

You are in: [IBM Control Desk](#) > Welcome

## Welcome



Like | Updated 11/7/19 by [Laura.Cunniffe.Arcent](#) | Tags: control, desk, smartcloud

# Welcome to the IBM Control Desk wiki

The IBM Control Desk wiki is a collaborative repository of technical information.

IBM Control Desk is an integrated service management solution that helps you manage a comprehensive range of IT processes, services, and assets.

## Spotlight on IBM Control Desk V7.6.1

IBM Control Desk V7.6.1 is now available. Here are resources to help you get started:

- [Read about What's New in Version 7.6.1.1](#)
- Read about [What's New in Version 7.6.1](#)
- [IBM Control Desk system requirements](#)
- [Cognos reports](#): Learn about Cognos reporting features

## Featured: Using the Control Desk mobile app

## Quick links

- [Process Automation forum](#)
- [Process Automation community](#) in Service Management Connect
- [Process Automation blog](#)
- [Control Desk support](#): Get the latest fixes, find various troubleshooting resources, and search for tech notes.

## Product documentation

You can find documentation for each IBM Control Desk product edition in IBM Knowledge Center. On the main page, click the menu to find your version.

- [IBM Control Desk](#)
- [IBM Control Desk for Service Providers](#)

IBM Control Desk was formerly known as IBM SmartCloud Control Desk.

## Comments

*There are no comments.*

You are in: [IBM Control Desk](#) > Installing, Migrating, and Upgrading

# Installing, Migrating, and Upgrading

 1 Like | Updated June 14, 2018 by [Laura.Cunniffe.Aricent](#) | Tags: [installing](#), [migrating](#), [upgrading](#)

Before installing IBM Control Desk, review the [System Requirements](#).

Obtain the project image. See the download document for your release to learn how to download images. For links to download documents for Control Desk releases, see [Recent Releases](#).

Review the *Planning for Deployment* and *Installing IBM Control Desk* sections of the documentation in IBM Knowledge Center. Links to documentation for Control Desk are available on the [Installation resources](#) page.

For more information, see the following pages:

[Installation resources](#)

[Upgrade resources](#)

[Recent Releases](#)

## IMPORTANT NOTICES

### Running prerequisite checks for IBM Control Desk 7.6

Before you begin your installation of IBM Control Desk 7.6, you can run prerequisite check scripts to determine whether your environment is set up correctly. These scripts are available in the Process Automation community: [icd\\_76\\_pre-req check scripts.zip](#).

**Note:** When IBM Control Desk 7.6 is installed, the prerequisite check tooling is included. The installation program uses this tooling to determine whether prerequisites are met. After you run the installation program, the scripts are in the directory where InstallationManager files are located. For example, on a Linux server:

```
/var/ibm/InstallationManager/bundles/plugins/com.ibm.tivoli.pae.prereq_7.5.1.20141126-0950/com/ibm/tivoli/pae/prereq/SystemRequirements/
```

#### Documentation

For information about running the scripts, see [Verifying prerequisites from the command line](#) in the IBM Control Desk installation documentation.

Note that the `rxa` parameter specified in the documentation is valid for Windows only. It is not a valid parameter when using `tpae_req_check.sh` on a Linux or Unix system.

#### Correction for Documentation

In the initial publication of [Verifying prerequisites from the command line](#), one parameter for the `-component` option is omitted. You can specify the `was` parameter to have the prerequisite verification utility check for prerequisites that are required for WebSphere Application Server. For example,

```
tpae_req_check.sh [ -component [db2][,was][,asset_mgt][,asset_mgt_upgrade][,performance] ]  
[ -input <path-to-tpae.properties> ]  
[ -mode interactive|silent ]  
[ -trace none|normal|verbose ]
```

## Compatibility issue when installing Integration Composer and Deployer's Workbench on Windows Server 2012

To resolve compatibility issues that prevent installation of Integration Composer or Deployer's Workbench for IBM Control Desk 7.6, see [Installing Integration Composer 7.6 and Deployer's Workbench on Windows Server 2012](#).

## Deferring database updates when installing Control Desk 7.5.x

When using Control Desk 7.5.0.1, 7.5.0.2, 7.5.0.3, 7.5.0.4, and 7.5.1 installation programs, if you choose to defer the database update operation during the installation, the installation programs will automatically stop the Maximo application server even if you choose to defer database update operation. An interim fix is available from [Fix Central](#). After you apply this fix, you can start the installation and defer the database update operation without shutting down the Maximo application.

## Preserving customizations

If you made modifications to the application user interface, be sure to use the following document to assess what you need to do to preserve these modifications when you upgrade to Control Desk v7.5:

[Control Desk 7.5 Upgrade Impact on Application User Interface Modifications](#).

## More resources

**Rebase files for Tivoli Service Manager Quick Install:** This zip file contains files that enable you to rebase the Tivoli Service Manager Quick Install user interface to a level that can be properly upgraded to IBM SmartCloud Control Desk version 7.5. For instructions, see the [SmartCloud Control Desk Version 7.5 Upgrade Guide](#).

**Installing and upgrading multi-product stacks:** This document provides installation and upgrade scenarios for various combinations of version 7.1.x, 7.2.x, and 7.5.x products. Each scenario lists the recommended installation order for a multi-product stack, and provides any workarounds needed to complete the installation. This document also provides information about planning your deployment, post-installation activities, backup recommendations, and other information.

**Autonomic Deployment Engine:** View best practice information and frequently asked questions about the Autonomic Deployment Engine, usually referred as just Deployment Engine (DE), a common technology that is shared by IBM products to manage the life-cycles and relationships of their components installed on a machine.

**Reconfiguration Tool for Administrative Workstations:** A utility is available that facilitates updating installation parameters in existing environments. You can use this utility with products that are based on Tivoli's process automation engine.

**Cloning a Maximo Asset Management 7.5 environment:** Download this document to learn how to copy SmartCloud Control Desk 7.5.x deployments into multiple environments. You can use the duplicate environments for purposes of development, testing, and prototyping. You can refine your processes in the development and test environments and then apply best practices to the production environment.

## Comments

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JohnMims/IBM commented on August 27, 2015 [Permalink](#)

FYI, the link under "Download Document" is bad, It resolves to

[http://www."http://www-01.ibm.com/support/docview.wss?uid=swg21687570](http://www.)

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You are in: [IBM Control Desk](#) > [Installing, Migrating, and Upgrading](#) > Installation resources

## Installation resources



[Like](#) | Updated November 15, 2018 by [Laura.Cunniffe.Arcient](#) | Tags: *None*

This page provides information that can help you install IBM Control Desk.

## Documentation

Documentation for installing IBM Control Desk can be found in IBM Knowledge Center at the following links.

- [Version 7.6.1](#)
- [Version 7.6](#)
- [Version 7.5.3](#)
- [Version 7.5.1](#)
- [Version 7.5.0](#)

## Additional resources

[Known issues related to installing IBM Control Desk Version 7.6.0](#)

[IBM Control Desk 7.6.0.1 fix pack has been released on 19 Feb 2016](#): This blog entry provides useful information about the release and provides step-by-step instructions for installing the fix pack on IBM Control Desk for Service Providers.

[IBM Installation Manager Version 1.8 crashes when installing IBM Control Desk Version 7.6.0 and later on Red Hat Linux operating systems](#):

When installing or upgrading IBM Control Desk on Red Hat Linux operating systems with IBM Installation Manager 1.8.0, the installation fails with a core dump. This article explains how to resolve this problem by updating the IBM Installation Manager launcher.ini file or by installing with IBM Installation Manager Version 1.8.2 or later.

[Issues starting or running IBM Installation Manager](#): This article describes known issues that occur when running IBM Installation Manager on different operating systems.

[Installing IBM Control Desk 7.6 and Maximo Asset Management 7.6 Together](#): This document describes how to install both products in your environment.

[Installation Manager crashes when updating Maximo Anywhere](#): When updating Maximo Anywhere from 7.5.1 to 7.5.1.1 or 7.5.1.2 the Installation Manager may crash and produce a java error. This article explains how to resolve that issue.

[How to install IBM Control Desk Version 7.5.3 with WebSphere Application Server 8.5.5 and IBM DB2 version 10.5: Control Desk Version 7.5.3](#) is deployed using WebSphere Application Server Network Deployment v. 7.0 and IBM DB2 v. 9.7. This article explains how to deploy using the more recent release.

[Maximo Language Files and Tables - Demystified](#): This blog entry provides useful information about how the translations in Maximo work. The content describes Maximo Asset Management, but it also applies to IBM Control Desk.

## Comments

*There are no comments.*

You are in: [IBM Control Desk](#) > [Installing, Migrating, and Upgrading](#) > [Installation resources](#) > V7.6.0 PDF installation guides

## V7.6.0 PDF installation guides



[Like](#) | Updated November 15, 2018 by [Laura.Cunniffe.Aricent](#) | Tags: *None*

Installation documentation is provided in HTML format in the IBM Control Desk documentation in the [IBM Knowledge Center](#).

The IBM Knowledge Center provides translated content and offers the ability to create guides in PDF format directly from Knowledge Center.

In addition to the documentation provided in the IBM Knowledge Center, for Control Desk v7.6.0, installation documentation in PDF format is available in the following table:

| Language             | NL code | WebSphere Application Server | Oracle WebLogic Server |
|----------------------|---------|------------------------------|------------------------|
| English              | en      | <a href="#">7.6.0</a>        | <a href="#">7.6.0</a>  |
| Portuguese Brazilian | pt_br   | <a href="#">7.6.0</a>        | <a href="#">7.6.0</a>  |
| Chinese--Taiwan      | zh_TW   | not available                | not available          |
| Chinese-Mainland     | zh_CN   | <a href="#">7.6.0</a>        | <a href="#">7.6.0</a>  |
| Dutch                | nl      | not available                | not available          |
| French               | fr      | <a href="#">7.6.0</a>        | <a href="#">7.6.0</a>  |
| German               | de      | <a href="#">7.6.0</a>        | <a href="#">7.6.0</a>  |
| Japanese             | ja      | <a href="#">7.6.0</a>        | <a href="#">7.6.0</a>  |
| Korean               | ko      | not available                | not available          |
| Spanish              | es      | <a href="#">7.6.0</a>        | <a href="#">7.6.0</a>  |
| Czech                | cs      | <a href="#">7.6.0</a>        | <a href="#">7.6.0</a>  |
| Hungarian            | hu      | <a href="#">7.6.0</a>        | <a href="#">7.6.0</a>  |
| Polish               | pl      | <a href="#">7.6.0</a>        | <a href="#">7.6.0</a>  |
| Russian              | ru      | <a href="#">7.6.0</a>        | <a href="#">7.6.0</a>  |
| Swedish              | sv      | not available                | not available          |
| Arabic               | ar      | not available                | not available          |
| Croatian             | hr      | not available                | not available          |
| Slovak               | sk      | not available                | not available          |

|           |    |               |               |
|-----------|----|---------------|---------------|
| Slovenian | sl | not available | not available |
| Turkish   | tr | not available | not available |

## Comments

*There are no comments.*

You are in: [IBM Control Desk](#) > [Installing, Migrating, and Upgrading](#) > Upgrade resources

## Upgrade resources



1 Like | Updated November 20, 2018 by [Laura.Cunniffe.Aricent](#) | Tags: None

This page provides information that can help you upgrade IBM Control Desk.

## Documentation

Documentation for upgrading to a newer version of the product can be found at the following links.

- [Version 7.6.1 upgrade documentation](#) is provided in the IBM Knowledge Center and is translated.
- [Version 7.6.0 upgrade documentation](#) is provided in the IBM Knowledge Center and is translated. You can download the guide in PDF format from the [PDF upgrade guides](#) page.
- [Version 7.5.3 Upgrade Guide](#) - Download the guide in PDF format
- [Version 7.5.1 Upgrade Guide](#) - Download the guide in PDF format
- [Version 7.5 Upgrade Guide](#) - Download the guide in PDF format

## Additional Resources

For upgrading to IBM Control Desk version 7.5.x, review the following presentations:

1. [SCCD Upgrade Overview](#)
2. [SCCD Upgrading - General Information](#)
3. [SCCD Upgrading - ITIC and DW](#)
4. [SCCD Upgrading - TAMIT functions](#)
5. [SCCD Upgrading - Service Provider](#)

[Maximo Upgrade Tips: Decreasing the downtime when upgrading Maximo 7.5.0.8 to Maximo 7.6.0.1](#): See this blog entry for useful tips that can be applied to upgrading products that are based on Tivoli's process automation engine (TPAE), including IBM Control Desk.

[Upgrading Maximo 7.5 to Maximo 7.6 \(part 1\)](#) - This blog entry describes how to upgrade an Oracle database.

[Upgrading Maximo 7.5 to Maximo 7.6 \(part 2\)](#) - This blog entry describes how to use the Configuration Tool to configure the database.

## Comments

There are no comments.

You are in: [IBM Control Desk](#) > [Installing, Migrating, and Upgrading](#) > [Upgrade resources](#) > PDF upgrade guides

## PDF upgrade guides



[Like](#) | Updated November 19, 2018 by [Laura.Cunniffe.Arcent](#) | Tags: *None*

Installation and upgrade documentation is provided in HTML format in the IBM Control Desk documentation in the [IBM Knowledge Center](#).

This wiki page provides links to upgrade documentation for IBM Control Desk v7.6.0 and earlier in PDF format.

**For upgrade information for version 7.6.1 or later, see the IBM Knowledge Center.**

You can create guides in PDF format directly from Knowledge Center. For your convenience, upgrade guides for v7.6.0 in PDF format are also provided here.

**NOTE:** Upgrade guides for product versions earlier than 7.6 are available only in English and are not published in IBM Knowledge Center.

To download a PDF version of an upgrade guide, click the appropriate language and version for your organization.

| Language             | NL code | Click the version that you want to upgrade to  |
|----------------------|---------|--|
| English              | en      | <a href="#">7.6.0</a><br><a href="#">7.5.3</a><br><a href="#">7.5.1</a><br><a href="#">7.5</a> |
| Portuguese Brazilian | pt_br   | <a href="#">7.6.0</a>  |
| Chinese--Taiwan      | zh_TW   | not available  |
| Chinese-Mainland     | zh_CN   | <a href="#">7.6.0</a>  |
| Dutch                | nl      | not available  |
| French               | fr      | <a href="#">7.6.0</a>  |
| German               | de      | <a href="#">7.6.0</a>  |
| Japanese             | ja      | <a href="#">7.6.0</a>  |
| Korean               | ko      | not available  |
| Spanish              | es      | <a href="#">7.6.0</a>  |
| Czech                | cs      | <a href="#">7.6.0</a>  |
| Hungarian            | hu      | <a href="#">7.6.0</a>  |
| Polish               | pl      | <a href="#">7.6.0</a>  |
| Russian              | ru      | <a href="#">7.6.0</a>  |

|           |    |               |
|-----------|----|---------------|
| Swedish   | sv | not available |
| Arabic    | ar | not available |
| Croatian  | hr | not available |
| Slovak    | sk | not available |
| Slovenian | sl | not available |
| Turkish   | tr | not available |

## Comments

*There are no comments.*

You are in: [IBM Control Desk](#) > Overview and Planning

## Overview and Planning



[Like](#) | Updated December 12, 2014 by [Fidelma\\_Frahill](#) | Tags: *None*

This section of the wiki includes overview and planning information for IBM Control Desk (formerly IBM SmartCloud Control Desk).

- [System Requirements](#)
- [Product Compatibility](#)
- [Product Database Release Enhancements](#)
- [JRE Support](#)

## Comments

*There are no comments.*

You are in: [IBM Control Desk](#) > [Overview and Planning](#) > System Requirements

## System Requirements



[Like](#) | Updated 12/9/19 at 4:27 PM by [BhratPatel](#) | Tags: *None*

Select the version of the product for which you want to view system requirements.

- [Version 7.6.1 and higher](#)
- [Version 7.6.0](#)

**JRE Support:** Java Runtime Environment (JRE) compatibility for IBM Control Desk, IBM Change and Configuration Management Database, IBM Tivoli Service Request Manager, and IBM Tivoli Asset Management for IT is determined by the version of Tivoli's process automation engine (TPAE) that is used for the product. See this article for detailed information about JRE support for various product releases.

## Comments

*There are no comments.*

 The comment was deleted.

You are in: IBM Control Desk > Overview and Planning > System Requirements > Version 7.6.0

## Version 7.6.0

 1 Like | Updated August 28, 2017 by [LauraCunniffe](#) | Tags: None

The following system requirements apply to IBM Control Desk Version 7.6.0 and to IBM Control Desk, Service Provider Edition, Version 7.6.0.

Review each of the tables for the prerequisite hardware and software and ensure that your environment meets the minimum standards before you perform the installation.

### Contents

- [Application Performance](#)
- [Port availability](#)
- [Hardware \(stand-alone topology\)](#)
- [Hardware \(distributed topology\)](#)
- [Browser](#)
- [File systems](#)
- [Middleware installation program](#)
- [Product installation program](#)
- [Database](#)
- [J2EE application server](#)
- [HTTP server](#)
- [Directory server](#)
- [Control Desk Everyplace device and viewport support](#)

The IBM Control Desk installation and middleware installation programs install and configure IBM products that make up the Control Desk architecture. Previously installed IBM products can be configured to be part of the Control Desk system. These existing resources must meet minimum release level requirements. In some cases, the Control Desk installation programs can configure previously deployed products from other vendors to be used with Control Desk. Prerequisites listed for non-IBM products were valid at the time this document was created. For the most up-to-date information about non-IBM product prerequisites, see the product documentation for each individual product.

#### Notes:

- While Control Desk itself supports the Turkish language, the installation program does not support Turkish. Furthermore, the administrative workstation must not be set to the Turkish locale before or after installing Control Desk. After Control Desk has been installed successfully, Turkish can be deployed as either the base or as an additional language using the language pack installation program. The administrative workstation must remain set to a non-Turkish locale to accommodate future product deployment actions.
- Control Desk supports deployment in IPv6 networks. The middleware and product installers can be used in a pure IPv6 environment, provided all the deployment systems support IPv6. An administrative workstation that does not support IPv6 by default, for example, Microsoft Windows XP, requires an IPv4 environment.

## Application Performance

For optimal application performance, plan on one JVM for every CPU with 6-8 GB RAM configured for each JVM. Each JVM should support 50 -75 users.

The installation program sets maximum memory to 4 Gb for 64-bit platforms if automatic configuration for middleware is selected.

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## Port availability

Ensure that the ports relevant for your deployment are open in support of the installation and deployment.

| Port       | Use  |
|------------|--|
| 22         | SSH  |
| 80         | HTTPServer   |
| 9080       | WebSphere Application Server virtual host port number, in the JVM.                     |
| 389        | Directory server port  |
| 636        | Directory server secure port   |
| 1433       | Microsoft SQL Server (default)   |
| 1521       | Oracle (default)   |
| 3538       | Directory server admin daemon port   |
| 3539       | Directory server admin daemon secure port  |
| 8879       | SOAP port to IBM WebSphere Application Server Network Deployment                       |
| 9043, 9044 | IBM WebSphere Application Server Network Deployment administrative console secure port |
| 9060, 9061 | IBM WebSphere Application Server Network Deployment administrative console             |
| 9430       | Web server port  |
| 9443       | IBM WebSphere Application Server Network Deployment SSL port                           |
| 7001       | Oracle WebLogic Server host port number  |
| 139        | This port is used if SMB is configured to run on NetBIOS over TCP/IP.                  |
| 50000      | IBM DB2 database port for directory server   |
| 50005      | IBM DB2 database instance port   |

A PING command issued from the administrative workstation must receive a response from each server used in the deployment. Ensure that each middleware host server is configured to respond to PING requests.

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## Hardware (stand-alone topology)

Stand-alone deployment hardware prerequisites: This table contains hardware information for IBM middleware components. If you use non-IBM middleware components, see the documentation provided with the product.

| Software | Hardware |
|----------|----------|
|          |          |

| Software   | Hardware  |
|--|---|
| <ul style="list-style-type: none"> <li>Administrative workstation</li> <li>IBM DB2 (alternative database can be used)</li> <li>IBM WebSphere Application Server Network Deployment (alternative J2EE can be used)</li> <li>IBM Tivoli Directory Server (optional component)</li> </ul> | <ul style="list-style-type: none"> <li>2 GHz processor</li> <li>60 GB disk space</li> <li>8 GB RAM</li> </ul> |

**Notes**

- Running a production server on a 32-bit system is not supported.

