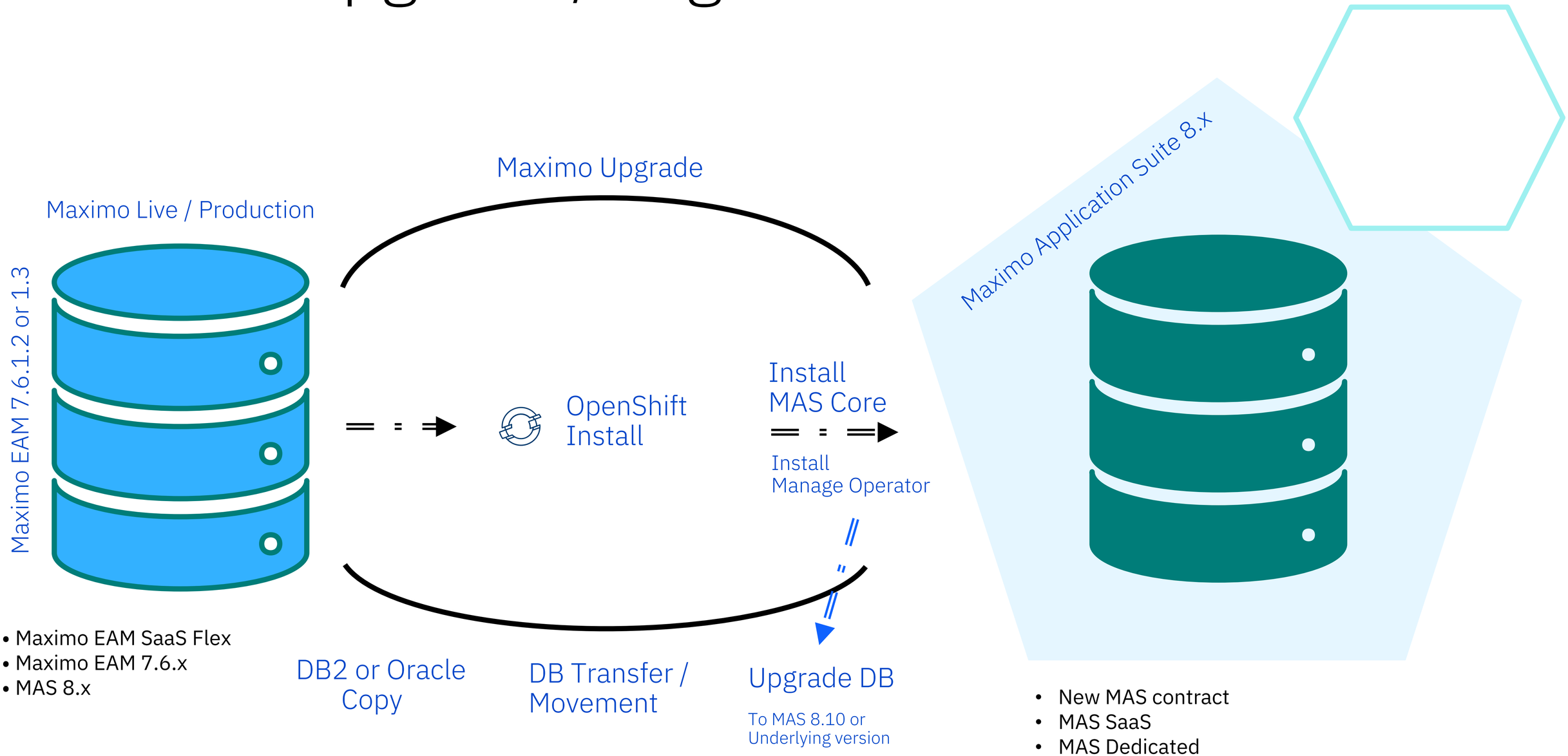
Agenda

Maximo EAM to Maximo Application Suite Upgrade / Migration

Different Options of Upgrade / Migration

Technical considerations for Upgrade / Migration

New MAS Upgrade / Migration



- Maximo EAM SaaS Flex
- Maximo EAM 7.6.x
- MAS 8.x

- New MAS contract
- MAS SaaS
- MAS Dedicated

Pre-Conditions for Migration

Pre-Conditions

- Client must be on 7.6.1.2 / 1.3 (if existing SaaS Flex client, then upgrade part of the contract but must be scheduled if not already there). Upgrade cannot be part of the migration.
- For the Shared Cluster offerings (MAS SaaS), all JAVA code must be remediated – no customizations allowed
  - For MAS Dedicated best practice is to remediate all JAVA Code
- In case of SaaS must be on DB2 or be converted to DB2