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## Hardware (distributed topology)

Distributed deployment hardware prerequisites: This table contains hardware information for IBM middleware components. If you use non-IBM middleware components, see the documentation provided with the product.

| Software  | Hardware   |
|---|--|
| Administrative workstation  | <ul style="list-style-type: none"> <li>2-6 GHz processor (minimum)</li> <li>8 GB RAM (minimum)</li> <li>10 Mbit/s network connection between administrative workstation and middleware servers (minimum)</li> <li>11 GB disk space</li> </ul> <p>You must have a minimum of 11 GB disk space available for a fresh installation. Ensure 7 GB of disk space is available if you are performing an upgrade.<br/>An additional 6 GB of disk space must be available in the TEMP directory of the administrative workstation during the installation.<br/>Consider future process managers you might install when determining your disk space needs.</p> |
| IBM DB2 (alternative database can be used)  | Minimum 60 GB disk space.  |
| IBM WebSphere Application Server Network Deployment (alternative J2EE server can be used) | <ul style="list-style-type: none"> <li>2-6 GHz processor</li> <li>60 GB disk space</li> <li>8 GB RAM</li> </ul>  |
| Oracle WebLogic Server (alternative J2EE server can be used)                              | <ul style="list-style-type: none"> <li>2-6 GHz processor</li> <li>60 GB disk space</li> <li>8 GB RAM</li> </ul>  |
| IBM Tivoli Directory Server (optional component)  | <ul style="list-style-type: none"> <li>Linux and UNIX systems require 1 GB of space available in the /opt directory.</li> </ul>  |

**Notes**

- Running a production server on a 32-bit system is not supported.

For hardware requirements for software not listed here, see the product documentation provided with that product.

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## Browser

| Browser   | Applicable OS     | Notes  |
|---|-------------------|--|
| Apple Safari 7.0  | Mac OS X          | For information about downloading and enabling Java for the Safari browser, see <a href="#">this Apple support topic</a> .   |
| Google Chrome 36  | All Applicable OS | For information about downloading and enabling Java for the Chrome browser, <a href="#">see this page</a> .  |
| Microsoft Internet Explorer 11.0 and Internet Explorer Edge | All Applicable OS | <p>A subset of process automation engine applications require Java Runtime Environment (JRE), version 1.7 be installed on the client. All client systems that access these applications must have the Java Runtime Environment (JRE), version 1.7, from IBM or Oracle installed. The IBM JRE 1.7 can be downloaded at the following Web site: <a href="http://www.ibm.com/developerworks/java/jdk/">http://www.ibm.com/developerworks/java/jdk/</a>. Instruct your users to download and install the JRE before they start using the product.</p> <p>The Java bit version must match your browser's bit version. If your browser is 32-bit, your Java must be 32-bit. If your browser is 64-bit, your Java must be 64-bit. If you have a 32-bit browser and 64-bit Java, or a 64-bit browser and 32-bit Java, applets will not load.</p> <p>Adobe Flash Player 10 must also be present on the system for IBM Maximo Linear Asset Manager.</p> <p>If using Internet Explorer, you need to install Microsoft Silverlight on the client machine in order to see the status bar in Self Service Center My Requests pod and View Service Requests dialog.</p> |
| Mozilla Firefox ESR 52                                      | All Applicable OS | <p>A subset of process automation engine applications require Java Runtime Environment (JRE), version 1.7 be installed on the client. All client systems that access these applications must have the Java Runtime Environment (JRE), version 1.7, from Oracle, installed. Instruct your users to download and install the JRE before they start using the product.</p> <p>Adobe Flash Player 10 must also be present on the system for IBM Maximo Linear Asset Manager.</p>   |
| Chrome 60 or later  | All Applicable OS | This support is applicable to Service Portal.  |
| Apple Safari 10 or later                                    | All Applicable OS | This support is applicable to Service Portal.  |

For supported browser environments, IBM Remote Technical Support will provide the same level of support as when Maximo or SmartCloud Control Desk operates in certified browser environments. IBM Remote Technical Support will accept usage-related and defect-related service requests. As with operating system and vitalization environments, if IBM support cannot recreate the issue in our lab, we may ask the client to recreate the problem on a certified browser version in order to determine if a product defect exists. Defects will not be accepted for cosmetic differences between browsers or browser versions that do not affect the functional behavior of the product. If a problem is identified in Maximo or SmartCloud Control Desk, defects will be accepted. If a problem is identified with the browser, IBM will investigate potential solutions or workarounds that the client may implement until a permanent solution becomes available.

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## File systems

The following table lists the disk space to allocate to each directory for the installation process. These directories do not exist before installation. Ensure that the parent directory of those directories have sufficient space available for the installation.

The middleware installation program does not support linked file systems on Linux or UNIX systems. The middleware installation program renames directories during the installation process. For example, if the directory /opt/IBM/db2/V10.5 is a file system link, errors occur during middleware installation of DB2. The middleware installation program is not able to rename the directory. Create file system links in a parent directory such as /opt/IBM/db2, /opt/IBM or /opt.

### Windows file system disk space prerequisites

| Product and components                        | File system  | Available Space Required (in MB) | Operating System |
|---|--|----------------------------------|------------------|
| DB2   | C:\Program Files\IBM\SQLLIB  | 1500 MB                          | Windows (64-bit) |
| IBM Tivoli Directory Server                   | C:\Program Files\IBM\LDAP\V6.3   | 800 MB                           | Windows (64-bit) |
| IBM Tivoli Directory Server                   | C:\idslap-idscmdb  | 1049 MB                          | Windows (64-bit) |
| WebSphere Application Server                  | C:\Program Files\IBM\WebSphere\AppServer                                   | 1700 MB                          | Windows(64-bit)  |
| WebSphere Application Server Update Installer | C:\Program Files\IBM\WebSphere\UpdateInstaller                             | 500 MB                           | Windows (64-bit) |
| IBM HTTP Server                               | C:\Program Files\IBM\HTTPServer  | 1074 MB                          | Windows (64-bit) |
| Installation programs                         | Temporary space designated for use by the middleware installation program. | 1049 MB                          | Windows (64-bit) |
| Middleware installation program               | Workspace directory  | 512 MB                           | Windows (64-bit) |
| Various                                       | System temporary directory   | 450 MB                           | Windows (64-bit) |
| Various                                       | User temporary directory   | 615 MB                           | Windows (64-bit) |
| Deployment engine                             | C:\ibm\tivoli\mwi\workspace750\system\DE<br><i>Install_Dir\CTG_DE</i>      | 180 MB                           | Windows (64-bit) |

### UNIX file system disk space prerequisites

| Product and components      | File system  | Available Space Required (in MB) | Operating System |
|-----------------------------|--|----------------------------------|------------------|
| DB2                         | /opt/IBM/db2/V10.5<br>The mount point for this path must be defined as /opt/IBM/db2  | 2208 MB                          | AIX              |
| IBM Tivoli Directory Server | /opt/IBM/LDAP/V6.3<br>The mount point for this path must be defined as /opt/ibm/LDAP | 900 MB                           | AIX              |
| IBM Tivoli Directory Server | /home/idscmdb  | 1049                             | AIX              |

| Product and components                        | File system   | Available Space Required (in MB) | Operating System  |
|---|---|----------------------------------|---|
| WebSphere Application Server                  | /usr/IBM/WebSphere/AppServer  | 2420 MB                          | AIX   |
| WebSphere Application Server Update Installer | /usr/IBM/WebSphere/UpdateInstaller  | 500 MB                           | AIX   |
| IBM HTTP Server                               | /usr/IBM/HTTPServer   | 1074 MB                          | AIX   |
| Installation programs                         | Temporary space designated for use by the middleware installation program.              | 2098 MB                          | AIX   |
| Middleware installation program               | Workspace directory   | 512 MB                           | AIX   |
| Various                                       | System temporary directory  | 615 MB                           | AIX<br><br>The /tmp directory must have 1 GB of space available during installation if the installation program deploys application EAR files automatically to WebSphere Application Server. If you have assigned another directory to serve as the system temporary directory, the /tmp directory must still have 1 GB of space available. |
| DB2   | /opt/ibm/db2/V10.5<br><br>The mount point for this path must be defined as /opt/ibm/db2 | 2208 MB                          | Linux<br><br>SUSE Linux Enterprise Server v11, and Red Hat Enterprise Linux v6 and v7.  |
| DB2   | /home/ctginst1  | 175 MB                           | Linux<br><br>SUSE Linux Enterprise Server v11, and Red Hat Enterprise Linux v6 and v7.  |
| WebSphere Application Server                  | /opt/IBM/WebSphere/AppServer  | 2420 MB                          | Linux<br><br>SUSE Linux Enterprise Server v11, and Red Hat Enterprise Linux v6 and v7.  |
| WebSphere Application Server Update Installer | /opt/IBM/WebSphere/UpdateInstaller  | 500 MB                           | Linux<br><br>SUSE Linux Enterprise Server v11, and Red Hat Enterprise Linux v6 and v7.  |
| IBM HTTP Server                               | /opt/IBM/HTTPServer   | 1074 MB                          | Linux<br><br>SUSE Linux Enterprise Server v11, and Red Hat Enterprise Linux v6 and v7.  |

| Product and components          | File system  | Available Space Required (in MB) | Operating System   |
|---------------------------------|--|----------------------------------|--|
| Installation programs           | Temporary space designated for use by the middleware installation program. | 2098 MB                          | Linux<br><br>SUSE Linux Enterprise Server v11, and Red Hat Enterprise Linux v6 and v7. |
| Middleware installation program | Workspace directory  | 512 MB                           | Linux<br>SUSE Linux Enterprise Server v11, and Red Hat Enterprise Linux v6 and v7.     |

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## Middleware installation program

The middleware installation program can be run on the following systems.

### Middleware Installation

| Operating System  | Attributes   | Applicable Component    | Notes  |
|---|--|-------------------------|--|
| <b>AIX Platform listing of supported OS</b>                                   |  |                         |  |
| AIX 7.1 POWER System and future OS fix packs                                  | Bitness: 64 Bit<br>Tolerate<br><br>Deployment Role:<br>Server, Agent/End-point<br><br>Hardware platform:<br>POWER System | Middleware Installation | AIX 7.1 SP1  |
| <b>Linux Platform listing of supported OS</b>                                 |  |                         |  |
| Red Hat Enterprise Linux (RHEL) Server 6 POWER System and future OS fix packs | Bitness: 64 Bit<br>Exploit<br><br>Deployment Role:<br>Server, Agent/End-point  | Middleware installation | <p>To ensure that you are using the right version of Linux for your Power Systems server, see the Linux on Power Systems documentation:</p> <ul style="list-style-type: none"> <li>• For POWER 6 and POWER 7, see <a href="http://www-01.ibm.com/support/knowledgecenter/linuxonibm/liaam/liaamdistrospower7.htm">http://www-01.ibm.com/support/knowledgecenter/linuxonibm/liaam/liaamdistrospower7.htm</a></li> <li>• For POWER 8, see <a href="http://www-01.ibm.com/support/knowledgecenter/linuxonibm/liaam/liaamdistros.htm">http://www-01.ibm.com/support/knowledgecenter/linuxonibm/liaam/liaamdistros.htm</a></li> </ul> |

| Operating System   | Attributes   | Applicable Component    | Notes  |
|--|--|-------------------------|--|
| Red Hat Enterprise Linux (RHEL) Server 6 Update 5 POWER System and future OS fix packs | Bitness: 64 Bit<br>Exploit<br>Deployment Role: Server, Agent/Endpoint                                    | Middleware installation | <p>To ensure that you are using the right version of Linux for your Power Systems server, see the Linux on Power Systems documentation:</p> <ul style="list-style-type: none"> <li>For POWER 6 and POWER 7, see <a href="http://www-01.ibm.com/support/knowledgecenter/linuxonibm/liaam/liaamdistrospower7.htm">http://www-01.ibm.com/support/knowledgecenter/linuxonibm/liaam/liaamdistrospower7.htm</a></li> <li>For POWER 8, see <a href="http://www-01.ibm.com/support/knowledgecenter/linuxonibm/liaam/liaamdistros.htm">http://www-01.ibm.com/support/knowledgecenter/linuxonibm/liaam/liaamdistros.htm</a></li> </ul> |
| Red Hat Enterprise Linux (RHEL) Server 6 IBM System z and future OS fix packs          | Bitness: 64 Bit<br>Exploit<br>Deployment Role: Server, Agent/Endpoint<br><br>Hardware platform: System z | Middleware Installation | <p>To ensure that you are using the right version of Linux for your Power Systems server, see the Linux on Power Systems documentation:</p> <ul style="list-style-type: none"> <li>For POWER 6 and POWER 7, see <a href="http://www-01.ibm.com/support/knowledgecenter/linuxonibm/liaam/liaamdistrospower7.htm">http://www-01.ibm.com/support/knowledgecenter/linuxonibm/liaam/liaamdistrospower7.htm</a></li> <li>For POWER 8, see <a href="http://www-01.ibm.com/support/knowledgecenter/linuxonibm/liaam/liaamdistros.htm">http://www-01.ibm.com/support/knowledgecenter/linuxonibm/liaam/liaamdistros.htm</a></li> </ul> |
| Red Hat Enterprise Linux (RHEL) Server 6 x86-64 and future OS fix packs                | Bitness: 64 Bit<br>Exploit<br>Deployment Role: Server, Agent/Endpoint<br><br>Hardware platform: x86-64   | Middleware Installation | <p>To ensure that you are using the right version of Linux for your Power Systems server, see the Linux on Power Systems documentation:</p> <ul style="list-style-type: none"> <li>For POWER 6 and POWER 7, see <a href="http://www-01.ibm.com/support/knowledgecenter/linuxonibm/liaam/liaamdistrospower7.htm">http://www-01.ibm.com/support/knowledgecenter/linuxonibm/liaam/liaamdistrospower7.htm</a></li> <li>For POWER 8, see <a href="http://www-01.ibm.com/support/knowledgecenter/linuxonibm/liaam/liaamdistros.htm">http://www-01.ibm.com/support/knowledgecenter/linuxonibm/liaam/liaamdistros.htm</a></li> </ul> |
| Red Hat Enterprise Linux (RHEL) Server 7 POWER System and future OS fix packs          | Bitness: 64 Bit<br>Exploit<br>Deployment Role: Server, Agent/Endpoint                                    | Middleware Installation | <p>To ensure that you are using the right version of Linux for your Power Systems server, see the Linux on Power Systems documentation:</p> <ul style="list-style-type: none"> <li>For POWER 6 and POWER 7, see <a href="http://www-01.ibm.com/support/knowledgecenter/linuxonibm/liaam/liaamdistrospower7.htm">http://www-01.ibm.com/support/knowledgecenter/linuxonibm/liaam/liaamdistrospower7.htm</a></li> <li>For POWER 8, see <a href="http://www-01.ibm.com/support/knowledgecenter/linuxonibm/liaam/liaamdistros.htm">http://www-01.ibm.com/support/knowledgecenter/linuxonibm/liaam/liaamdistros.htm</a></li> </ul> |
| Red Hat Enterprise Linux (RHEL) Server 7 System z and future OS fix packs              | Bitness: 64 Bit<br>Exploit<br>Deployment Role: Server, Agent/Endpoint<br><br>Hardware platform: System z | Middleware Installation | <p>To ensure that you are using the right version of Linux for your Power Systems server, see the Linux on Power Systems documentation:</p> <ul style="list-style-type: none"> <li>For POWER 6 and POWER 7, see <a href="http://www-01.ibm.com/support/knowledgecenter/linuxonibm/liaam/liaamdistrospower7.htm">http://www-01.ibm.com/support/knowledgecenter/linuxonibm/liaam/liaamdistrospower7.htm</a></li> <li>For POWER 8, see <a href="http://www-01.ibm.com/support/knowledgecenter/linuxonibm/liaam/liaamdistros.htm">http://www-01.ibm.com/support/knowledgecenter/linuxonibm/liaam/liaamdistros.htm</a></li> </ul> |

| Operating System  | Attributes  | Applicable Component    | Notes  |
|---|---|-------------------------|--|
| Red Hat Enterprise Linux (RHEL) Server 7 x86-64 and future OS fix packs         | Bitness: 64 Bit<br>Exploit<br><br>Deployment Role:<br>Server, Agent/End-point<br><br>Hardware platform:<br>x86-64   | Middleware Installation | <p>To ensure that you are using the right version of Linux for your Power Systems server, see the Linux on Power Systems documentation:</p> <ul style="list-style-type: none"> <li>For POWER 6 and POWER 7, see <a href="http://www-01.ibm.com/support/knowledgecenter/linuxonibm/liaam/liaamdistrospower7.htm">http://www-01.ibm.com/support/knowledgecenter/linuxonibm/liaam/liaamdistrospower7.htm</a></li> <li>For POWER 8, see <a href="http://www-01.ibm.com/support/knowledgecenter/linuxonibm/liaam/liaamdistros.htm">http://www-01.ibm.com/support/knowledgecenter/linuxonibm/liaam/liaamdistros.htm</a></li> </ul> |
| SUSE Linux Enterprise Server (SLES) 11 POWER System and future OS fix packs     | Bitness: 64 Bit<br>Exploit<br><br>Deployment Role:<br>Server, Agent/End-point                                       | Middleware Installation | <p>To ensure that you are using the right version of Linux for your Power Systems server, see the Linux on Power Systems documentation:</p> <ul style="list-style-type: none"> <li>For POWER 6 and POWER 7, see <a href="http://www-01.ibm.com/support/knowledgecenter/linuxonibm/liaam/liaamdistrospower7.htm">http://www-01.ibm.com/support/knowledgecenter/linuxonibm/liaam/liaamdistrospower7.htm</a></li> <li>For POWER 8, see <a href="http://www-01.ibm.com/support/knowledgecenter/linuxonibm/liaam/liaamdistros.htm">http://www-01.ibm.com/support/knowledgecenter/linuxonibm/liaam/liaamdistros.htm</a></li> </ul> |
| SUSE Linux Enterprise Server (SLES) 11 SP3 POWER System and future OS fix packs | Bitness: 64 Bit<br>Exploit<br><br>Deployment Role:<br>Server, Agent/End-point                                       | Middleware Installation | <p>To ensure that you are using the right version of Linux for your Power Systems server, see the Linux on Power Systems documentation:</p> <ul style="list-style-type: none"> <li>For POWER 6 and POWER 7, see <a href="http://www-01.ibm.com/support/knowledgecenter/linuxonibm/liaam/liaamdistrospower7.htm">http://www-01.ibm.com/support/knowledgecenter/linuxonibm/liaam/liaamdistrospower7.htm</a></li> <li>For POWER 8, see <a href="http://www-01.ibm.com/support/knowledgecenter/linuxonibm/liaam/liaamdistros.htm">http://www-01.ibm.com/support/knowledgecenter/linuxonibm/liaam/liaamdistros.htm</a></li> </ul> |
| SUSE Linux Enterprise Server (SLES) 11 System z and future OS fix packs         | Bitness: 64 Bit<br>Exploit<br><br>Deployment Role:<br>Server, Agent/End-point<br><br>Hardware platform:<br>System z | Middleware Installation | <p>To ensure that you are using the right version of Linux for your Power Systems server, see the Linux on Power Systems documentation:</p> <ul style="list-style-type: none"> <li>For POWER 6 and POWER 7, see <a href="http://www-01.ibm.com/support/knowledgecenter/linuxonibm/liaam/liaamdistrospower7.htm">http://www-01.ibm.com/support/knowledgecenter/linuxonibm/liaam/liaamdistrospower7.htm</a></li> <li>For POWER 8, see <a href="http://www-01.ibm.com/support/knowledgecenter/linuxonibm/liaam/liaamdistros.htm">http://www-01.ibm.com/support/knowledgecenter/linuxonibm/liaam/liaamdistros.htm</a></li> </ul> |
| SUSE Linux Enterprise Server (SLES) 11 x86-64 and future OS fix packs           | Bitness: 64 Bit<br>Exploit<br><br>Deployment Role:<br>Server, Agent/End-point<br><br>Hardware platform:<br>x86-64   | Middleware Installation | <p>To ensure that you are using the right version of Linux for your Power Systems server, see the Linux on Power Systems documentation:</p> <ul style="list-style-type: none"> <li>For POWER 6 and POWER 7, see <a href="http://www-01.ibm.com/support/knowledgecenter/linuxonibm/liaam/liaamdistrospower7.htm">http://www-01.ibm.com/support/knowledgecenter/linuxonibm/liaam/liaamdistrospower7.htm</a></li> <li>For POWER 8, see <a href="http://www-01.ibm.com/support/knowledgecenter/linuxonibm/liaam/liaamdistros.htm">http://www-01.ibm.com/support/knowledgecenter/linuxonibm/liaam/liaamdistros.htm</a></li> </ul> |

| Operating System                                | Attributes  | Applicable Component    | Notes                         |
|---|---|-------------------------|-------------------------------|
| <b>Windows Platform listing of supported OS</b> |   |                         |                               |
| Windows 7 Enterprise Edition x86-64             | Bitness: 64-Tolerate, 64-Exploit, 32<br>Hardware platform: x86-64 | Middleware Installation | Client operating system only. |
| Windows 7 Professional Edition x86-64           | Bitness: 64-Tolerate, 64-Exploit, 32<br>Hardware platform: x86-64 | Middleware Installation | Client operating system only. |
| Windows 8 Enterprise Edition x86-64             | Bitness: 64-Tolerate, 64-Exploit, 32<br>Hardware platform: x86-64 | Middleware Installation | Client operating system only. |
| Windows 8 Professional Edition x86-64           | Bitness: 64-Tolerate, 64-Exploit, 32<br>Hardware platform: x86-64 | Middleware Installation | Client operating system only. |
| Windows 8 Standard Edition x86-64               | Bitness: 64-Tolerate, 64-Exploit, 32<br>Hardware platform: x86-64 | Middleware Installation | Client operating system only. |
| Windows 8.1 Enterprise x86-64                   | Bitness: 64-Tolerate, 64-Exploit, 32<br>Hardware platform: x86-64 | Middleware Installation | Client operating system only. |
| Windows 8.1 Professional Edition x86-64         | Bitness: 64-Tolerate, 64-Exploit, 32<br>Hardware platform: x86-64 | Middleware Installation | Client operating system only. |
| Windows 8.1 Standard Edition x86-64             | Bitness: 64-Tolerate, 64-Exploit, 32<br>Hardware platform: x86-64 | Middleware Installation | Client operating system only. |
| Windows Server 2012 Datacenter Edition x86-64   | Bitness: 64-Exploit<br>Hardware platform: x86-64                  | Middleware Installation |                               |

| Operating System                                 | Attributes                                       | Applicable Component    | Notes |
|--|--|-------------------------|-------|
| Windows Server 2012 R2 Datacenter Edition x86-64 | Bitness: 64-Exploit<br>Hardware platform: x86-64 | Middleware Installation |       |
| Windows Server 2012 Standard Edition x86-64      | Bitness: 64-Exploit<br>Hardware platform: x86-64 | Middleware Installation |       |
| Windows Server 2012 R2 Standard Edition x86-64   | Bitness: 64-Exploit<br>Hardware platform: x86-64 | Middleware Installation |       |

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## Product installation program

### Windows

The following Windows systems can serve as the administrative workstation component of the product:

| Operating System                                 | Attributes                                       | Applicable Component       | Notes |
|--|--|----------------------------|-------|
| <b>Windows Platform listing of supported OS</b>  |  |                            |       |
| Windows Server 2012 Datacenter Edition x86-64    | Bitness: 64-Exploit<br>Hardware platform: x86-64 | Administrative Workstation |       |
| Windows Server 2012 R2 Datacenter Edition x86-64 | Bitness: 64-Exploit<br>Hardware platform: x86-64 | Administrative Workstation |       |
| Windows Server 2012 Standard Edition x86-64      | Bitness: 64-Exploit<br>Hardware platform: x86-64 | Administrative Workstation |       |
| Windows Server 2012 R2 Standard Edition x86-64   | Bitness: 64-Exploit<br>Hardware platform: x86-64 | Administrative Workstation |       |

### AIX and Linux

The following AIX and Linux systems can serve as the administrative workstation component of the product:

| Operating System                            | Attributes | Applicable Component | Notes |
|---|------------|----------------------|-------|
| <b>AIX Platform listing of supported OS</b> |            |                      |       |

| Operating System   | Attributes   | Applicable Component       | Notes  |
|--|--|----------------------------|--|
| AIX 6.1 POWER System and future OS fix packs   | Bitness: 64 Bit<br>Tolerate<br><br>Deployment Role:<br>Server,<br>Agent/End-point<br><br>Hardware<br>platform: POWER<br>System | Administrative Workstation | AIX 6.1 TL4  |
| AIX 7.1 POWER System and future OS fix packs   | Bitness: 64 Bit<br>Tolerate<br><br>Deployment Role:<br>Server,<br>Agent/End-point<br><br>Hardware<br>platform: POWER<br>System | Administrative Workstation | AIX 7.1 SP1  |
| <b>Linux Platform listing of supported OS</b>  |  |                            |  |
| Red Hat Enterprise Linux (RHEL) 5 Advanced Platform System z and future OS fix packs | Bitness: 64 Bit<br>Exploit<br><br>Deployment Role:<br>Server,<br>Agent/End-point<br><br>Hardware<br>platform: System z         | Administrative Workstation |  |
| Red Hat Enterprise Linux (RHEL) 5 Advanced Platform x86-32 and future OS fix packs   | Bitness: 32 Bit<br>Deployment Role:<br>Server,<br>Agent/End-point<br><br>Hardware<br>platform: x86-32                          | Administrative Workstation | No support for production 32 bit Linux systems, only test and development systems are supported. Installation through the Administrative Workstation program is not supported on 32 bit Linux platforms. |

| Operating System   | Attributes   | Applicable Component          | Notes  |
|--|--|-------------------------------|--|
| Red Hat Enterprise Linux (RHEL) 5 Advanced Platform x86-64 and future OS fix packs | Bitness: 64 Bit<br>Exploit<br><br>Deployment Role:<br>Server,<br>Agent/End-point<br><br>Hardware<br>platform: x86-64   | Administrative<br>Workstation |  |
| Red Hat Enterprise Linux (RHEL) 5 Server POWER System and future OS fix packs      | Bitness: 64 Bit<br>Exploit<br><br>Deployment Role:<br>Server,<br>Agent/End-point                                       | Administrative<br>Workstation |  |
| Red Hat Enterprise Linux (RHEL) Server 6 POWER System and future OS fix packs      | Bitness: 64 Bit<br>Exploit<br><br>Deployment Role:<br>Server,<br>Agent/End-point                                       | Administrative<br>Workstation |  |
| Red Hat Enterprise Linux (RHEL) Server 6 System z and future OS fix packs          | Bitness: 64 Bit<br>Exploit<br><br>Deployment Role:<br>Server,<br>Agent/End-point<br><br>Hardware<br>platform: System z | Administrative<br>Workstation |  |
| Red Hat Enterprise Linux (RHEL) Server 6 x86-32 and future OS fix packs            | Bitness: 32 Bit<br>Exploit<br><br>Deployment Role:<br>Server,<br>Agent/End-point<br><br>Hardware<br>platform: x86-32   | Administrative<br>Workstation | No support for production 32 bit Linux systems, only test and development systems are supported. Installation through the Administrative Workstation program is not supported on 32 bit Linux platforms. |

| Operating System  | Attributes   | Applicable Component          | Notes  |
|---|--|-------------------------------|--|
| Red Hat Enterprise Linux (RHEL) Server 6 x86-64 and future OS fix packs     | Bitness: 64 Bit<br>Exploit<br><br>Deployment Role:<br>Server,<br>Agent/End-point<br><br>Hardware<br>platform: x86-64   | Administrative<br>Workstation |  |
| SUSE Linux Enterprise Server (SLES) 10 POWER System and future OS fix packs | Bitness: 64 Bit<br>Exploit<br><br>Deployment Role:<br>Server,<br>Agent/End-point                                       | Administrative<br>Workstation |  |
| SUSE Linux Enterprise Server (SLES) 10 System z and future OS fix packs     | Bitness: 64 Bit<br>Exploit<br><br>Deployment Role:<br>Server,<br>Agent/End-point<br><br>Hardware<br>platform: System z | Administrative<br>Workstation | SP2  |
| SUSE Linux Enterprise Server (SLES) 10 x86-32 and future OS fix packs       | Bitness: 32 Bit<br>Deployment Role:<br>Server,<br>Agent/End-point<br><br>Hardware<br>platform: x86-32                  | Administrative<br>Workstation | No support for production 32 bit Linux systems, only test and development systems are supported. Installation through the Administrative Workstation program is not supported on 32 bit Linux platforms. |
| SUSE Linux Enterprise Server (SLES) 10 x86-64 and future OS fix packs       | Bitness: 64 Bit<br>Exploit<br><br>Deployment Role:<br>Server,<br>Agent/End-point<br><br>Hardware<br>platform: x86-64   | Administrative<br>Workstation | No support for production 32 bit Linux systems, only test and development systems are supported. Installation through the Administrative Workstation program is not supported on 32 bit Linux platforms. |

| Operating System  | Attributes  | Applicable Component       | Notes  |
|---|---|----------------------------|--|
| SUSE Linux Enterprise Server (SLES) 11 POWER System and future OS fix packs | Bitness: 64 Bit<br>Exploit<br><br>Deployment Role:<br>Server,<br>Agent/End-point                                    | Administrative Workstation |  |
| SUSE Linux Enterprise Server (SLES) 11 System z and future OS fix packs     | Bitness: 64 Bit<br>Exploit<br><br>Deployment Role:<br>Server,<br>Agent/End-point<br><br>Hardware platform: System z | Administrative Workstation |  |
| SUSE Linux Enterprise Server (SLES) 11 x86-32 and future OS fix packs       | Bitness: 32 Bit<br>Deployment Role:<br>Server,<br>Agent/End-point<br><br>Hardware platform: x86-32                  | Administrative Workstation | No support for production 32 bit Linux systems, only test and development systems are supported. Installation through the Administrative Workstation program is not supported on 32 bit Linux platforms. |
| SUSE Linux Enterprise Server (SLES) 11 x86-64 and future OS fix packs       | Bitness: 64 Bit<br>Exploit<br><br>Deployment Role:<br>Server,<br>Agent/End-point<br><br>Hardware platform: x86-64   | Administrative Workstation |  |

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## Database

The product installation creates approximately 750 tables in the database. Ensure that the database server has sufficient disk space free to accommodate this number of new table entries.

The following products can serve as the database component of a Control Desk deployment.

### Microsoft SQL Server

The following table shows the supported versions of Microsoft SQL Server.

| Product | Applicable OS |
|---------|---------------|
|---------|---------------|

|  |                   |
|--|-------------------|
| Microsoft SQL Server Enterprise Edition 2012     | All Applicable OS |
| Microsoft SQL Server Enterprise Edition 2012 SP1 | All Applicable OS |
| Microsoft SQL Server Enterprise Edition 2014     | All Applicable OS |
| Microsoft SQL Server Standard Edition 2012       | All Applicable OS |
| Microsoft SQL Server Standard Edition 2012 SP1   | All Applicable OS |
| Microsoft SQL Server Standard Edition 2014       | All Applicable OS |

## Oracle

The following table shows the supported versions of Oracle Database.

| Product  | Applicable OS  | Notes  |
|--|--|--|
| Oracle Database 11g Standard Edition Release 2   | AIX 7,<br>Red Hat Enterprise Linux 6 x86-64,<br>Red Hat Enterprise Linux 6 System z,<br>Red Hat Enterprise Linux 6 POWER,<br>SUSE Linux Enterprise Server (SLES) 11 x86-64,<br>SUSE Linux Enterprise Server (SLES) 11 POWER,<br>Windows Server 2012 and future fix packs<br>Windows Server 2012 R2 and future fix packs  | As of December 12, 2014, Oracle supports Oracle Database on Red Hat Enterprise Linux 6. For the latest support information, see the <a href="#">product configuration matrix</a> . |
| Oracle Database 11g Enterprise Edition Release 2 | AIX 7,<br>Red Hat Enterprise Linux 6 x86-64,<br>Red Hat Enterprise Linux 6 System z,<br>Red Hat Enterprise Linux 6 POWER, SUSE Linux Enterprise Server (SLES) 11 System z,<br>SUSE Linux Enterprise Server (SLES) 11 x86-64,<br>SUSE Linux Enterprise Server (SLES) 11 POWER,<br>Windows Server 2012 and future fix packs<br>Windows Server 2012 R2 and future fix packs | As of December 12, 2014, Oracle supports Oracle Database on Red Hat Enterprise Linux 6. For the latest support information, see the <a href="#">product configuration matrix</a> . |
| Oracle Database 12c Standard Edition Release 1   | AIX 7,<br>Red Hat Enterprise Linux 6 x86-64,<br>Red Hat Enterprise Linux 6 System z,<br>Red Hat Enterprise Linux 6 POWER, SUSE Linux Enterprise Server (SLES) 11 System z,<br>SUSE Linux Enterprise Server (SLES) 11 x86-64,<br>SUSE Linux Enterprise Server (SLES) 11 POWER,<br>Windows Server 2012 and future fix packs<br>Windows Server 2012 R2 and future fix packs | As of December 12, 2014, Oracle supports Oracle Database on Red Hat Enterprise Linux 6. For the latest support information, see the <a href="#">product configuration matrix</a> . |

| Product   | Applicable OS  | Notes  |
|---|--|--|
| Oracle Database 12c Standard Edition One Release 1        | AIX 7,<br>Red Hat Enterprise Linux 6 x86-64,<br>Red Hat Enterprise Linux 6 System z,<br>Red Hat Enterprise Linux 6 POWER, SUSE Linux Enterprise Server (SLES) 11 System z,<br>SUSE Linux Enterprise Server (SLES) 11 x86-64,<br>SUSE Linux Enterprise Server (SLES) 11 POWER,<br>Windows Server 2012 and future fix packs<br>Windows Server 2012 R2 and future fix packs | As of December 12, 2014, Oracle supports Oracle Database on Red Hat Enterprise Linux 6. For the latest support information, see the <a href="#">product configuration matrix</a> . |
| Oracle Database 12c Enterprise Edition Release 1          | AIX 7,<br>Red Hat Enterprise Linux 6 x86-64,<br>Red Hat Enterprise Linux 6 System z,<br>Red Hat Enterprise Linux 6 POWER, SUSE Linux Enterprise Server (SLES) 11 System z,<br>SUSE Linux Enterprise Server (SLES) 11 x86-64,<br>SUSE Linux Enterprise Server (SLES) 11 POWER,<br>Windows Server 2012 and future fix packs<br>Windows Server 2012 R2 and future fix packs | As of December 12, 2014, Oracle supports Oracle Database on Red Hat Enterprise Linux 6. For the latest support information, see the <a href="#">product configuration matrix</a> . |
| Oracle Real Application Clustering (Oracle 11g Release 2) | AIX 7,<br>Red Hat Enterprise Linux 6 x86-64,<br>Red Hat Enterprise Linux 6 System z,<br>Red Hat Enterprise Linux 6 POWER, SUSE Linux Enterprise Server (SLES) 11 System z,<br>SUSE Linux Enterprise Server (SLES) 11 x86-64,<br>SUSE Linux Enterprise Server (SLES) 11 POWER,<br>Windows Server 2012 and future fix packs<br>Windows Server 2012 R2 and future fix packs | As of December 12, 2014, Oracle supports Oracle Database on Red Hat Enterprise Linux 6. For the latest support information, see the <a href="#">product configuration matrix</a> . |
| Oracle Real Application Clustering (Oracle 12c Release 1) | AIX 7,<br>Red Hat Enterprise Linux 6 x86-64,<br>Red Hat Enterprise Linux 6 System z,<br>Red Hat Enterprise Linux 6 POWER, SUSE Linux Enterprise Server (SLES) 11 System z,<br>SUSE Linux Enterprise Server (SLES) 11 x86-64,<br>SUSE Linux Enterprise Server (SLES) 11 POWER,<br>Windows Server 2012 and future fix packs<br>Windows Server 2012 R2 and future fix packs | As of December 12, 2014, Oracle supports Oracle Database on Red Hat Enterprise Linux 6. For the latest support information, see the <a href="#">product configuration matrix</a> . |

**DB2**

The following table shows the supported DB2 databases.

| Product   | Applicable OS   |
|---|---|
| DB2 Enterprise Server Edition 10.1.0.2 and future fix packs | AIX 7.1 64-bit<br>Red Hat Enterprise Linux Server 6 x86-64<br>Red Hat Enterprise Linux Server 6 POWER<br>Red Hat Enterprise Linux Server 6 System z<br>Red Hat Enterprise Linux Server 7 x86-64<br>Red Hat Enterprise Linux Server 7 POWER<br>Red Hat Enterprise Linux Server 7 System z<br>SuSE Enterprise Linux 11 x86-64<br>SuSE Enterprise Linux 11 POWER<br>SuSE Enterprise Linux 11 System z<br>Windows Server 2012 R2<br>Windows Server 2012 |
| DB2 Enterprise Server Edition 10.5.0.4 and future fix packs | AIX 7.1 64-bit<br>Red Hat Enterprise Linux Server 6 x86-64<br>Red Hat Enterprise Linux Server 6 POWER<br>Red Hat Enterprise Linux Server 6 System z<br>Red Hat Enterprise Linux Server 7 x86-64<br>Red Hat Enterprise Linux Server 7 POWER<br>Red Hat Enterprise Linux Server 7 System z<br>SuSE Enterprise Linux 11 x86-64<br>SuSE Enterprise Linux 11 POWER<br>SuSE Enterprise Linux 11 System z<br>Windows Server 2012 R2<br>Windows Server 2012 |
| DB2 Workgroup Server Edition 10.1.0.2 and future fix packs  | AIX 7.1 64-bit<br>Red Hat Enterprise Linux Server 6 x86-64<br>Red Hat Enterprise Linux Server 6 POWER<br>Red Hat Enterprise Linux Server 6 System z<br>Red Hat Enterprise Linux Server 7 x86-64<br>Red Hat Enterprise Linux Server 7 POWER<br>Red Hat Enterprise Linux Server 7 System z<br>SuSE Enterprise Linux 11 x86-64<br>SuSE Enterprise Linux 11 POWER<br>SuSE Enterprise Linux 11 System z<br>Windows Server 2012 R2<br>Windows Server 2012 |

| Product  | Applicable OS   |
|--|---|
| DB2 Workgroup Server Edition 10.5.0.4 and future fix packs | AIX 7.1 64-bit<br>Red Hat Enterprise Linux Server 6 x86-64<br>Red Hat Enterprise Linux Server 6 POWER<br>Red Hat Enterprise Linux Server 6 System z<br>Red Hat Enterprise Linux Server 7 x86-64<br>Red Hat Enterprise Linux Server 7 POWER<br>Red Hat Enterprise Linux Server 7 System z<br>SuSE Enterprise Linux 11 x86-64<br>SuSE Enterprise Linux 11 POWER<br>SuSE Enterprise Linux 11 System z<br>Windows Server 2012 R2<br>Windows Server 2012 |
| IBM DB2 pureScale Feature 10.1 and future fix packs        | AIX 7.1 64-bit<br>Red Hat Enterprise Linux Server 6 x86-64<br>Red Hat Enterprise Linux Server 6 POWER<br>Red Hat Enterprise Linux Server 6 System z<br>Red Hat Enterprise Linux Server 7 x86-64<br>Red Hat Enterprise Linux Server 7 POWER<br>Red Hat Enterprise Linux Server 7 System z<br>SuSE Enterprise Linux 11 x86-64<br>SuSE Enterprise Linux 11 POWER<br>SuSE Enterprise Linux 11 System z<br>Windows Server 2012 R2<br>Windows Server 2012 |
| IBM DB2 pureScale Feature 10.5 and future fix packs        | AIX 7.1 64-bit<br>Red Hat Enterprise Linux Server 6 x86-64<br>Red Hat Enterprise Linux Server 6 POWER<br>Red Hat Enterprise Linux Server 6 System z<br>Red Hat Enterprise Linux Server 7 x86-64<br>Red Hat Enterprise Linux Server 7 POWER<br>Red Hat Enterprise Linux Server 7 System z<br>SuSE Enterprise Linux 11 x86-64<br>SuSE Enterprise Linux 11 POWER<br>SuSE Enterprise Linux 11 System z<br>Windows Server 2012 R2<br>Windows Server 2012 |

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## J2EE application server

The following products can serve as the J2EE application server component of a Maximo Asset Management deployment. The J2EE application server hosts the Maximo Asset Management application.