- All integrations to be reviewed by Client (and designate, along with IBM to ensure there is no custom, non-standard connections (i.e., all integrations must go through the MIF).
- Anywhere and WorkCentre's are not supported in MAS after November 2022 – must be remediated by client prior to migration
- Fill out migration questionnaire in case of SaaS or SaaS Dedicated

Steps for Migration

- Finalize a MAS deployment option
- Get an OCP cluster
- Pre-migration checks/steps in EAM
- Setup CP4d (Optional)
- DB Migration Steps (Whether to setup db2 on OpenShift *or* CP4D *or* as a Service)
- Setup MAS environment (i.e., Install MAS core) and Manage Operator
- Post Migration steps in MAS

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Maximo Manage Upgrade Options

1) Setting up Database with-in same OpenShift Platform

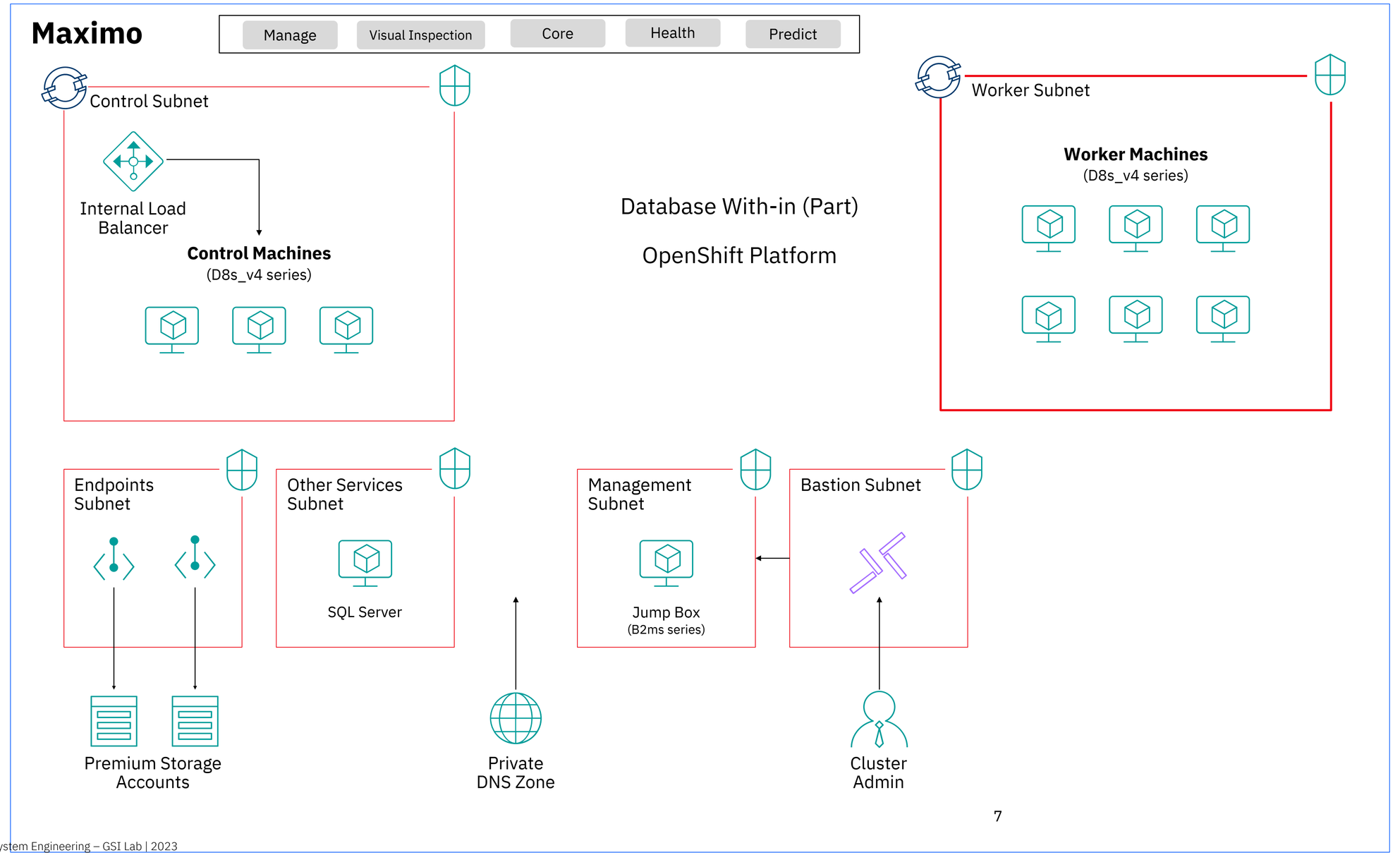
2) Setting up Database **with-in CP4d** in the same OpenShift Platform

3) Setting up Database outside OpenShift platform as Service or On-Prem setup

Db2 Database with-in OpenShift

Network Security Group

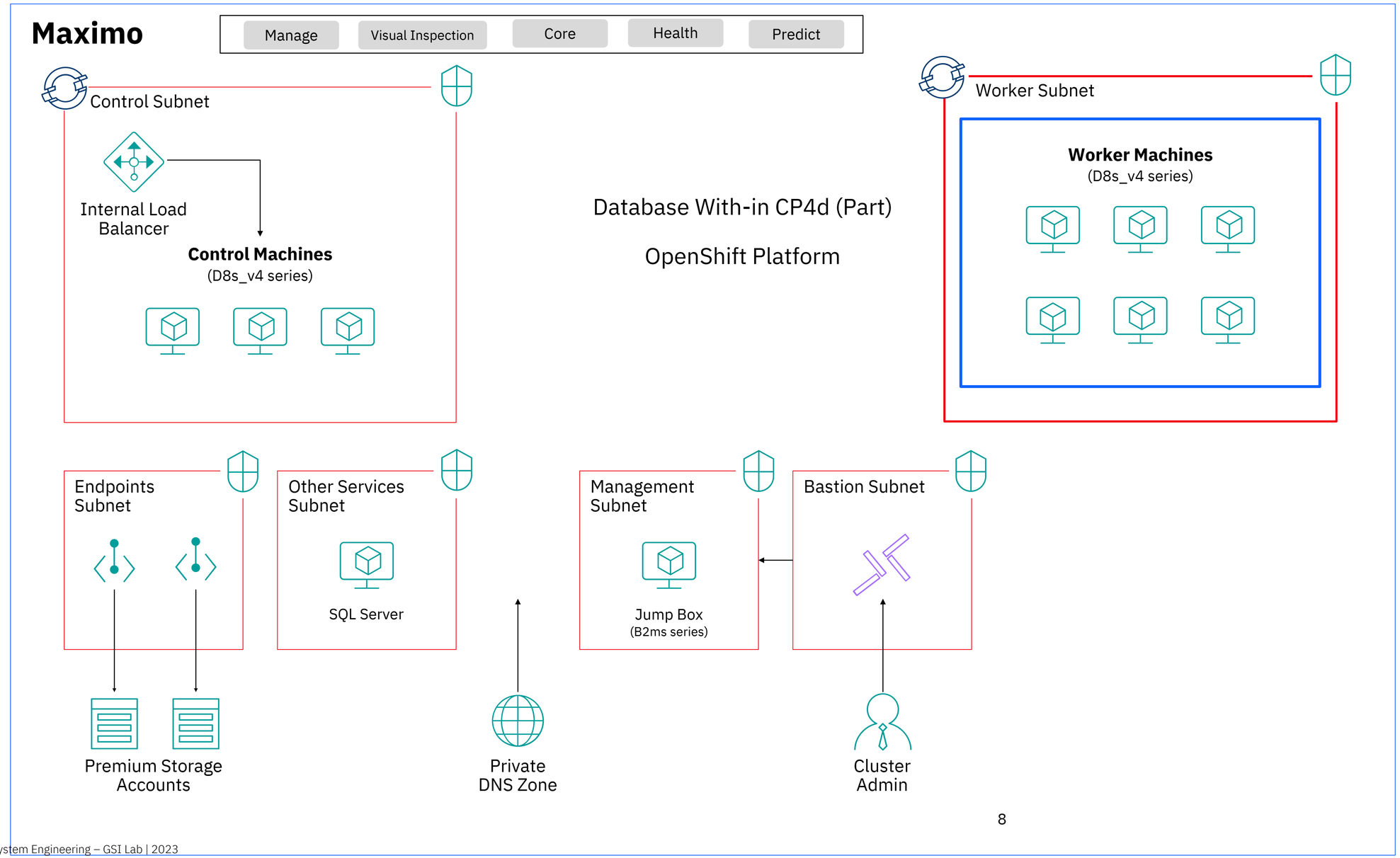
OpenShift



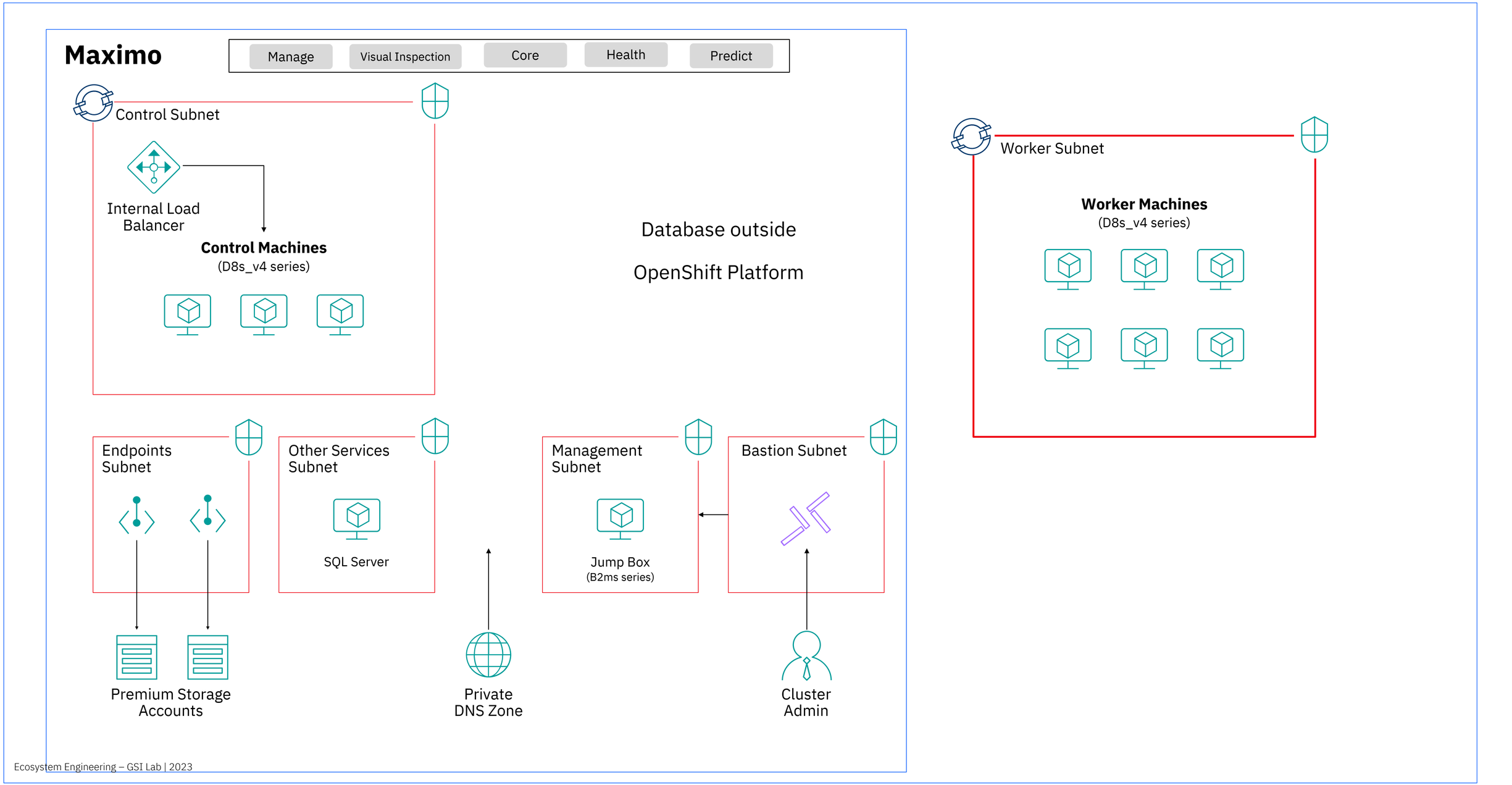
Db2 Database with-in CP4D

Network Security Group

OpenShift



Db2 Database outside OpenShift Platform



Steps for Migration

Pre-Conditions

- Installation of Maximo Application Suite (Core) along with pre-required modules (mongodb, SAS & UDS)
- Installation of Maximo – Manage (Workspace Deployment) and other modules like ACM, HSE, any other MAS industry solutions and add-on's
- Have a run by "Pre upgrade checklist" and "Pre upgrade users list" and note or validate
- Upgradation of "OpenShift" Cluster in underlying (In case of upgrading previous MAS versions)
- Choosing the *"Upgrade Method"* of Maximo Application Suite is important, "Channel Subscription" → "Manual Upgrade" & "Channel Subscription"
- Connect to EAM Database from MAS – Manage Workspace and "Activate" from Workspace UI page
- Manage deployment configuration
  - Database
  - Industry Solution selection