### Oracle WebLogic Application Server

The hardware requirements for WebLogic Application Server are as follows:

| <b>Hardware</b> | <b>Applicable OS</b> |
|-----------------|----------------------|
| Disk Space      | 60 GB disk space     |
| Memory          | 8 GB RAM             |
| Processor       | 2-6 GHz processor    |

The following operating systems are compatible with the supported versions of WebLogic Application Server.

| <b>Product</b>                        | <b>Applicable OS</b> | <b>Notes</b>  |
|---------------------------------------|----------------------|---|
| Oracle WebLogic Server 12c (12.0)     | All Applicable OS    | As of December 12, 2014, Oracle supports Oracle WebLogic Server on Red Hat Enterprise Linux 6. For the latest support information, see the <a href="#">product configuration matrix</a> . |
| Oracle WebLogic Server 12cR1 (12.1.1) | All Applicable OS    | As of December 12, 2014, Oracle supports Oracle WebLogic Server on Red Hat Enterprise Linux 6. For the latest support information, see the <a href="#">product configuration matrix</a> . |
| Oracle WebLogic Server 12cR2 (12.1.2) | All Applicable OS    | As of December 12, 2014, Oracle supports Oracle WebLogic Server on Red Hat Enterprise Linux 6. For the latest support information, see the <a href="#">product configuration matrix</a> . |

## WebSphere Application Server

The hardware requirements for WebSphere Application Server are as follows:

| <b>Group</b> | <b>Applicable Component</b> |
|--------------|-----------------------------|
| Disk Space   | 60 GB disk space            |
| Memory       | 8 GB RAM                    |
| Processor    | 2-6 GHz processor           |

The following operating systems are compatible with WebSphere Application Server.

| <b>Product</b> | <b>Applicable OS</b> |
|----------------|----------------------|
|                |                      |

| Product  | Applicable OS  |
|--|--|
| WebSphere Application Server Network Deployment 8.5 and future fixpacks  | AIX 7.1 POWER System<br>Red Hat Enterprise Linux Server 6 x86-64<br>Red Hat Enterprise Linux Server 6 POWER<br>Red Hat Enterprise Linux Server 6 System z<br>Red Hat Enterprise Linux Server 7 x86-64<br>Red Hat Enterprise Linux Server 7 POWER<br>Red Hat Enterprise Linux Server 7 System z<br>SuSE Enterprise Linux 11 x86-64<br>SuSE Enterprise Linux 11 POWER<br>SuSE Enterprise Linux 11 System z<br>Windows Server 2012 Datacenter Edition<br>Windows Server 2012 Standard Edition<br>Windows Server 2012 R2 Datacenter Edition<br>Windows Server 2012 R2 Standard Edition |
| WebSphere Application Server Network Deployment 8.5.5.3 and future fixpacks<br>(not currently compatible with WebSphere Application Server Network Deployment 8.5.5.4) | AIX 7.1 POWER System<br>Red Hat Enterprise Linux Server 6 x86-64<br>Red Hat Enterprise Linux Server 6 POWER<br>Red Hat Enterprise Linux Server 6 System z<br>Red Hat Enterprise Linux Server 7 x86-64<br>Red Hat Enterprise Linux Server 7 POWER<br>Red Hat Enterprise Linux Server 7 System z<br>SuSE Enterprise Linux 11 x86-64<br>SuSE Enterprise Linux 11 POWER<br>SuSE Enterprise Linux 11 System z<br>Windows Server 2012 Datacenter Edition<br>Windows Server 2012 Standard Edition<br>Windows Server 2012 R2 Datacenter Edition<br>Windows Server 2012 R2 Standard Edition |

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## HTTP server

The following product can serve as the HTTP server component.

| Product | Applicable OS | Notes |
|---------|---------------|-------|
|         |               |       |

| Product   | Applicable OS   | Notes |
|---|---|-------|
| IBM HTTP Server 8.5.5 and future fix packs ( <a href="#">overview</a> ) ( <a href="#">support</a> ) | Red Hat Enterprise Linux Server 6 x86-64<br>Red Hat Enterprise Linux Server 6 POWER<br>Red Hat Enterprise Linux Server 6 System z<br>Red Hat Enterprise Linux Server 7 x86-64<br>Red Hat Enterprise Linux Server 7 POWER<br>Red Hat Enterprise Linux Server 7 System z<br>SuSE Enterprise Linux 11 x86-64<br>SuSE Enterprise Linux 11 POWER<br>SuSE Enterprise Linux 11 System z<br>Windows Server 2012 R2<br>Windows Server 2012 |       |

[Back to the top](#)

## Directory server

The following products can serve as the directory server component of a Maximo Asset Management deployment.

### Tivoli Directory Server/IBM Security Directory Server

#### Hardware requirements

To install the directory server, Linux and Unix systems require at least 1 GB free space in /opt.

#### Operating system requirements

The following operating systems are supported.

| Product   | Operating System  | Notes                     |
|---|-------------------|---------------------------|
| Tivoli Directory Server 6.3 and future fix packs ( <a href="#">overview</a> ) | All Applicable OS | Maximo Application Server |
| IBM Security Directory Server 6.4 ( <a href="#">overview</a> )                |                   |                           |
| <a href="#">Detailed System Requirements for Tivoli Directory Server</a>      |                   |                           |

### Microsoft Active Directory

Microsoft Active Directory 2012 or 2012 R2 can be used as the directory server component of the deployment.

#### Hardware requirements

Refer to product documentation for Microsoft Active Directory hardware requirements.

#### Operating system requirements

All applicable operating systems are supported with Microsoft Active Directory 2012 and 2012 R2.

## Control Desk Everyplace device and viewport support

### Supported devices

You can access IBM Control Desk Everyplace from the standard browsers on the following devices:

- iOS
- iPhone
- iPod Touch
- iPad

Android 2.1 or higher

Blackberry devices running Blackberry OS version 6 or higher

### Supported viewports

A viewport defines the viewable screen area on a mobile device at a specific screen resolution.

The following viewports are supported in the Application Designer:

- Default: 1041 x 600 pixels
- iPhone: 320 x 416 pixels
- iPhone wide: 480 x 268 pixels

You can add more viewports in the Domains application. The following viewport sizes are appropriate for other supported devices:

- iPad: 716 x 874 pixels (or higher)
- iPad wide: 954 x 636 pixels (or higher)
- Android: 320 x 533 pixels (or higher)
- Android wide: 533 x 320 pixels (or higher)
- Blackberry PlayBook: 1024x600 pixels

Because Android devices are produced by different manufacturers, it can be necessary to make slight adjustments to the viewport settings to match a specific device.

### Supported browsers

- Native browser on iOS devices (iPhone, iPod touch, and iPad) for Everyplace only
- Native browser on devices running Android 2.1+, for Everyplace only

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### Comments

*There are no comments.*

You are in: [IBM Control Desk](#) > [Overview and Planning](#) > [System Requirements](#) > [Version 7.6.1](#)

## Version 7.6.1



[Like](#) | Updated 12/9/19 at 5:08 PM by [BhratPatel](#) | Tags: *None*

For Control Desk version 7.6.1 system requirements, see the system requirements for Maximo Asset Management software product compatibility reports and in the product configuration matrix.

- **IBM Software Product Compatibility Report:** Provides detailed system requirements including supported operating systems, hypervisors, prerequisites, supported software, and hardware.

## Comments

*There are no comments.*

You are in: [IBM Control Desk](#) > [Overview and Planning](#) > Product Compatibility

## Product Compatibility



Like | Updated today at 4:31 PM by [BhratPatel](#) | Tags: None

**Software Product Compatibility Reports:** Use this web site to find detailed system requirements information. On this site you can dynamically generate operating system, prerequisite, server virtualization environment, translation, end-of-service, and detailed system requirement reports for your specific product, release, and operating system.

**Product Configuration Matrix:** A configuration matrix for products based on Tivoli's process automation engine. New product versions are released and tested on an ongoing basis. We do our best to keep this matrix up to date, but please note the last updated date.

**Coexistence Matrix 7.6.x:** This coexistence matrix shows which Tivoli Process Automation Engine (TPAE) product versions are formally supported together for 7.6.x. New product versions are released and tested on an ongoing basis. We do our best to keep this matrix up to date, but please note the last updated date in the file description.

## Comments

*There are no comments.*

You are in: [IBM Control Desk](#) > [Overview and Planning](#) > What's New

## What's New



[Like](#) | Updated 12/9/19 at 5:14 PM by [BhratPatel](#) | Tags: [itsm](#), [sccd](#), [smartcloud](#)

New features and capabilities in each version of Control Desk can help your organization achieve greater efficiency.

Click your version to see what's new:

[New in V7.6.1.1](#)

[New in V7.6.1](#)

[New in V7.6.0.4](#)

[New in V7.6.0.3](#)

[New in V7.6.0.2](#)

[New in V7.6.0.1](#)

[New in V7.6.0](#)

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## Comments

*There are no comments.*

You are in: [IBM Control Desk](#) > [Overview and Planning](#) > [What's New](#) > [New in V7.6.1.1](#)

## New in V7.6.1.1



Like | Updated 8/13/19 by [Laura.Cunniffe.Arcent](#) | Tags: None

## IBM Control Desk Version 7.6.1.1

### Contents

- [What's New](#)
  - [System Requirements](#)
  - [Release notes](#)
  - [Product documentation](#)
- 

### What's New

For details, see [What's New in Control Desk v7.6.1.1](#) in the IBM Knowledge Center.

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### System Requirements

You can find system requirements for IBM Control Desk [here](#).

---

### Release Notes

The installation-related release notes contain information to review before beginning the installation process. The known issues release notes are comprised of known issues, troubleshooting tips for possible configuration issues, and other key product information.

[Download document](#) for IBM Control Desk v7.6.1.1

[IBM Control Desk on IBM Support](#)

---

### Product Documentation

#### IBM Knowledge Center

You can find documentation for IBM Control Desk on the internet in IBM Knowledge Center. For information about how to use IBM Knowledge Center, see [IBM Knowledge Center](#). You can find IBM Control Desk documentation at the following links:

- [IBM Control Desk](#)
- [IBM Control Desk for Service Providers](#)

**Information Center:** Locally installed information centers are no longer included in IBM Control Desk starting in version 7.6.0.2.

Product help now links directly to the IBM Knowledge Center. The IBM Control Desk on Cloud documentation has beenunsetted. See the main Control Desk documentation in the IBM Knowledge Center at the links above.

### Comments

*There are no comments.*

You are in: [IBM Control Desk](#) > [Overview and Planning](#) > [What's New](#) > [New in V7.6.1](#)

## New in V7.6.1



Like | Updated 8/13/19 by [Laura.Cunniffe.Arcent](#) | Tags: None

# IBM Control Desk Version 7.6.1

## Contents

- [What's New](#)
  - [System Requirements](#)
  - [Release notes](#)
  - [Product documentation](#)
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## What's New

For details, see [What's New in Control Desk v7.6.1](#) in the IBM Knowledge Center.

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## System Requirements

You can find system requirements for IBM Control Desk [here](#).

---

## Release Notes

The installation-related release notes contain information to review before beginning the installation process. The known issues release notes are comprised of known issues, troubleshooting tips for possible configuration issues, and other key product information.

[Download document](#) for IBM Control Desk v7.6.1

[IBM Control Desk on IBM Support](#)

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## Product Documentation

### IBM Knowledge Center

You can find documentation for IBM Control Desk on the internet in IBM Knowledge Center. For information about how to use IBM Knowledge Center, see [IBM Knowledge Center](#). You can find IBM Control Desk documentation at the following links:

- [IBM Control Desk](#)
- [IBM Control Desk for Service Providers](#)

## Comments

*There are no comments.*

You are in: [IBM Control Desk](#) > [Overview and Planning](#) > [What's New](#) > [New in V7.6.0.4](#)

## New in V7.6.0.4



Like | Updated 8/13/19 by [Laura.Cunniffe.Aricent](#) | Tags: None

## IBM Control Desk Fix Pack 7.6.0.4

### Contents

- [What's New](#)
- [System Requirements](#)
- [Release notes](#)
- [Product documentation](#)

### What's New

For details, see [What's new in IBM Control Desk 7.6.0.4](#) in IBM Knowledge Center.

### System Requirements

You can find system requirements for IBM Control Desk 7.6.0 [here](#).

### Release Notes

The installation-related release notes contain information to review before beginning the installation process. The known issues release notes are comprised of known issues, troubleshooting tips for possible configuration issues, and other key product information.

[IBM Control Desk on IBM Support](#)

### Product Documentation

#### Information Center

Locally installed information centers are no longer included in IBM Control Desk starting in version 7.6.0.2. Product help now links directly to the IBM Knowledge Center.

#### IBM Knowledge Center

You can find documentation for IBM Control Desk on the internet in IBM Knowledge Center. For information about how to use IBM Knowledge Center, see [IBM Knowledge Center](#). You can find IBM Control Desk documentation at the following links:

- [IBM Control Desk](#)
- [IBM Control Desk for Service Providers](#)
- [IBM Control Desk on Cloud](#)

## Comments

*There are no comments.*

You are in: [IBM Control Desk](#) > [Overview and Planning](#) > [What's New](#) > [New in V7.6.0.3](#)

## New in V7.6.0.3



Like | Updated 8/13/19 by [Laura.Cunniffe.Aricent](#) | Tags: None

## IBM Control Desk Fix Pack 7.6.0.3

### Contents

- [What's New](#)
- [System Requirements](#)
- [Release notes](#)
- [Product documentation](#)

### What's New

For details, see [What's new in IBM Control Desk 7.6.0.3](#) in IBM Knowledge Center.

### System Requirements

You can find system requirements for IBM Control Desk 7.6.0 [here](#).

### Release Notes

The installation-related release notes contain information to review before beginning the installation process. The known issues release notes are comprised of known issues, troubleshooting tips for possible configuration issues, and other key product information.

[IBM Control Desk on IBM Support](#)

### Product Documentation

#### Information Center

Locally installed information centers are no longer included in IBM Control Desk starting in version 7.6.0.2. Product help now links directly to the IBM Knowledge Center.

#### IBM Knowledge Center

You can find documentation for IBM Control Desk on the internet in IBM Knowledge Center. For information about how to use IBM Knowledge Center, see [IBM Knowledge Center](#). You can find IBM Control Desk documentation at the following links:

- [IBM Control Desk](#)
- [IBM Control Desk for Service Providers](#)
- [IBM Control Desk on Cloud](#)

### Comments

*There are no comments.*



You are in: [IBM Control Desk](#) > [Overview and Planning](#) > [What's New](#) > [New in V7.6.0.2](#)

## New in V7.6.0.2



Like | Updated 8/13/19 by [Laura.Cunniffe.Aricent](#) | Tags: None

## IBM Control Desk Fix Pack 7.6.0.2

### Contents

- [What's New](#)
- [System Requirements](#)
- [Release notes](#)
- [Product documentation](#)

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### What's New

For details, see [What's new in IBM Control Desk 7.6.0.2](#) in IBM Knowledge Center.

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### System Requirements

You can find system requirements for IBM Control Desk 7.6.0 [here](#).

---

### Release Notes

The installation-related release notes contain information to review before beginning the installation process. The known issues release notes are comprised of known issues, troubleshooting tips for possible configuration issues, and other key product information.

[Release notes for fix pack 7.6.0.2](#)

[Installation-related release notes for version 7.6.0](#)

[Release notes for known issues for version 7.6.0](#)

---

### Product Documentation

#### Information Center

Locally installed information centers are no longer included in IBM Control Desk starting in version 7.6.0.2. Product help now links directly to the IBM Knowledge Center.

#### IBM Knowledge Center

You can find documentation for IBM Control Desk on the internet in IBM Knowledge Center. For information about how to use IBM Knowledge Center, see [IBM Knowledge Center](#). You can find IBM Control Desk documentation at the following links:

- [IBM Control Desk](#)
- [IBM Control Desk for Service Providers](#)
- [IBM Control Desk on Cloud](#)

## Comments

*There are no comments.*

You are in: [IBM Control Desk](#) > [Overview and Planning](#) > [What's New](#) > [New in V7.6.0.1](#)

## New in V7.6.0.1



Like | Updated 8/13/19 by [Laura.Cunniffe.Arcient](#) | Tags: None

## IBM Control Desk Fix Pack 7.6.0.1

### Contents

- [What's New](#)
- [System Requirements](#)
- [Release notes](#)
- [Product documentation](#)

### What's New

For details, see [What's new in IBM Control Desk 7.6.0.1](#) in the Control Desk documentation in IBM Knowledge Center.

### System Requirements

System requirements for IBM Control Desk 7.6.0 can be found [here](#).

### Release Notes

The install-related release notes contain information that you should review before beginning the installation process. The known issues release notes are comprised of known issues, troubleshooting tips for possible configuration issues, and other key product information.

[Release notes for fix pack 7.6.0.1](#)

[Install-related release notes for version 7.6.0](#)

[Release notes for known issues for version 7.6.0](#)

### Product Documentation

#### Information Center

Locally installed help is available in an information center, which includes new and updated topics for Control Desk 7.6.0.1.

#### Knowledge Center

Documentation for IBM Control Desk can also be found on the internet in IBM Knowledge Center. Knowledge Center provides easy access to IBM documentation for many products, and it can be customized to give you access to the collections that you are most interested in. For more information about how to use Knowledge Center, see [IBM Knowledge Center](#).

IBM Control Desk documentation can be found at the following links:

- [IBM Control Desk](#)
- [IBM Control Desk for Service Providers](#)
- [IBM Control Desk on Cloud](#)

## Translated documentation plug-ins

Translated documentation for locally installed help is available on [Fix Central](#). There are 2 translation packages:

- 7.6.0.1-TIV-ICDDOC-IC-FP0001.zip

Translated documentation for German, Spanish, French, Hungarian, Japanese, Korean, Dutch, Polish, Brazilian Portuguese, Russian, Swedish, Czech, and Simplified Chinese.

- 7.6.0.1-TIV-ICDDOC-IC-FP0002.zip

Translated documentation for Slovenian, Slovakian, and Croatian.

To install the translation package, use the instructions that are provided in the readme file in the package instead of using the instructions that are included in version 7.6 of the IBM Control Desk installation guide.

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## Comments

*There are no comments.*

You are in: [IBM Control Desk](#) > [Overview and Planning](#) > [What's New](#) > [New in V7.6.0](#)

## New in V7.6.0



Like | Updated 8/13/19 by [Laura.Cunniffe.Arcent](#) | Tags: None

## IBM Control Desk 7.6.0

### Contents

- [What's New](#)
  - [System Requirements](#)
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- 

### What's New

For details, see [What's new in IBM Control Desk 7.6](#) in the Control Desk documentation in IBM Knowledge Center.

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### System Requirements

System requirements for IBM Control Desk 7.6.0 can be found [here](#).

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### Release Notes

The install-related release notes contain information that you should review before beginning the installation process. The known issues release notes are comprised of known issues, troubleshooting tips for possible configuration issues, and other key product information.

[Install-related release notes](#)

[Release notes for known issues](#)

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### Product Documentation

#### Information Center

Locally installed help is available in an information center, which includes new and updated topics for Control Desk 7.6.0.

#### Knowledge Center

Documentation for IBM Control Desk can also be found on the internet in IBM Knowledge Center. Knowledge Center provides easy access to IBM documentation for many products, and it can be customized to give you access to the collections that you are most interested in. For more information about how to use Knowledge Center, see [IBM Knowledge Center](#).

IBM Control Desk documentation can be found at the following links:

- [IBM Control Desk](#)
- [IBM Control Desk for Service Providers](#)
- [IBM Control Desk on Cloud](#)

#### Translated Documentation

Translated documentation for locally installed infocenters is available in the **7.6.0.0-TIV-ICDDOC-IC-FP0001.zip** file on [Fix Central](#).

To install the translation package, use the instructions that are provided in the readme file in the package instead of using the instructions that are included in version 7.6 of the IBM Control Desk installation guide.

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## Comments

*There are no comments.*

You are in: IBM Control Desk > Overview and Planning > Recent Releases

## Recent Releases

 5 Like | Updated 12/9/19 at 5:19 PM by [BhratPatel](#) | Tags: None

This page provides information about recent releases and fix packs for IBM Control Desk (formerly IBM SmartCloud Control Desk).

The following table provides links to release information for IBM Control Desk.

| Version              | Release date   | Download requirements             | System requirements           | What's new   | TPAE version |
|----------------------|----------------|-----------------------------------|-------------------------------|--|--------------|
| Control Desk 7.6.1.1 | June 2019      | <a href="#">Download document</a> | <a href="#">Version 7.6.1</a> | <a href="#">What's new in IBM Control Desk 7.6.1.1</a> | TPAE 7.6.1   |
| Control Desk 7.6.1   | November 2018  | <a href="#">Download document</a> | <a href="#">Version 7.6.1</a> | <a href="#">What's new in IBM Control Desk 7.6.1</a>   | TPAE 7.6.1   |
| Control Desk 7.6.0.4 | May 2018       | <a href="#">Download document</a> | <a href="#">Version 7.6.0</a> | <a href="#">What's new in IBM Control Desk 7.6.0.4</a> | TPAE 7.6.0.9 |
| Control Desk 7.6.0.3 | September 2017 | <a href="#">Download document</a> | <a href="#">Version 7.6.0</a> | <a href="#">What's new in IBM Control Desk 7.6.0.3</a> | TPAE 7.6.0.8 |
| Control Desk 7.6.0.2 | March 2017     | <a href="#">Download document</a> | <a href="#">Version 7.6.0</a> | <a href="#">What's new in IBM Control Desk 7.6.0.2</a> | TPAE 7.6.0.6 |
| Control Desk 7.6.0.1 | February 2016  | <a href="#">Download document</a> | <a href="#">Version 7.6.0</a> | <a href="#">What's new in IBM Control Desk 7.6.0.1</a> | TPAE 7.6.0.3 |
| Control Desk 7.6.0   | July 2015      | <a href="#">Download Document</a> | <a href="#">Version 7.6.0</a> | <a href="#">What's new in IBM Control Desk 7.6</a>     | TPAE 7.6.0.1 |

## Comments

There are no comments.

You are in: [IBM Control Desk](#) > Performance and Tuning

## Performance and Tuning

 1 Like | Updated February 1, 2017 by charglen | Tags: None

**System Properties Used by Actual CI Promotion:** The behavior of Actual CI promotion can be configured via promotion scopes (which define what will be promoted and how it will be represented in the authorized space), relation rules (which determine what related ActCIs will be processed during promotion) and classifications (which determine what attributes will be created on the authorized CI).

[Performance Analyst Tool:](#) Learn how to use the Performance Analyst Tool to manage performance analysis.

[System Performance Monitoring and Diagnosis using ITCAM Products](#) describes how Composite Application Manager for Transactions and Composite Application Manager for Application Diagnostics work with IBM Tivoli service management products to:

- Provide a highly scalable environment with optimized performance
- Diagnose performance and scalability related issues more efficiently and effectively
- Provide definitive performance information for capacity planning, including hardware and system recommendation
- Provide quicker turnaround on performance issues

[ITCAM for AD Request Mapper for IBM Tivoli service management products](#) contains the Java archive file referenced in the *System Performance Monitoring and Diagnosis using ITCAM Products* white paper. The ITCAM Request Mapper for IBM Tivoli service management products can be used to align the action from IBM Tivoli service management products to transactions shown in the ITCAM for AD console. Unzip the zip file to a folder on your system and refer to the readme.txt file for information on enabling the request mapper.

[Best Practices for Integration Composer Performance](#)

## Base Services Performance and Tuning

[Performance Test Best Practices With HP LoadRunner](#). This white paper provides guidelines for performance testing process automation engine products using HP LoadRunner.

[Performance Tuning Best Practices for Version 7.5x](#) This covers Websphere Version 7 and DB2 9.7 tuning information along with other tuning recommendations for Tivoli's process automation engine.

[Understanding how to size an environment for performance](#): This technote provides information about TPAE architecture and explains how to properly size an environment to support the load requirements.

[Using System Instance Properties to Control Cron Tasks](#): This technote describes how to control which instances of the application (JVMs) cron tasks will execute in.

[Diagnosing JVM Memory problems with Maximo application technote](#)

[Using multiple JVMs to support users](#)

[Various technotes about performance issues](#)

## Performance tools

[Performance Monitor](#): This tool can be used to aid in troubleshooting performance issues. It will help pinpoint SQL with performance issues related to a specific event on the UI.

## Middleware Performance and Tuning

## Improving WebSphere Performance technote

[Improving WebSphere Performance and reducing hung threads](#):WebSphere Application Servers (WAS) are designed to recover from catastrophic failure. To do this, temp and transaction files are maintained at all times. If files are not cleared at deployment time they can cause hung threads and failures in deployment.

[DB2 Query Tuning and Index Creation](#) illustrates how tools can be used to perform SQL query tuning and to create indexes against a DB2 database in order to obtain maximum performance from IBM Tivoli service management products.

[Understanding and Tuning Oracle PGA](#) describes how to monitor and manage the Program Global Area (PGA) on Oracle databases.

[Tuning and Indexing Oracle Databases](#) describes how to use the Oracle ADDM and AWR Reports along with the Enterprise Management Console to perform SQL and index tuning for products based on Tivoli's process automation engine.

[SQL Server 7 and 2000 Performance: Index Tuning](#)

[SQL Server Turning off Page Locking](#)

[SQL Server Row versioning](#)

[SQL Server Improving Performance](#)

[Tuning IHS](#): Describes how to tune the HTTP server.

[Enabling data compression on the IBM HTTP Server](#): You can use the Apache mod\_deflate module can be used to improve response time in environments that have low bandwidth and high latency.

[Tuning WebSphere](#):Number of Whitepapers on tuning WebSphere.

[DB2 Snapshot Format Tool](#): A Perl script that reads a DB2 snapshot file and produces a semicolon-delimited text file. You can load this file into a spreadsheet to assist with identifying slow-performing SQL queries. Unzip the DB2 snapshot format tool to a folder on your system and read the readme.txt for prerequisite and usage information.

## Performance fixes

[DB2 OOM issues IZ68122: DB2 3.53.70 JCC NOT CLEANING LOGWRITERS IN CASE OF CONNECTION FAILURE. LATER JCC REQUIRED](#)

[Database connections are growing IZ86562 DATABASE SESSIONS GROW WITH ROUTES IN WORKORDER ON CLUSTERED ENV](#)

## Comments

*There are no comments.*

You are in: [IBM Control Desk](#) > [Performance and Tuning](#) > System Properties Used by Actual CI Promotion

## System Properties Used by Actual CI Promotion

 Like | Updated February 6, 2013 by [FionaHurley](#) | Tags: *None*

The behavior of Actual CI promotion can be configured via promotion scopes (which define what will be promoted and how it will be represented in the authorized space), relation rules (which determine what related ActCIs will be processed during promotion) and classifications (which determine what attributes will be created on the authorized CI). The promotion dialog has some options that enable you to specify how a particular promotion will behave, but there are also some system properties and maxvars that affect the behavior of all promotions.

### System Properties

System Properties can be modified via the System Properties application (Go To > System Configuration > Platform Configuration > System Properties). The following System Properties impact the processing that occurs during Actual CI Promotion:

#### **cci.promotion.keepallblanks**

This property is available in SmartCloud Control Desk 7.5. This boolean property defines whether promotion should create attributes even if the effective value is blank. The default is 0, which means an attribute will only be created by promotion if it has a non-blank value. If the value is set to 1, promotion will create attributes (CISPECs) even if the value is blank. This property applies to all attributes for all classifications. If the value of this property is 0, exceptions can be made for individual classifications by configuring the system property `cci.promotion.keepblanks.classstructureid`.

Something to consider when deciding how to configure this property is performance. It is not uncommon for there to be many attributes that have blank values. Creating all of these attributes uses more memory and can increase the amount of time it takes for promotion to complete. If you don't care about blank values, and you sometimes promote large numbers of ActCIs at one time, you probably want to keep the default value of 0.

#### **cci.promotion.keepblanks.classstructureid**

This property is available in SmartCloud Control Desk 7.5. This property is used in conjunction with `cci.promotion.keepallblanks` and is specific to the `classstructureid` that is part of its name. It provides a way to configure the list of attributes that should be created for this classification even if their value is blank. The value for this property is a colon (:) separated list of the names of the attributes that should be created for CIs of this classification even if the value is null or blank. This property is used if the value of `cci.promotion.keepallblanks` is 0 and ignored if the value is 1.

#### **cipromotionemail.details.on**

This property is available in SmartCloud Control Desk 7.5. Controls whether individual results for each created and updated CI are attached to the email that is optionally sent when promotion completes. The default value is 0, which means that only a count of the number of CIs that are created and updated is included in the email, not individual results. When this property is set to 1, individual results are included as an attachment to the email, subject to the property `cipromotiondetail.filelocation`, discussed next.

#### **cipromotiondetail.filelocation**

This property is available in SmartCloud Control Desk 7.5. This property specifies the location of a file which contains the detailed results of the promotion. If `cipromotionemail.details.on` has a value of 1 and `cipromotiondetail.filelocation` has a non-null value and the user requested email on the promotion dialog, the detailed results will be sent in the promotion results email as an attachment. The files are named `PromotionStatusddmmmyyyhhmmss.txt`. There is no default value, so by default no details are included in the promotion results email. The files in this location are not automatically deleted and must be deleted manually.

#### **mxe.db.fetchResultStopLimit.ACTCI**

This property defines the number of Actual Configuration Items that can be fetched at one time (for example from the List tab of the Actual Configuration Items application). The default fetch limit for business objects is 5000. However some

customers have many more than 5000 ActCIs that they want to manage with a single operation. For example they might want to promote more than 5000 ActCIs at one time. This property defines a fetch limit that is specific to ActCIs. In Smart Cloud Control Desk 7.5 the default value is 50000. Note that your system must have sufficient resources, specifically memory, to handle the specified number of objects.

#### **mxe.db.fetchResultStopLimit.CI**

This property is similar to the previous one, except that it defines the number of Configuration Items that can be processed at one time.

#### **MAXVARS**

In addition to these system properties there is a table called MAXVARS that contains some variables used during Actual CI promotion. It is very unlikely that these would need to be modified, so there is no UI to update them. However they can be modified using database commands. The following maxvars are used by Actual CI promotion:

#### **CCIACTCICOPYCUST**

CCIACTCICOPYCUST affects how customers are propagated to related ActCIs during promotion on Service Provider systems. For any related ActCIs that promotion encounters, if there are no associated customers and this maxvar has a varvalue of 1, promotion will copy the set of customers associated with the initial ActCI to the related ActCI. This happens before promotion checks if a new CI needs to be created, so it happens even if no CI is created. 1 is the default value. If the value is set to 0, no customers are propagated from the top level ActCI to child ActCIs.

The customer on the Actual CI is used not only to determine who can access the Actual CI, but it is also used by promotion when it is creating a new CI. The primary customer on the Actual CI is used to determine whether the mapped authorized classification in the promotion scope and its attributes are customer-appropriate. If a primary customer is specified on the Actual CI, a CI will be created if the mapped classification is a global classification or is associated with primary customer. If the Actual CI has no primary customer, a CI will only be created if the mapped classification is global, or is not global but has no associated customers.

Sample SQL to update this variable:

```
update maximo.maxvars set varvalue='0' where varname like 'CCIACTCICOPYCUST%'
```

This maxvar is available in SmartCloud Control Desk 7.5.

#### **CCICIGENCLASS**

This maxvar identifies the classification that is used on generic CIs and is available in SmartCloud Control Desk 7.5. When the classification on an asset is set to one that is configured to automatically create a generic CI, the classification specified on this maxvar is used on the CI that gets created. During promotion, if an Actual CI gets linked to an existing CI with this generic classification, promotion will re-classify the CI to the authorized classification in the promotion scope.

The value of this maxvar is the classstructureid of the classification. Note that the classificationid is typically displayed in the UI, not the classstructureid.

Here is a sample SQL command to set the value of this maxvar to the classification whose classificationid is CI.GENERIC\_COMPUTERSYSTEM:

```
update maximo.maxvars set varvalue=(select classstructureid from maximo.classstructure where classificationid='CI.GENERIC_COMPUTERSYSTEM') where varname = 'CCICIGENCLASS'
```

## **Comments**

*There are no comments.*

You are in: [IBM Control Desk](#) > [Performance and Tuning](#) > Performance Analyst Tool

## Performance Analyst Tool



[Like](#) | Updated February 6, 2013 by [FionaHurley](#) | Tags: *None*

The Performance Analyst is a tool that helps you manage performance analysis. The tool includes the following features:

- Ability to import performance data for analysis, for example, DB2 snapshot, Java verbose GC output, Java thread dumps.
- Ability to import software/middleware configuration for analysis and checking, for example, configuration data of DB2, Oracle, WebSphere, and operating systems.
- Spreadsheet-like interface for easy access and manipulation of imported data.
- Rule engine for defining alerts to detect symptoms from the imported data. A predefined set of rules based on common performance best practices for supported software and middleware is included.

For more information about Performance Analyst, see the [IBM Performance Analyst group on Service Management Connect](#).

From the IBM Performance Analyst group, you can download the following files:

- documentation zip file that contains documentation for Performance Analyst. Note, however, that the documentation is also provided within each of the tool downloads. This file is mainly a convenience for users who want to review the documentation before installing the tool.
- compressed file for Performance Analyst on Windows that contains the tool that you download for the Windows platform.
- compressed file for Performance Analyst on Linux that contains the tool that you download for the Linux platform.
- compressed file for Performance Analyst on Macintosh OSX that contains the tool that you download for the Macintosh OSX platform.
- change log that describes the change history from release to release, for example new features and fixes.

## Comments

*There are no comments.*

You are in: [IBM Control Desk](#) > [Performance and Tuning](#) > Understanding and Tuning Oracle PGA

# Understanding and Tuning Oracle PGA

 Like | Updated today at 9:57 AM by [BhratPatel](#) | Tags: None

The information below was prepared by Yue Xin (Zach) Zhang from Tivoli's Integrated Performance Group.

## What's Oracle PGA?

When you use a dedicated server type of Oracle database, the Program Global Area (PGA) is a private memory region containing data and control information for dedicated server process, for example, runtime area of cursors. Each time a cursor is executed, a new runtime area is created for that cursor in the PGA memory region. For complex queries (for example, some SR/OFFERING-related queries are always complex and have many JOINs among base tables), a big portion of the runtime area is required because these queries always contain several kinds of memory-intensive operators, such as the following:

- Sort-based operators, such as ORDER BY, GROUP BY, ROLLUP, and window functions
- Hash-join
- Bitmap related operations
- Write buffers used by bulk load operations

## How does PGA sizing affect your application's performance?

For example, a sort operator uses a work area (also called sort area) to perform the in-memory sort of a set of rows. And a hash-join operator uses a work area (also called the hash area) to build an intermediate hash table. If the amount of data to be processed by these kinds of operators does not fit into a work area, the input data is divided into smaller pieces. Then some data pieces are processed in memory while the rest are spilled to temporary disk. Of course, the in-memory operations run much faster than temporary disk assistant operations. Oracle allows users to control and tune the size of work areas. Starting from the 10g release, Oracle automatically tunes work area sizes by default.

## Why is PGA allocation important to Maximo applications?

Maximo applications use many JOINs and "ORDER BY"s to fulfill various user requirements. In one case, a customer used a very small PGA size and ran out of system resources from time to time because of the large number of queries. After enlarging their memory components, the database cache hit rate increased and system resources were released more efficiently. Consequently, the response time for the whole system improved.

Generally, bigger work areas can significantly improve the performance of a particular operator at the cost of higher memory consumption. Optimally, the size of a work area is big enough to accommodate the input data. If not, response time increases because part of the input data must be spilled to temporary disk storage. In extreme cases, if the size of a work area is far too small for the amount of data to be processed, multiple passes over the data pieces must be performed. This can dramatically increase the response time of the operator and result in bad performance.

## Configuration

### Automatic PGA Memory Management

With automatic PGA memory management, you set a target size only for the total instance PGA (PGA\_AGGREGATE\_TARGET). The database then tunes the size of the instance PGA to your target, and dynamically tunes the sizes of individual PGAs.

### Manual PGA Memory Management

Previous releases of Oracle Database required the DBA to manually specify the maximum work area size for each type of SQL operator (such as sort or hash-join). This proved to be very difficult and inefficient. Although the current release of Oracle Database supports this manual PGA memory management method, we seldom use this method (for example, we use this method to force the database to use a small workarea to simulate one client's database behavior).

When running under the automatic PGA memory management mode, sizing of work areas for all sessions is controlled by Oracle automatically. The \*\_AREA\_SIZE parameters are ignored. At any given time, the total amount of PGA memory available to active work areas in the instance is automatically derived from the PGA\_AGGREGATE\_TARGET initialization parameter. This amount is set to the value of PGA\_AGGREGATE\_TARGET minus the amount of PGA memory allocated by other components of the system (for example, PGA memory allocated by sessions). The resulting PGA memory is then assigned to individual active work areas, based on their specific memory requirements.

**NOTE: Manual management of PGA memory is not recommended.**

### Monitoring and tuning

We can use several dynamic performance views to monitor the PGA status. By leveraging the information collected by

Oracle underway, we can assess the performance of the Program Global Area:

- V\$PGA\_TARGET\_ADVICE - This view provides information about how the statistics cache-hit percentage and over-allocation count are affected if we change the value of PGA\_AGGREGATE\_TARGET.
- V\$PGA\_TARGET\_ADVICE\_HISTOGRAM - This view provides estimated information of a group of the performance statistics if we change the value of PGA\_AGGREGATE\_TARGET.
- V\$PGASTAT - This view provides information about instance-level statistics on the PGA memory usage and the automatic PGA memory manager.
- V\$PROCESS - This view provides information for each process connected to the instance.
- V\$PROCESS\_MEMORY - This view provides dynamic PGA memory usage by named component categories for each process.
- V\$SQL\_WORKAREA\_HISTOGRAM - This view shows the number of work areas executed with optimal memory size, one-pass memory size, and multi-pass memory size.
- V\$SQL\_WORKAREA\_ACTIVE - This view can be used to display the work areas that are active (or executing) and to determine whether these active work areas spill to a temporary segment.
- V\$SQL\_WORKAREA - This view can be used to cumulative work area statistics for each loaded cursor whose execution plan uses one or more work areas.

AWR report also provides straightforward information in the PGA Memory Advisory section.

## Comments

*There are no comments.*

You are in: [IBM Control Desk](#) > [Performance and Tuning](#) > Enabling data compression on the IBM HTTP Server

## Enabling data compression on the IBM HTTP Server



Like | Updated February 6, 2013 by [alucches](#) | Tags: *None*

The Apache mod\_deflate module can be used to improve response time in environments that have low bandwidth and high latency. The Apache mod\_deflate module compresses output from your server before the data is sent to the client over the network. You can set the compression level to **3** or **6** to improve response time.

### Before you begin

The mod\_deflate module is only available in Apache server version 2.0 and higher. To verify the server version, use the `apachectl -v` command.

### Procedure

1. Stop the server by running the following command:

```
apachectl stop
```

2. Create a copy of the httpd.conf file.

3. Open the httpd.conf file in a text editor.

4. Locate the `KeepAliveTimeout 10` line and change to line to `KeepAliveTimeout 60`.

5. Uncomment the `LoadModule deflate_module modules/mod_deflate.so` line. If you cannot find the `LoadModule deflate_module modules/mod_deflate.so` line, in the `# Dynamic Shared Object (DSO) Support` section, immediately after the `# LoadModule foo_module modules/mod_foo.so` comment, add the line for the module.

6. Locate the section in the file for adding filters. Immediately under the `#AddOutputFilter INCLUDES .shtml` comment, add the following lines:

```
AddOutputFilterByType DEFLATE text/html text/plain text/xmlBrowserMatch ^Mozilla/4 gzip-only-text/html
BrowserMatch ^Mozilla/4 gzip-only-text/html
BrowserMatch ^Mozilla/4\.0[678] no-gzip
BrowserMatch \bMSIE !no-gzip !gzip-only-text/html
#Highest 9 - Lowest 1
DeflateCompressionLevel 3
```

The compression level is now set to 3, which provides minimal CPU usage and a decent benefit from the compression. You can also set the compression level to 6, which provides even more compression benefit with a small CPU overhead. For more information on the mod\_deflate module, see the [Apache documentation on mod\\_deflate](#).

### Comments

*There are no comments.*

You are in: [IBM Control Desk](#) > Best Practices

## Best Practices



Like | Updated October 13, 2016 by [LCunniffe](#) | Tags: [best\\_practice](#), [ibm\\_control\\_desk](#), [icd](#), [sccd](#), [smartcloud\\_control\\_desk](#)

### Intro

**Introduction to IBM Control Desk:** This 12-video series provides an introduction and overview of IBM Control Desk, including Asset Management, Change and Configuration Management, and Service Request Management. Each video focuses on one aspect of the product, providing a concise synopsis. The individual units also describe and explain Tivoli Process Automation Engine and the design and function of the user interface.

### Planning and configuring

**Project Start - Focus on Planning an IBM Control Desk Implementation:** This workbook will guide you through the planning tasks necessary to implement IBM Control Desk on Cloud. This workbook can also be used for an on-premises implementation of IBM Control Desk. Using this workbook with the Project Configure workbook provides a great starting point.

**Project Configure - IBM Control Desk Configuration Guide:** Use this workbook directly to begin configuring an IBM Control Desk instance. It can be used in collaboration with Project Start.

**Job Aid - Service Desk Automation or Manual Processes:** Use this document to help you determine whether to use workflows or manual processes when implementing a service desk function.

**Job Aid - Where to Start with Configuration or Change Management:** Use this document to assist you in determining where or how to start with configuration or change management when implementing IBM Control Desk.

**Job Aid - Multi-organization and Multi-site Setup Considerations:** Use this document to help guide your organization in determining when implementing IBM Control Desk if you need multiple organizations or multiple sites within the product.

**Job Aid - Where to Start for Establishing a Service Catalog:** Use this document to help you determine where and how to start constructing a service catalog with offerings.

**Job Aid: Priority Matrix – How to Use As-is or Change:** Use this document to determine how to use or change the priority matrix, which sets up internal priorities for service requests, incidents, and problems.

**Job: Aid: Determining what Tickets to Work with for Asset Management:** Use this document to help you think through your design and approach on managing assets with work orders and or service requests in IBM Control Desk.

**Software License Management in IBM Control Desk:** This document provides an overview of the value of Software Asset Management to an organization, with emphasis on Software License Management. The focus on how License Management is handled in IBM Control Desk, including planning considerations and step-by-step instructions on how to perform the various License Management tasks within IBM Control Desk.

### Configuring the user interface

**UI Best Practices for Products Built on Tivoli's Process Automation Engine:** This document describes the screen layout features, UI style and details, and accessibility features that result in an optimally usable product UI. Following the best practices provided in this document ensures that the UI remains consistent, accessible, and easy to navigate and use.