  - Server bundle
  - Customization archive
- Verification of "Post upgrade"
- SMTP Setup

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Journey to MAS SaaS or MAS Dedicated

Begin

Complete

Planning	Initial Set Up And preconditions	Test 1	Test 2	Live on MAS	Post Live MAS activities
Project Planning - Budget - Approvals - Timeframes - requirements definition - Quotes and any additional contracts required	• Deploy MAS Dedicated or SaaS and applications • Remediate changes as required • Setup integrations including any VPN • Preconditions met	• Migrate database • Upgrade to latest version • Finish remediation of changes needed	• Repeat the process of upgrading and migrating database • Test as required • Take accurate timings of steps for Production cutover • Also known as the Dry run or dress rehearsal	• Cutover production weekend	• Backflow to non-production instances • Hypercare for 1 week after cutover

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Additional Links…

Compatibility Matrix – It is important to get a perspective of latest version of Openshift, operators & sub modules from Compatibility Matrix

https://pages.github.ibm.com/maximoappsuite/support/compatability-matrix/

Manage Upgrade

https://www.ibm.com/docs/en/maximo-manage/continuous-delivery?topic=manage-configuring-maximo-upgrade

Common Errors…

Cryptox Error – To resolved cryptox key error by following below steps -→ https://www.ibm.com/docs/en/maximo-manage/continuous-delivery?topic=encryption-resetting-crypto-cryptox-fields-in-database

Jdbc Connection Error – To Fix JDBC connection error in Manage workspace, (Usually it is advisable to have it Manage namespaces)

Maxinst Pod Error → To keep a watch on "*Logs*" section of "*maxinst*" pod. It is important to determine type of errors you would get. Not every time error displays the correct message. Need to look at various options

Custom resource definition (CRD's) → To check possible type of error in "*Instances*" part of CRD's, mainly Manageworkspace, Managedeployment etc

Persistent Volume Claims (PVC's) → To check if all the "*Persistent Volumes*" are bounded to respective storage classes and pods

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