### Creating assets

**Job Aid - Hardware asset management data foundation:** This document assists first time users of IBM Control Desk in getting started with IT asset data for their IBM Control Desk implementation. It is a collaborative document to the Project Start and Configuration documentation.

[Job Aid: Using Locations vs. Storerooms Application in Asset Management](#): Use this aid to help you determine if Storerooms or locations will better align with your business processes with IBM Control Desk.

## Designing your ITIL processes for Control desk implementation

[IBM Control Desk Service Design Workshop](#): Use this slide deck to facilitate a workshop that guides your organization as you implement the Service Desk features in IBM Control Desk.

[Control Desk HW-SW Design Workshop](#): Use this slide deck to conduct a workshop focused on hardware and software asset management processes when implementing IBM Control Desk

[IBM Control Desk Release Management Design Workshop](#): Use this slide deck to conduct a workshop focused on release management processes when implementing IBM Control Desk. This workshop material works directly with the change and configuration process workshops.

[IBM Control Desk Change Management Design Workshop](#): Use this slide deck conduct a workshop focused on change management processes when implementing IBM Control Desk. This workshop material works directly with the configuration and release management workshops.

[IBM Control Desk Configuration Management Design Workshop](#): Use this slide deck to conduct a workshop focused on configuration management processes when implementing IBM Control Desk. This workshop material works directly with the change and release process workshops.

## Using classifications across processes

[Job Aid - Establishing a Classification Structure](#): Classifications need careful consideration as part of any IBM Control Desk deployment. This document provides key considerations for creating classifications that saves labor and maximizes value. This document is supportive of Project Start and Configuration documentation.

## Workflows

[Formatting the Out-of-the-Box Communication Templates](#): This document provides instructions for editing and locating communication templates used in workflows.

## Integrating solutions with IBM Control Desk

[IBM Integrated Service Management Library](#): The ISM contains solutions that integrate with IBM Control Desk as well as other IBM products.

[Best Practices for Integration Composer Performance](#): Integration Composer aggregates, integrates and normalizes data from disparate systems into one central repository, streamlining enterprise IT mgmt reporting and decision support functions. Use this document to ensure ideal Integration Composer performance.

## Automating notifications for failed escalations

You can configure IBM Control Desk to automatically notify you when an escalation fails without looking through the log files.

When an escalation executes, an entry is made to the ESCSTATUS table. One of the attributes of each ESCSTATUS row is the status of the escalation result. The valid escalation status values are SUCCESS and ERROR. You can set up notification for escalations based on these status values.

1. Create a communication template for the escalation. For example, create a template that includes the details of the escalation that failed, when it failed, and the reason for the failure.
2. Create an escalation against the ESCSTATUS table that looks for ESCSTATUS rows with a STATUS of 'ERROR'.
3. Associate the communication template with the escalation point notification.

When the escalation point is triggered, (in other words, when the escalation finds an ESCSTATUS row with a status of 'ERROR'), the communication is sent to the role specified in the communication template.

## Comments

*There are no comments.*

You are in: [IBM Control Desk](#) > [Best Practices](#) > Best Practices for Integration Composer Performance

# Best Practices for Integration Composer Performance

 Like | Updated October 15, 2013 by [cjjohnst](#) | Tags: *None*

## CI Data Filtering

- CI classification and attribute filtering - Integration Composer has filters to exclude CIs based on classifications in the authorized space, or based on a list of classifications to exclude. These filters prevent CIs not needed in the authorized CI space from being processed by the TADDM Actual CI adapter, which increases Integration Composer performance. For more information on this, see the [Integration Composer Filtering Best Practices](#) page.
- Activate subclasses instead of super classes when possible. A super class may contain subclasses that you do not care about. For example: If you want to bring over WebLogic data, and don't care about WebSphere data or any other AppServer - activate WebLogicServer instead of AppServer.

## Integration Composer Platform

- Install and run Integration Composer on a separate machine. Do not install Integration Composer on the same machine as TADDM or SmartCloud Control Desk.
- Run Integration Composer on a multi-processor machine. Multiple processors/cores enable efficient garbage collection.
- For large environments increase machine and Integration Composer JVM memory.

## Memory - Physical and JVM

For environments with a large number of CIs, increase the amount of memory available on the physical machine and Integration Composer's JVM.

### 32 Bit Environments

Maximum physical memory is 4GB for 32 bit platforms. With this amount of memory you can increase the Integration Composer JVM heap size to 1664 M. Do this by editing the executeMapping or commandLine scripts. Alter the -Xmx java parameter. An example is: -Xmx1664M

### 64 Bit Environments

To allocate more memory to the Integration Composer JVM, a 64 bit OS must be installed. In addition you must install a 64 bit JVM. When these two conditions are met, you can increase the size of the Integration Composer JVM utilizing the -Xmx parameter.

For extremely large environments we have seen optimal results with 8GB of physical memory and 6 GB allocated to the Integration Composer JVM.

### How to determine how much memory you need

If you get Java out of memory exceptions in the Integration Composer logs or your machine hangs, you need more memory. Another indication is extremely slow ITIC performance. This is usually caused by excessive garbage collection due to lack of memory for the Integration Composer JVM.

For out of memory condition you need to add more physical memory and/or increase the Integration Composer JVM heap.

To determine if you have excess garbage collection, add an option to the java command to collect garbage collection (GC) statistics. Here is an example of the option:

-Xverbosegclog:c:\ITIC-verbosegc.log

The logging data will be stored in the specified file. At the end of the run, process the log through an analysis tool.

There are many tools available to analyze verbose GC logs. The IBM support assistant tool has a plug-in for verbose GC. On IBM alpha works you can find another tool called: Pattern Modeling and Analysis Tool for IBM® Java™ Garbage Collector (PMAT).

Analyze the GC log file. The percent of time the program was paused for garbage collection should ideally be 6% or less.

If your percentage is higher than 6%, you need to increase the size of the Integration Composer JVM heap. Add physical memory if needed to be able to increase the heap allocation for the Integration Composer JVM. Then adjust the Integration Composer JVM heap using the -Xmx parameter in the executeMapping or commandLine script file.

Once satisfied with the memory configuration, remove the verbose GC log switch

(-Xverbosegclog) from the java command.

## Databases

- If you use Oracle as your SmartCloud Control Desk DB, run the following SQL commands to improve an index used in the TADDM Actual CI adapter. This will help with Actual CI data loading. The SQL is:

```
drop index maximo.actci_ndx3;
create index maximo.actci_ndx3 on maximo.actci(guid, actciid);
insert into maxsyskeys (changed, ixname, ordering, colseq, colname, maxsyskeysid)
values ('N', 'ACTCI_NDX3', 'A', 2, 'ACTCIID', MAXSYSKEYSSEQ.nextval);
commit;
analyze index maximo.actci_ndx3 compute statistics;
```

## Operational Best Practices

- Do not execute an Integration Composer mapping at the same time any other performance heavy actions are occurring on the TADDM server or database. This includes discoveries, bulk loads, database backups, large queries, etc.
- Schedule the execution of a mapping to occur when machine and network activity are very low (in most cases this is the middle of the night or on the weekends).
- The initial run of the Integration Composer TADDM Actual CI Adapter takes the longest. Delta runs are much quicker. Ensure you plan for extra time the first time this adapter is ran.

## Other Recommendations

- For CI data, if you activate a superclass, like AppServer, do not activate its subclasses. That will make Integration Composer traverse the same data more than once.

## Comments

*There are no comments.*

You are in: [IBM Control Desk](#) > [Best Practices](#) > [Best Practices for Integration Composer Performance](#) > Integration Composer Filtering Best Practices

## Integration Composer Filtering Best Practices



Like | Updated October 15, 2013 by [cjohnst](#) | Tags: *None*

### Integration Composer Filtering Best Practices for CI data

IBM® best practices are reviewed and maintained by IBM.

There are two filtering options provided to improve performance of the TADDM Actual CI adapter in Integration Composer 7.5.

By default, Authorized space and promotion scope filtering is enabled. This allows you to import only the actual CI data that you plan to manage in your authorized space. This is the recommended filtering setting in the Integration Composer Actual CI adapter for optimal performance.

Another filtering option is Classification filtering. This allows you to provide a list of actual CI classifications that you do not want to be imported from TADDM.

#### Authorized space and promotion scope filtering

In SmartCloud Control Desk 7.5, there is a set of Simple Best Practices authorized CI classifications and promotion scopes installed with the product. This can be modified to fit your needs with Deployer's Workbench 7.5. This Integration Composer filtering option will import only the actual CI classifications that match the classifications and promotion scopes in your authorized CI space. For more information on this, see the [Authorized space and promotion filtering](#) document in the InfoCenter.

#### How to apply to new environments

By default, this filtering option is enabled in Integration Composer 7.5.

#### How to apply to existing environments

Update the ccmdb.properties file prior to running the Integration Composer Actual CI adapter. In the properties file, first set ccmdb.actualci.filtering.level to 2.

In existing environments, it is important to be aware that filtering by authorized CI space will cause any **newly** discovered items outside of that space to be skipped. However, any items with outside of that space that were previously imported will remain in the CCMB database and no longer be updated.

#### Classification filtering

The following classifications are typically not needed in the authorized CI space. Filtering these classifications will improve the run time of the TADDM Actual CI adapter since significantly less data is imported.

- APP.CONFIGFILE
- APP.DB.DB2.DB2DATABASECONFIGVALUE
- APP.DB.DB2.DB2INSTANCECONFIGVALUE
- APP.DB.DB2.DB2SYSTEMCONFIGVALUE
- APP.PROCESSPOOL
- CORE.LOGICALCONTENT
- DEV.DISKPARTITION
- DEV.MEDIAACCESSDEVICE
- DEV.STORAGEVOLUME
- SYS.AIXSOFTWARECOMPONENT
- SYS.DATAFILE
- SYS.SOFTWARECOMPONENT

- SYS.WINDOWS.WINDOWSSERVICE
- SYS.ZOS.ZREPORTFILE

## How to apply to new environments

To filter out the classifications above, update the ccmdb.properties file prior to running the Integration Composer Actual CI adapter. In the properties file, first set ccmdb.actualci.filtering.level to 0. Then uncomment the lines containing the classifications above and set their depth value to -1. For more detailed information on this, see the [Depth and filtering of CI data](#) document in the InfoCenter.

To further improve performance, examine the complete list of classifications in the ccmdb.properties file and enable filtering for any additional classifications that are not needed in the authorized space. To achieve optimal performance, it is best to import only those classifications that are needed in the authorized space.

As the environment changes or grows, these filters can be disabled if it is determined that a classification is needed. To disable a filter, comment the line containing the classification and rerun the Integration Composer Actual CI adapter.

## How to apply to existing environments

The same filtering should be applied in existing environments as explained above. In addition, the existing actual CI space should be analyzed to find other classifications that may not be needed. To see how many actual CIs exist for each classification, the following query can be run against the CCMDB database:

DB2, Oracle, or SQL Server:

```
select c.classificationid, count(c.classificationid) from actci a
join classstructure c on a.classstructureid = c.classstructureid
group by c.classificationid
```

Examine the classifications with the greatest number of CIs and determine if those classifications are really needed. Some criteria would be:

- Are these used in the authorized space? If they are used in the authorized space, they should **not** be filtered.
- Are these a large percentage of the actual CIs? If they account for a large percentage of the Actual CIs, filtering them will result in a performance increase.
- Is keeping the information worth the performance trade off? Importing all Actual CI data may seem straightforward, but performance will drop off if this is done. It is best to spend some time deciding which classifications are important and which ones are not, and to import only those classifications that are needed in the authorized space.

Any additional classifications that meet the criteria for filtering should also be updated using the Integration Composer ccmdb.properties file as described above. A filter can always be disabled if it is determined that a classification is needed in the future.

In existing environments, it is important to be aware that filtering classifications will cause any **newly** discovered items with those classifications to not be imported. However, any items with those classifications that were previously imported will remain in the CCMDB database and no longer be updated.

## Comments

*There are no comments.*

You are in: [IBM Control Desk](#) > [Best Practices](#) > Process Content Packs

## Process Content Packs



[Like](#) | Updated September 11, 2015 by [charglen](#) | Tags: *None*

Process Content Packs are packages that consist of artifacts and configurations that can be installed in IBM Control Desk after the product is installed. The packages are not required for the product applications to operate properly, but they provide significant value either as samples or as templates that you can refine to meet your specific business needs.

The following resources provide information about using process content packs.

**PCP Data Included and To Be Gathered:** This presentation describes the data that is provided in the IBM Process Content Packs and provides a short list of data sets that customers must load to use the content packs.

**Content Packages for Development Systems:** This documentation in IBM Knowledge Center describes both optional content packages, which are installed when the product is installed, and process content packs, which can be added after installation using the Content Installer application. It provides use cases for each type of content.

## Comments

*There are no comments.*

You are in: [IBM Control Desk](#) > Hints and Tips

## Hints and Tips



Like | Updated yesterday at 10:34 AM by [BhratPatel](#) | Tags: *None*

### [Change management hints and tips](#)

[Capturing the Hostname on a Ticket](#): You can configure Control Desk to automatically store the hostname or IP of a user's workstation in a ticket when the ticket is created.

[Creating collections of assets, CIs or locations](#): You can group assets, configuration items or locations into a collection to make it easier to add them to change or service requests.

### [Using Content Installer behind a firewall](#)

### [Reassigning a Change Management workflow task](#)

### [How Search Works in Control Desk 7.5.1](#)

### [Using the e-mail listener to create Service Request tickets](#)

### [Using the e-mail listener to update Service Request tickets](#)

### [SCCD751 Automated CI Promotion and Synchronization](#)

## Comments

*There are no comments.*

You are in: [IBM Control Desk](#) > [Hints and Tips](#) > Capturing the Hostname on a Ticket

## Capturing the Hostname on a Ticket



Like | Updated February 8, 2013 by [Fidelma\\_Frahill](#) | Tags: *None*

You can configure the SmartCloud Control Desk to automatically store the hostname/IP of a user's workstation (client machine or machine connection to SmartCloud Control Desk) in a ticket (Service Request, Incident or Problem) when the ticket is created by following these steps.

1. Add new field to TICKET named CREATEDBYHOST
2. Set the default value of CREATEDBYHOST to 127.0.0.1
3. Create a relationship named 'CREATEDBY' on object SR (of INCIDENT, PROBLEM) with child object: PERSON where clause: personid=:createdby)
4. Create a crossover domain named SESSION2TKT on object MAXSESSION from field CLIENTHOST to field CREATEDBYHOST and validation where clause:userid=:CREATEDBY.USER.MAXSESSION.userid list where clause:userid=:CREATEDBY.USER.MAXSESSION.userid
5. Associate the SESSION2TKT domain with CREATEDBYHOST
6. Save all changes and run configdb

In order to capture the hostname of the user's workstation (client machine) and not just the IP address, your web server must be configured to perform reverse DNS lookups.

To enable reverse DNS lookups in the IBM HTTP Server do the following:

1. Edit the httpd.conf file (located in Program Files\IBM\HTTPServer\conf\httpd.conf on Windows)
2. Find the line that says: HostnameLookups off
3. Change the line to say: HostnameLookups on
4. Save the file and restart the web server

## Comments

*There are no comments.*

You are in: [IBM Control Desk](#) > [Hints and Tips](#) > Creating collections of assets, CIs or locations

## Creating collections of assets, CIs or locations



[Like](#) | Updated March 11, 2013 by [alucches](#) | Tags: *None*

Do you have a set of assets, configuration items or locations that you usually target in a single change or service request? Did you know that you can group these into a collection to make it easier to add them to the request?

To do so, go to the **IT Infrastructure > Collections** application and create a collection that includes the assets, CIs or locations that you typically target together. Give the collection a name that will help you remember what it contains. Then, when you are adding targets to a request, you can use the button to **Select > From Collections** and filter on the collection that you created. You will be presented with a list of the things in that collection and you can select them individually by checking each one that you want to include on the request, or check a box at the top to include them all.

## Comments

*There are no comments.*

You are in: [IBM Control Desk](#) > [Hints and Tips](#) > Using Content Installer behind a firewall

## Using Content Installer behind a firewall



Like | Updated October 29, 2013 by charglen | Tags: None

Even if you cannot access the internet, you can still install Smartcloud Control Desk content packs using Content Installer. However, you must first download the content pack remotely and then copy it to your SCCD server.

To install content packs from behind a firewall, complete the following steps.

1. Create an XML file called ContentSource.xml in the C:\temp directory on your Smartcloud Control Desk server system that contains the following text:

```
<?xml version="1.0" encoding="UTF-8"?>
<catalog infourl="" lastModified="" owner=""
  xmlns:tns="http://www.ibm.com/tivoli/tpae/ContentCatalog"
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xsi:schemaLocation="ContentCatalog.xsd">
<catalogItem>
  <version>Enter the version number of the Content Installer pack, for example 7.5.1</version>
  <type>mriu</type>
  <name>Enter the name of package</name>
  <description>Enter a description of the package here</description>
  <homepage/>
  <licenseurl/>
  <category>Describe the category of the content</category>
  <url>file:///C:/temp/TestPackage.zip</url>
</catalogItem>
</catalog>
```

2. Edit the name and description and the category according to the content that you are installing. Change the file name in the URL to the name of the content pack zip file.
3. Save the file.
4. Copy the content pack zip file to the C:\temp directory on the server.
5. Go to the ISM Content Installer application: **System Configuration>IBM Content Installer**.
6. Click the New icon.
7. Enter the location of the ContentSource.xml that you created in step 1 and a description. The file name in our example is: file:///c:/temp/ContentSource.xml
8. Click **Save**.
9. Click the newly created content source.
10. Click the download link to install the content.

## Comments

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[idani](#) commented on December 18, 2014 [Permalink](#)

Does the file:/// applies also for Linux? How the URL should be formatted?



[7MUR\\_Iulian\\_Ene](#) commented on November 16, 2015 [Permalink](#)

Hi Daniel ,

You can use the same syntax also for linux : file:///tmp/ContentInstaller.xml

---

Show 10 | [25](#) | [50](#) items per page

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You are in: [IBM Control Desk](#) > [Hints and Tips](#) > Reassigning a Change Management workflow task

## Reassigning a Change Management workflow task

 1 Like | Updated June 27, 2013 by [aluches](#) | Tags: [change](#), [management](#), [sccd](#), [task](#), [workflow](#)

The Change Management process in SmartCloud Control Desk contains many workflow task assignments. Workflow tasks are used to assign work to someone or to get their approval. Sometimes a task is assigned to the wrong person, or the owner of an urgent task is out of the office. In these situations, the task needs to be assigned to someone else so the process can move forward.

Starting in the SmartCloud Control Desk 7.5 release, Change Management workflow task assignments are displayed in the Current Work Items list on the Change tab of the Changes application. For example, in the screen shot below, there is an Approve or Reject Change CM1150 workflow task assignment active for Change CM1150. The  icon shown next to the task indicates that the task is not assigned to the logged on user.

The screenshot shows the 'Changes' application interface. At the top, there's a toolbar with various icons like Find Change, Filter, and Print. Below the toolbar, a navigation bar has 'List View' selected, followed by tabs for Change, Assessments, Impacts, Authorization, Schedule, and Workplan Map. The main content area is titled 'CM1150 Reset Payroll Server'. On the left, there's a large icon of a clipboard with two blue arrows pointing in opposite directions. To the right of the icon, the change details are listed: Owner: LUCY, Change Type: Normal, and a progress bar showing the status of various steps: Accept & Categorize, Assess, Schedule, Authorize (which is green), Implement, In Progress, and Complete. Below this, a section titled 'Current Work Items' lists a single item: 'Approve or Reject Change CM1150 (Jackson)'. The task is preceded by a user icon with a minus sign, indicating it's not assigned to the current user.

When you click on the task, the View Workflow Assignments dialog opens. This dialog shows information about the task, such as the fact that it is assigned to Jackson. If Jackson is not available to complete the task, the  icon on the right side of the row can be used to reassign the task to someone else.

The screenshot shows the 'View Workflow Assignments' dialog. At the top, there's a message: 'You selected an assignment that you do not own. Details for the selected assignment are shown below. If you have been granted the authority, you can reassign an assignment by clicking on the Reassign Assignment icon in the desired row.' Below this, a table titled 'Workflow Assignments' displays the following data:

| Assigned Person Code | Name    | Description                               | Priority | Time Limit       | Start Date | Due Date  |
|----------------------|---------|---|----------|------------------|------------|---|
| JACKSON              | Jackson | Approve or Reject Change CM1150 (Jackson) | 0:00     | 6/27/13 14:57:28 |            |  |

A 'Close' button is located at the bottom right of the dialog.

If you click on the  icon, the dialog below will appear to allow the task to be reassigned. In this example, we will reassign the task to Cindy and enter an explanation in the memo field. It's that easy!

### Reassign

 You have chosen to reassign this task to someone else. Please choose a person and optionally enter a memo. To send a notification that this assignment has been reassigned, enter notifications.

**Reassign to:**

\* Person:    

Memo:

**Notifications**       0 - 0 of 0  

| Communication Template   | Send To | Subject |
|--------------------------|---------|---------|
| ...No rows to display... |         |         |

**New Row**

**OK** **Cancel**

Cindy will see the task assignment in her inbox and when she goes to the Changes application, she will see the  icon next to the assignment in the Current Work Items list to indicate it can be completed by her.

  **Changes**

Find Change  All Records         

**List View** **Change** Assessments Impacts Authorization Schedule Workplan Map

**CM1150 Reset Payroll Server**

Owner: LUCY  Change Type: Normal 

Owner Group: Authorization Decision: 

Accept & Categorize Assess Schedule Authorize Implement In Progress 

**Current Work Items**

 [Approve or Reject Change CM1150 \(Jackson\)](#)

When Cindy clicks on the task, the resulting dialog includes the memo entered when the reassignment was done so she understands why she is receiving this assignment.

**Complete Workflow Assignment**

Task:  
Approve or Reject Change CM1150 (Jackson)

Action:  
 I Authorize the Change.  
 I Reject the Change.

Memo:

Earlier Memos 1 - 1 of 1

| Memo   | Person   | Transaction Date |
|--|----------|------------------|
| Cindy is handling Jackson's work while he is out | MAXADMIN | 6/27/13 14:31:51 |

**OK** **Reassign** **Cancel**

Of course, you might not want everyone to be able to assign their work to other people, so the icon is only shown if a user has been granted the corresponding privilege (as shown below).

| Description                                  | Grant Access?                       |
|--|-------------------------------------|
| Reassign another user's workflow assignments | <input checked="" type="checkbox"/> |

The workflow task list and reassign feature is also available in the Service Requests application, though it is only displayed when the service request being viewed was created from a catalog offering.

So now you know how easy it is to reassign a workflow task!

## Comments

*There are no comments.*

You are in: [IBM Control Desk](#) > [Hints and Tips](#) > Using the e-mail listener to create Service Request tickets

## Using the e-mail listener to create Service Request tickets



[Like](#) | Updated November 22, 2013 by [alucches](#) | Tags: *None*

**E-mail Listener with your own SMTP server: Creating tickets.** This article describes how to set up a free SMTP server, and configure the process automation engine and use the e-mail listener feature to create Service Request (SR) tickets. The instructions are split into separate sections so that you can configure the SMTP server, process automation engine, and the E-mail Listener.

## Comments

*There are no comments.*

You are in: [IBM Control Desk](#) > [Hints and Tips](#) > Using the e-mail listener to update Service Request tickets

## Using the e-mail listener to update Service Request tickets

 [Like](#) | Updated November 22, 2013 by [alucches](#) | Tags: *None*

**E-mail Listener with your own SMTP server: Updating tickets.** This article describes how to use the e-mail listener and workflows to update Service Request (SR) tickets.

### Comments

*There are no comments.*

You are in: [IBM Control Desk](#) > [Hints and Tips](#) > How to Determine Parent and Child in a CI Relationship

## How to Determine Parent and Child in a CI Relationship



Like | Updated March 25, 2014 by [sfw](#) | Tags: *None*

When working with Configuration Items (CIs), sometimes you want to know which is the parent CI and which is the child CI in a CI relationship. This can be important; for example, when you change the status of a CI, the status of contained child CIs is also changed. And when you delete a CI, its contained child CIs are also deleted. But how can you tell, from looking at a CI relationship, which is the parent in the relationship and which is the child?

The answer lies in the Relationship Rules.

Each CI Relationship has a Source CI, a Target CI, and a RelationNum. To determine which is the parent and which is the child, you need to determine the classification of the Source CI and the classification of the Target CI. This information is available on the Related CIs tab of the Configuration Items application.

From the Detail Menu next to the Relation field on the CI relationship, you can select Go To Relationships. If you follow that link to the Relationships application, the Relation record from the CI Relationship is displayed. Filter the Source Classification column by specifying the classification of the Source CI, and filter the Target Classification column using the classification of the Target CI.

In the resulting Relationship Rule you will see a checkbox called "Is Target Parent?" If this box is NOT checked, then the Source CI is the parent in the relationship, and the Target CI is the child. If this box IS checked, then the Target CI is the parent in the relationship and the Source CI is the child.

Note that this Relationship Rule also lets you know whether the relationship is one of Containment. Remember that when changing the status of a parent CI, the status is also changed for child CIs whose relationship to the parent is one of Containment. And when deleting CIs, child CIs are also deleted if they are in a Containment relationship with their parent.

## Comments

*There are no comments.*

You are in: [IBM Control Desk](#) > [Hints and Tips](#) > Change management hints and tips

## Change management hints and tips

 [Like](#) | Updated June 20, 2014 by [charglen](#) | Tags: [None](#)

### Managing proposed changes

In some enterprises, you might want to allow users to propose changes that you can review and approve before they are processed. To manage change proposals, you can create a flag that identifies a change record as a proposal. Change records that are flagged as proposals can be submitted, analyzed, reviewed, and approved as needed.

To flag a record as a change, you can add a check box to the Changes tab in the Changes application, as shown in the following example:



The screenshot shows the 'Changes' tab selected in the top navigation bar. A specific change record is displayed with the identifier 'CM1152' and the title 'Network slow'. On the right side of the record details, there is a checkbox labeled 'Is Proposal?'. A red arrow points to this checkbox, indicating it is the key element being discussed. Below the checkbox, there are fields for 'Owner', 'Change Type: Normal', 'Owner Group:', 'Authorization Decision:', 'Scheduled Start:', and a series of blue progress bars for workflow stages: Accept & Categorize, Assess, Schedule, Authorize, Implement, In Progress, Completed, Review, and Closed. At the bottom of the record view, a section titled 'Current Work Items' displays the message 'There are no workflow assignments.'

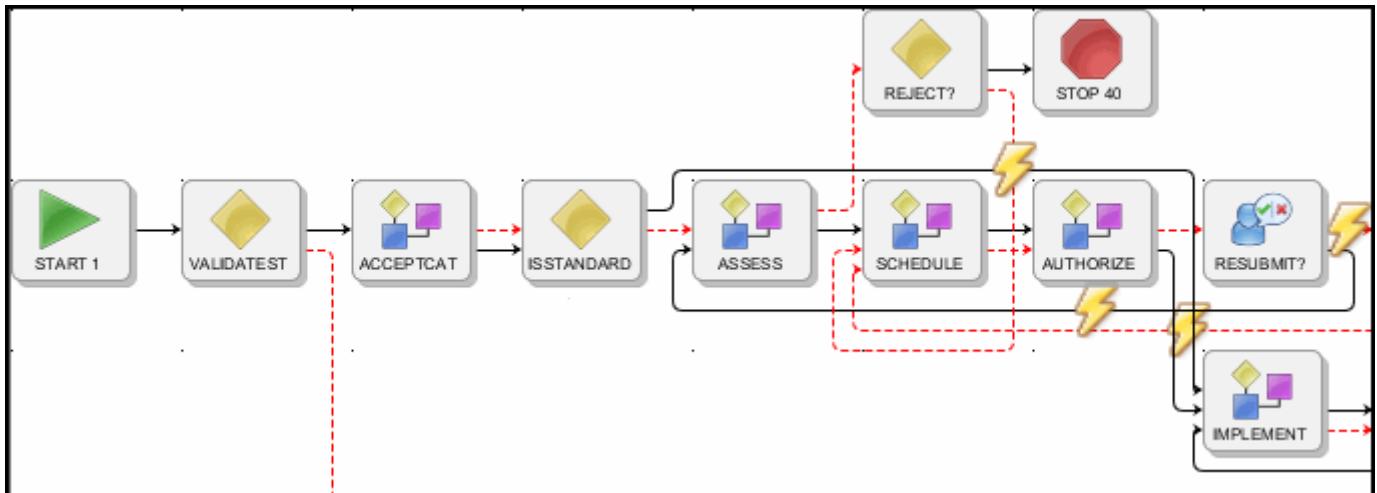
Users who want to propose a change can select the check box, and you can process the change proposal as required by your business rules.

For information about adding check boxes to the user interface, see the following documentation in the SmartCloud Control Desk Knowledge Center:

[Check box control properties](#)

[Developing applications](#) using the Application Designer application

If you specify changes as proposals, you can create job plans that define values appropriate to your change proposal process, as shown in the following example:



For information about creating workflows, see the following documentation in the SmartCloud Control Desk Knowledge Center:

[Advanced workflow components](#)

## Specifying targets for changes

Change targets are user-defined. On the Change tab in the Changes application, you can specify targets in the fields in the Primary Target section or in the Additional Targets table. For example, configuration items and assets can be targets. You can also specify targets in the description field of the Primary Target and Additional Targets sections, as shown in the following example.

**Primary Target**

The target that is the main focus of this Change Request

Configuration Item:

Asset:

Configuration Item Name:

Location:

CI Business Impact:

Asset/Location Priority:

Outage:

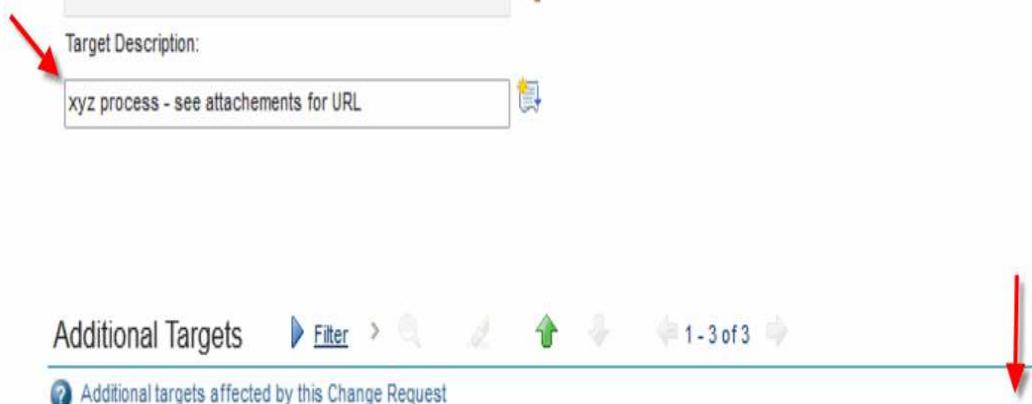
Target Description:

xyz process - see attachments for URL

**Additional Targets**

Additional targets affected by this Change Request

| Asset | Configuration Item Name | Configuration Item Number | Target Description  |
|-------|-------------------------|---------------------------|---------------------|
| »     | »                       |                           | » log analysis tool |



## Comments

There are no comments.

You are in: [IBM Control Desk](#) > [Hints and Tips](#) > Automated CI Promotion and Synchronization

## Automated CI Promotion and Synchronization



Like | Updated yesterday at 10:38 AM by [BhratPatel](#) | Tags: None

This article provides a solution to automate the promotion of actual CIs and the synchronization of authorized CIs in an IBM SmartCloud Control Desk V7.5.1 environment using automation scripts.

As of August 31, 2016, the scripts have been tested and verified to work in a IBM Control Desk v7.6.01 environment.

Many organizations have expressed the desire to be able to automate the actual CI promotion process in order to be able to create authorized CIs without human intervention. In essence, this solution automates some of the work normally performed by the Configuration Librarian, and by automating the promotion process the fundamental ITIL principal regarding traceability and auditability are violated. However, in its current implementation, this automation is invoked through escalations and this allows you to specify the exact conditions under which the automated promotion and synchronization occurs. By applying conditions and escalation points you can consider the automated promotion similar to preapproved changes: Trivial, reoccurring tasks that can be performed without specific approval because of their specific characteristics and benign nature.

Among the benefits of automating the promotion and synchronization of CIs are:

1. Automatically start management of discovered, non-managed resources (actual CIs) based on custom policies (escalations)
2. Ensure that authorized CI information matches the discovered configurations
3. Speed up the promotion process through automation, and free Configuration Librarians from having to perform trivial manual tasks

Attached to this article you will find python based automation scripts for promotion and synchronization, as well as the necessary documentation that will help you implement, customize, test, and debug the scripts. The documentation also includes extensive guidance on general automation script implementation and debugging.

To download the material, simply click on any of the following links:

- [PromoteActCI.py](#)
- [SynchronizeCI.py](#)
- [SCCD751 Automated CI Promotion and Synchronization\\_V1.0.pdf](#)

## Comments



waxia commented on April 4, 2015 [Permalink](#)

I use the script on auto promotions but i received this error any help, BMXAA7837E- An error occurred that prevented the XXXXXX script for the XXXXX launch point from running. NameError: name 'actci' is not defined in <script> at line number 409



MGouma commented on April 8, 2015 [Permalink](#)

This error lies in line 409: the actci variable is not instantiated. The line seems to be used for logging purposes: print "\t--- Processing actualCI: " + str(actci) + ""

If you replace this with:

```
print "\t--- Processing actualCI: " + mbo.getString("ACTCINUM") + ""
```

it should work.



Seanie commented on February 12, 2016 [Permalink](#)

Morten, I'm impressed by this great piece of work. It appears to be just what I've been looking for for an initiative called Configuration Management 'Lite' that I am trying to get off the ground for GTS Europe.

Please do not hesitate to contact me if you'd like to know more about that initiative and where your piece of work could be used to enable it.

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You are in: [IBM Control Desk](#) > [Hints and Tips](#) > How Search Works

## How Search Works

 Like | Updated December 11, 2014 by [Fidelma\\_Frahill](#) | Tags: *None*

## Using Search in IBM Control Desk?

**Contributed by:** Vijay Aggarwal (aggarwaw@us.ibm.com)

Date: October 2013

This article provides an overview of how search works so that customers understand search behavior and various search configuration options that are available to them.

### Background

Historically, there were two different mechanisms for searching. The first mechanism is Database Search and the second mechanism is Lucene Search. The Lucene Search mechanism creates and maintains its own search index (i.e., it does not use database index).

Lucene Search was introduced in Tivoli Service Request Manager 7.1 for the following reasons:

- Database Search does not support searching attachments. Therefore, Lucene Search was used to index and search ticket and solution attachments.
- At the time, some databases did not support Text Search. Hence, there was no efficient and effective way to search long descriptions in those databases. Use cases that required searching long descriptions (e.g., searching solutions) were not very efficient with those databases. Hence, Lucene Search was also employed to provide an efficient search mechanism for searching some of the data in the database--solutions, tickets, catalog requests, catalog offerings, catalogs and ticket templates.

Prior to the release of Control Desk 7.5.1, Lucene Search was used in the following scenarios for searching both data in the database and attachments:

| Applications  | Scenario      |
|---|---------------|
| Service Requests,<br>Incidents,<br>Problems,<br>Solutions               | Global Search |
| Global Search   | All scenarios |
| Self Service Center,<br>Offering Catalog,<br>Self Service Global Search | Search        |

In all other scenarios, only Database Search was employed. Please note that some applications (e.g., ticketing apps) used Database Search in one scenario (e.g., Search Solutions) and Lucene Search in another scenario (e.g., Global Search).

### Issues with use of Lucene Search in Control Desk

Customers reported the following issues with use of applications that used Lucene Search:

- Lucene indexing crontask PmObjSearchCron took a long time to run, affecting upgrade windows.
- Global Search functionality proved to be too complex for many customers. It seems that only a few customers were using this functionality.
- Customers reported performance issues with Lucene search.
- Users were unsure why a certain result was returned.
- Lucene search syntax was different from Maximo search syntax. This resulted in more complexity.

- Some applications, for example. Solutions, ended up having multiple search mechanisms. This led to some confusion; Most customers simply never used the Global Search function.

## Changes in Control Desk

Now that vendors for all supported databases provide Text Search, the direction is to use Database Search for searching all data in the database. Lucene Search is used only for searching attachments.

In the Control Desk, all applications (except Self Service Center and Self Service Global Search applications) use only Database Search for searching data in the database. The applications for self service users will be updated in the upcoming releases.

The following table describes how the search function works in applications.

| Application   | Scenario  | Implementation   |
|---|---|--|
| Service Requests, Incidents, Problems, Solutions                  | The Global Search function has been replaced with Search for Tickets and Search for Solutions | Uses Database Search for data in the database and uses Lucene Search only for searching attachments.                         |
| Global Search   | All scenarios   | Uses Database Search for data in the database and uses Lucene Search only for searching attachments                          |
| Self Service Center, Offering Catalog, Self Service Global Search | Search  | No change from previous release. This function continues to use Lucene Search for both data in the database and attachments. |

## Ramifications

1. Customers who use DB2 should enable the DB2 Text Search feature that is available starting with DB2 9.7.5. Instructions for enabling this feature are provided in the [Upgrade Guide](#).

Unless the Text Search feature is enabled in DB2, Search for Solutions, Search for Tickets and Global Search features are slow and can return inaccurate results.

2. A customer can optimize the time taken for building a Lucene index if the following conditions are true:
  - a. The customer does not need to search attachments while searching for tickets.
  - b. The customer is not using the Self Service Global Search application.

The basic idea is to disable indexing of Service Requests, Incidents, Problems and Catalog Requests by Lucene Search.

- Shut down the Maximo Server where the PmObjSearchCron crontask runs.
- Find the value of the Maximo System Property LUCENEINDEX. Delete all files in that directory. This will delete all the current Lucene index files.
- Unzip the [empty\\_lucene\\_indexing.zip](#) file in a temporary folder.
- Copy the contents of the new empty\_lucene\_indexing.zip file in the folder specified in the LUCENEINDEX system property.
- Restart Maximo Server.

3. All applications except for the Self Service Center, Offering Catalog and Self Service Global Search applications use Maximo search syntax. This syntax is documented here: <http://www.ibm.com/support/docview.wss?uid=swg21375684>.

## Comments

*There are no comments.*

You are in: [IBM Control Desk](#) > [Hints and Tips](#) > Automating linking of authorized and actual CIs in IBM Control Desk

## Automating linking of authorized and actual CIs in IBM Control Desk



Like | Updated December 24, 2015 by [MortenMoeller](#) | Tags: [None](#)

In IBM Control Desk linking authorized and actual CIs is a critical activity that enables the most important Configuration Management activities such as CI Audit, and CI Synchronization. In addition, by linking authorized and actual CIs, you enable automated linking of CIs and Assets, and thereby the automated synchronization of resource meta data such as ownership, site, location, and common specification attributes.

The association between authorized and actual CIs is also support many integration and launch-in-context features that interact with Operational Management Products such as TADDM, and BigFix.

Associating authorized and actual CIs is but ITIL considered an authorized process, which requires that it is performed by a Configuration Manager or a Configuration Librarian. However, many organizations have expressed the desire to automate the process, so that pre-authorized types of CIs are linked automatically.

By automating the linking of authorized and actual CIs, the following benefits are achieved:

- Reliance on manual tasks is eliminated
- Linking is performed in timely fashion
- Automating related tasks such as CI synchronization and CI audit is enabled

In the attachments tab you will find an automation script ([ZZ-LINKCI.py](#)) that facilitates automated linking as well as documentation ([ICD753 Automating authorized and actual CI linking.pdf](#)) that provides a description of the solution and implementation guidance. Both deliverables can be downloaded by clicking on their respective links, or from the Attachments tab.

## Comments

*There are no comments.*

You are in: [IBM Control Desk](#) > Configuring and Customizing

## Configuring and Customizing



Like | Updated November 8, 2018 by [Laura.Cunniffe.Aricent](#) | Tags: None

Use this information to configure your deployment of Control Desk.

- Learn about how you can configure and log on to the [Control Desk mobile app](#)
- [Making long description a text field](#): Tivoli's process automation engine version 7.5 added the ability to use a rich text editor for the long descriptions. If you prefer, you can configure the product to use the text area for long descriptions again. This article describes how to do that and provides some warnings and caveats to consider if you decide to implement the change.
- [Filtering Relationship Rules by Classification](#)
- [Using a Custom Class to Link Cls to Actual Cls](#)
- [Configuring Live Chat in a Clustered Environment](#)
- [Closing Service Requests opened from Live Chat automatically](#)
- [Configuring Live Chat for Service Providers](#)
- [Configuring the User Interface](#)
- [Enabling the launch-in-context feature](#)
- [Scheduling Availability of Live Chat Queues](#)
- [Deleting attached documents with automated scripting](#)

[Entity Relationship Diagrams for Maximo 7.6.0.3](#)

## Comments

*There are no comments.*

You are in: IBM Control Desk > Configuring and Customizing > Mobile app

## Mobile app

 Like | Updated 7/23/19 by Laura.Cunniffe.Arcent | Tags: app, mobile

Using the Control Desk mobile app, agents, users, and managers can perform several Control Desk functions directly from a mobile device.

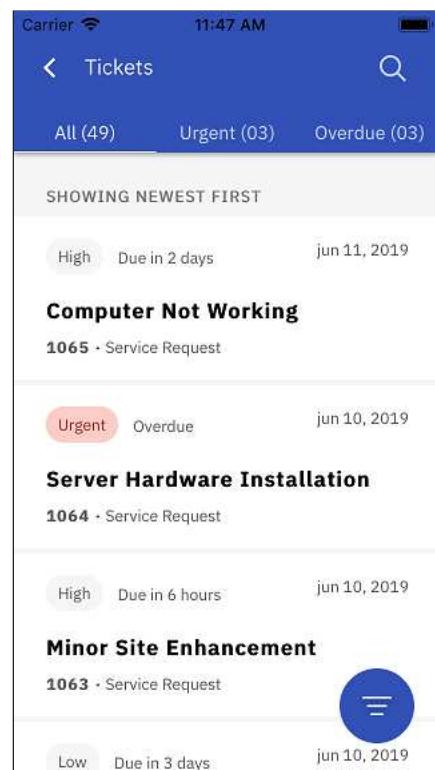
Depending on your permissions as an agent or manager, you can see and work with tickets and approvals. You can use the filter and search options to quickly and easily find tickets and approval requests. As a user, you can create and keep track of your tickets, following their resolution. You can also browse solutions and company bulletins.

### Agents

Click the Tickets panel to work with tickets.

View, edit, update, or close a ticket.

View or add ticket comments.

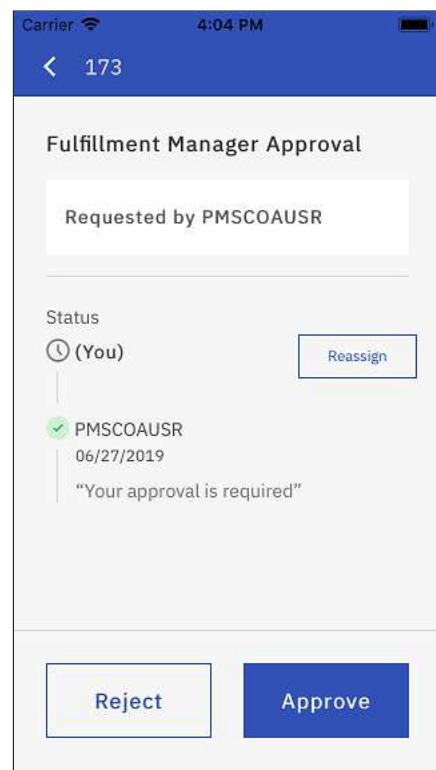


### Managers

Click the Approval panel to work with approvals.

Select an approval from the list.

Approve, reject, or reassign requests to another person.

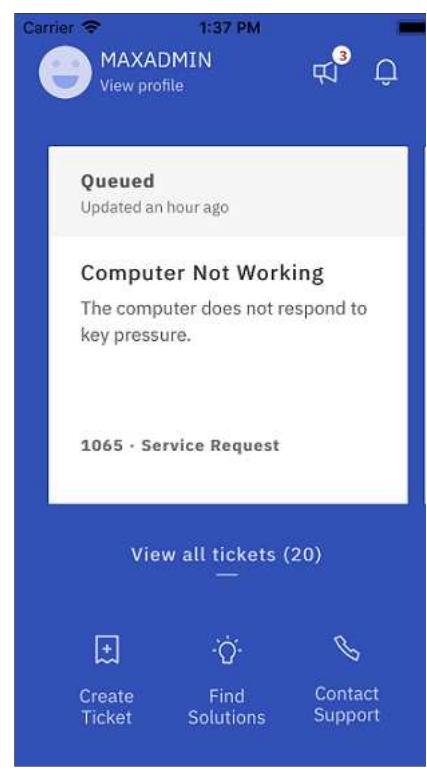


### End users

Create new ticket for yourself or on behalf of someone else.

View, request for update, confirm resolution or cancel a ticket.

Browse solutions and company news



The mobile app is supported for IBM Control Desk version 7.6.0.4 and higher.

Download the app for iOS on the [App Store](#). Download the app for Android on [Google Play](#).

[Logging on to the app](#)

[Backend configuration and administration](#)

For support for the mobile app, see the [Control Desk mobile app page](#) in the IBM Knowledge Center.

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## Comments

*There are no comments.*

You are in: [IBM Control Desk](#) > [Configuring and Customizing](#) > [Mobile app](#) > Logging on to the app

## Logging on to the app



[Like](#) | Updated November 8, 2018 by [Laura.Cunniffe.Aricent](#) | Tags: *None*

When you open the mobile app for the first time, you are prompted to enter a server URL. The server URL must be provided by your system administrator.

Alternatively, you can access the server URL from the Service Portal interface. To access the server URL, in Service Portal, click the **Help** icon in the upper right and click **Go Mobile!** A dialog appears with the server URL and a QR code. On your mobile device, you can manually enter the URL or scan the QR code. To scan the QR code, click the icon to the right of the server address field on your mobile device and scan the code. The URL is automatically saved to your device. For help or more information, contact your Control Desk administrator.

Note: You can use either an HTTP or HTTPS protocol. If you are using an HTTPS protocol, your server must have a valid certificate. See your system administrator for information.

Click **Connect to Server** and accept the IBM® terms and conditions. You are then prompted for credentials. Enter your Control Desk login credentials.

## Comments

*There are no comments.*

You are in: [IBM Control Desk](#) > [Configuring and Customizing](#) > [Mobile app](#) > Backend configuration and administration

## Backend configuration and administration



Like | Updated 6/27/19 by [Laura.Cunniffe.Aricent](#) | Tags: None

A Control Desk backend administrator must configure the server for the Control Desk mobile app.

When a user opens the mobile app for the first time, they are prompted to enter a server URL.

The server URL is the URL that includes the context root and the rest context root of the Control Desk server, with no trailing forward slash, and separated only by the ampersand symbol (&).

This URL often looks as follows:

`https://<Control_Desk_server>:<port>/maximo&maxrest`

**Note:** Users can use either an HTTP or HTTPS protocol. If they are using an HTTPS protocol, the server must have a valid certificate.

Users can access the server URL from the Service Portal interface. To access the server URL, in Service Portal, the user clicks the **Help** icon in the upper right and clicks **Go Mobile!** A dialog appears with the server URL and a QR code. On the mobile device, the user can manually enter the URL or scan the QR code. To scan the QR code, the user clicks the icon to the right of the server address field on the mobile device and scans the code. The URL is automatically saved to the device. An administrator can also use an online QR code creator to easily send the server address to users via email or other methods.

Starting in the mobile app version 2.0, new system properties have been defined. For more information, see:

[System properties used by the mobile app](#)

There are two main scenarios to consider:

[Optional content packages are installed](#)

[Optional content packages are NOT installed](#)

For information about content packages, see [Content packages for development systems](#).

**Note:** In the current version of the mobile app, the Control Desk server no longer needs a specific configuration for cross-origin resource sharing (CORS). If your administrator previously configured the server to support CORS, they can cancel these modifications and restore the previous values.

## Comments

*There are no comments.*

You are in: [IBM Control Desk](#) > [Configuring and Customizing](#) > [Mobile app](#) > [Backend configuration and administration](#) > System properties used by the mobile app

## System properties used by the mobile app

 Like | Updated 7/16/19 by [Laura.Cunniffe.Aricent](#) | Tags: *None*

You can configure the actions allowed and the display of tickets with following system properties. Two system properties have been defined to allow users to get in touch with the company IT support team for urgent issues.

### System properties

System properties can be modified via the System Properties application (Go To > System Configuration > Platform Configuration > System Properties). The following system properties impact the mobile app:

|                                 |   |
|---------------------------------|---|
| <b>mobile.disable.requpdate</b> | This property is available in Control Desk v7.6.1.1. The default value is 0, which means that users are allowed to request updates on their tickets from the ticket detail view in end user application. When this property is set to 1, the feature is disabled.   |
| <b>mobile.disable.commlog</b>   | This property is available in Control Desk v7.6.1.1. The default value is 0, which means that users can see the communication log of their tickets in the ticket detail view in end user application. When this property is set to 1, the feature is disabled.  |
| <b>mobile.support.phone</b>     | This property is available in Control Desk v7.6.1.1. The default value is null, which means that users cannot request any further IT support in the "Contact support" view in the end user application. The company must provide a valid telephone number to allow users access to this feature. If this property or mobile.support.email are not null, users can see the option enabled in the "Contact support" view. |
| <b>mobile.support.email</b>     | This property is available in Control Desk v7.6.1.1. The default value is null, which means that users cannot request any further IT support in the "Contact support" view in the end user application. The company must provide a valid email address to allow users access to this feature. If this property or mobile.support.phone are not null, users can see the option enabled in "Contact support" view.        |

For Control Desk versions earlier than v7.6.1, the system properties listed here are not found by default in the list. Instead, you have to add them manually.

### Comments

*There are no comments.*

You are in: [IBM Control Desk](#) > [Configuring and Customizing](#) > [Mobile app](#) > [Backend configuration and administration](#) > Optional content packs are installed

## Optional content packs are installed



Like | Updated 7/9/19 by [Laura.Cunniffe.Arcent](#) | Tags: *None*

Configure the mobile app server for situations where Control Desk optional content packs are installed. These packages provide a number of samples and templates that are carefully designed to meet many different business requirements.

### Tickets

To manage tickets with the mobile app, a user must have the Agent role. Agents belong to the following groups. Users that belong to these groups are able to use the mobile app to manage tickets.

MAXEVERYONE

SDAAGENT

SDASELFSERV

### Approvals

To manage approvals with the mobile app, a user must have the Manager or equivalent role. The following groups include the required permissions. Users that belong to these groups are able to use the mobile app to manage approvals, for example, workflow assignments.

MAXEVERYONE

PMSCOA

**Note:** Some of the required APIs might not be enabled. If you are a manager experiencing issues, run the Security Groups app and open the group PMSCOA. In the Object Structures tab, select MXAPIWFASSIGNMENT. Make sure that all options (Delete, Insert, Read, Save) are checked. Remember that the Read option for API MXAPIPERUSER is required for every role.

### Comments

*There are no comments.*

You are in: [IBM Control Desk](#) > [Configuring and Customizing](#) > [Mobile app](#) > [Backend configuration and administration](#) > Optional content packs are NOT installed

## Optional content packs are NOT installed



[Like](#) | Updated 7/9/19 by [Laura.Cunniffe.Aricent](#) | Tags: [None](#)

Configure the mobile app server for situations where Control Desk optional content packs are not installed.

When optional content packages are not installed, you must manually configure the required privileges. There might be hundreds of settings related to a specific role, but there are certain settings, which are described here, that have an immediate effect on the mobile app.

There are some differences in the configuration between different versions. For specific instructions, choose your Control Desk version:

- [Version 7.6.0.4](#)
- [Version 7.6.1 and higher](#)

## Version 7.6.0.4

### Tickets

To manage tickets with the mobile app, a user must have write access to the relevant data (for example, Incident, Problem, and so on) and read access to some related information (for example, Ticket Templates, Users, and so on). In the Security Groups app, create a new group or open an existing group. Select the Applications tab. Make sure that the following applications are granted the listed options. Assign this group to users that need to manage Tickets in the mobile app.

| Application                   | Required options        |
|-------------------------------|-------------------------|
| Incident                      | Delete, New, Read, Save |
| Incidents (SP)                | Delete, New, Read, Save |
| Problems                      | Delete, New, Read, Save |
| Problems (SP)                 | Delete, New, Read, Save |
| Service Requests              | Delete, New, Read, Save |
| Service Requests (SP)         | Delete, New, Read, Save |
| Assets                        | Read                    |
| Assets (SP)                   | Read                    |
| Classifications               | Read                    |
| Classifications (SP)          | Read                    |
| Configuration Items           | Read                    |
| Configuration Items (SP)      | Read                    |
| Locations                     | Read                    |
| Locations (SP)                | Read                    |
| People                        | Read                    |
| People (SP)                   | Read                    |
| Person Groups                 | Read                    |
| Service Level Agreements (SP) | Read                    |
| Service Groups                | Read                    |

|                  |      |
|------------------|------|
| Ticket Templates | Read |
|------------------|------|

In the Object Structures tab, select MXAPIPERUSER and make sure that the Read option is checked.

## Approvals

Approvals in the mobile app correspond to Workflow Assignments, so a user must have the corresponding privileges. In the Security Groups app, create a new group or open an existing group. Select the Applications tab. Make sure that the following applications are granted the listed options. Assign this group to users that need to manage Approvals in the mobile app.

| Application               | Required options        |
|---------------------------|-------------------------|
| Activities and Tasks      | Delete, Read, Save      |
| Activities and Tasks (SP) | Delete, Read, Save      |
| Assignment Manager        | Read, Save              |
| Escalations               | Delete, New, Read, Save |
| Escalations (SP)          | Delete, New, Read, Save |
| Inbox/Assignments Setup   | Read/Modify             |
| People                    | Read                    |
| People (SP)               | Read                    |
| Workflow Administration   | Read                    |

In the Object Structures tab, select MXAPIWFASSIGNMENT and make sure that all options (Delete, Insert, Read, Save) are checked.

Then, select MXAPIPERUSER and make sure that the Read option is checked.

## End users

To open new tickets with the mobile app, an end user must have write access to Service Request and read access to some related information, for example, Ticket Templates, Users, and so on. In the Security Groups app, create a new group or open an existing group. Select the Applications tab. Make sure that the following applications are granted the listed options. Assign this group to all users that can create ticket and access company miscellanea such as bulletin board, news, and technical support.

Grant permissions as seen in the tables below.

| Application         | Required options        |
|---------------------|-------------------------|
| Bulletin Board      | Read                    |
| Self Service Center | Delete, New, Read, Save |
| Solutions           | Read                    |

| Object Structure | Required options |
|------------------|------------------|
| CDUISRMBULLETIN  | Read             |
| CDUIGETSYSPROP   | Read             |
| MXAPIPERUSER     | Read             |

For older versions of Control Desk backend, the attribute PMTCOSHOWAS must be included to the Object Structure CDUISRMBULLETIN to enhance all features regarding the bulletin board on the mobile app. In version 7.6.1.1, bulletins are supported by default.

# Version 7.6.1 and higher

For Control Desk version 7.6.1 and higher, you can find the complete required option list in the knowledge center Security groups configuration page: [Configuring security groups for user access](#)

## Tickets

To manage tickets with the mobile app, a user must have write access to the relevant data (for example, Incident, Problem, and so on) and read access to some related information (for example, Ticket Templates, Users, and so on). In the Security Groups app, create a new group or open an existing group. Select the Applications tab. Make sure that the following applications are granted the listed options. Assign this group to users that need to manage Tickets in the mobile app.

| Application          | Required options           |
|----------------------|----------------------------|
| CDUIATTACH_A         | Delete, Read, Save         |
| CDUIGETSYSPROP_A     | Read                       |
| CDUIINCIDENT_A       | Delete, Read, Save         |
| CDUIINCIDENTLOG_A    | Delete, Read, Save         |
| CDUIPROBLEM_A        | Delete, Read, Save         |
| CDUISLA_A            | Delete, Read, Save         |
| CDUALNDOMAIN_A       | Read                       |
| CDUINUMDOMAIN_A      | Read                       |
| CDUISYNDOMAIN_A      | Read                       |
| CDUIGETPERSONGROUP_A | Read                       |
| CDUISR_A             | Delete, Read, Save         |
| CDUIASSET_A          | Read                       |
| CDUIWORKLOG_A        | Delete, Read, Save, Insert |
| CDUITICKET_A         | Delete, Read, Save         |

In the Object Structures tab, select MXAPIPERUSER and make sure that the Read option is checked.

## Approvals

Approvals in the mobile app correspond to Workflow Assignments, so a user must have the corresponding privileges. In the Security Groups app, create a new group or open an existing group. Select the Applications tab. Make sure that the following applications are granted the listed options. Assign this group to users that need to manage Approvals in the mobile app.

In the Object Structures tab, select MXAPIWFASSIGNMENT and make sure that all options (Delete, Insert, Read, Save) are checked.

Then, select MXAPIPERUSER and make sure that the Read option is checked.

## End users

To open new tickets with the mobile app, an end user must have write access to Service Request and read access to some related information, for example, Ticket Templates, Users, and so on. In the Security Groups app, create a new group or open an existing group. Select the Applications tab. Make sure that the following applications are granted the listed options. Assign this group to all users that can create ticket and access company miscellanea such as bulletin board, news, and technical support.

Grant permissions as seen in the tables below.

| Application       | Required options           |
|-------------------|----------------------------|
| CDUIATTACH_A      | Delete, Read, Save         |
| CDUIGETSYSPROP_A  | Read                       |
| CDUIINCIDENTLOG_A | Delete, Read, Save         |
| CDUILNDOMAIN_A    | Read                       |
| CDUINUMDOMAIN_A   | Read                       |
| CDUISYNDOMAIN_A   | Read                       |
| CDUIMYSR_A        | Delete, Read, Save         |
| CDUIMYWORKLOG_A   | Delete, Read, Save, Insert |
| CDUITKTEMPLATE_A  | Read                       |
| CDUISRMBULLETIN_A | Read, Delete, Save         |
| CDUISRMSOLUTION_A | Read                       |
| CDUIMYTICKET_A    | Delete, Read, Save         |

In the Object Structures tab, select MXAPIPERUSER and make sure that the Read option is checked.

For older versions of Control Desk backend, the attribute PMTCOSHOWAS must be included to the Object Structure CDUISRMBULLETIN to enhance all features regarding the bulletin board on the mobile app. In version 7.6.1.1, bulletins are supported by default.

## Comments

*There are no comments.*

You are in: IBM Control Desk > Configuring and Customizing > Making long description a text field

## Making long description a text field

 Like | Updated March 8, 2013 by [aluches](#) | Tags: [None](#)

Tivoli's process automation engine version 7.5 added the ability to use a Rich Text Editor for the long descriptions. If you prefer, you can configure the product to use the text area for long descriptions again. This article describes how to do that and provides some warnings and caveats to consider if you decide to implement the change.

### Important Warnings:

- The instructions provided here switch out the rich text editor for a text area. This process works; however, it has not been tested across all applications to determine whether there are any issues (though it should generally work).
- The file that you change in the process described below can be updated by any subsequent hot fix or fix pack release. Whenever a hot fix or fix pack is installed, the control-registry.xml should be checked to see if it has changed. If it has changed, then the modification described in the following steps should be made again to the new control-registry.xml. Do not copy the old file that you modified and allow it to overwrite the file that was updated by the hot fix or fix pack. If you overwrite the file updated by the hot fix or fix pack, you risk losing important updates.
- The following instructions change only the control used for editing. Any existing records must be cleaned up and stripped of any embedded html.
- There are some applications that also use the richtexteditor control directly on some attributes; they have to be altered in the application designer (this change does not affect them).

### Instructions for configuring long descriptions to use a text area instead of Rich Text Editor

1) Make a backup copy of the control-registry.xml file that is in <product\_home>/applications/maximo/properties.

2) Open the file in an editor like notepad (or notepad++).

3) Find the text: <b><control-descriptor name="longdescription"></control-descriptor>

4) Once found, scroll a little farther down. Within that control descriptor block, there will be a section that looks like:

```
<component-list>
<components id="${name}_components_v" layout="vertical">
<components nowrap="false" id="${name}_components_h1" layout="horizontal" makevertical="true">
<label id="${name}_label" labelcss="@{labelcss}" title="@{label}" dataattribute="@{dataattribute}"
instance-class="psdi.webclient.components.LongDescriptionTitle" wrapttext="true" textcss="@{textcss}"
wraplength="@{wraplength}" labelfor="${name}_richtexteditor,${name}_richtextviewer,${name}_textarea"/>
</components>
<components id="${name}_components_h2" layout="horizontal">
<required-indicator id="${name}_required_indicator" dataattribute="@{dataattribute}" />
</components>
<components id="${name}_components_h3" layout="horizontal">
<richtexteditor id="${name}_richtexteditor" dataattribute="@{dataattribute}" inputmode="@{inputmode}"
width="@{width}" height="@{height}"
plugins="@{plugins}" extra_plugins="@{extra_plugins}" dojo_require="@{dojo_require}" load_css="@{load_css}"
dojo_type="@{dojo_type}" hidewhen="@{mobile}==true" />
<richtextviewer id="${name}_richtextviewer" dataattribute="@{dataattribute}" width="@{width}" height="@{height}"
hidewhen="@{mobile}==false or {rendertextarea}==true" />
<textarea id="${name}_textarea" dataattribute="@{dataattribute}" width="@{width}" height="@{height}"
inputmode="@{inputmode}" hidewhen="@{mobile}==false or {rendertextarea}==false" />
</components>
<children id="${name}_children" layout="none" />
</components>
</component-list>
```

5) Add the following text (in bold and blue, note the <!-- and --> that are added):

```
<component-list>
<components id="${name}_components_v" layout="vertical">
<components nowrap="false" id="${name}_components_h1" layout="horizontal" makevertical="true">
<label id="${name}_label" labelcss="@{labelcss}" title="@{label}" dataattribute="@{dataattribute}"
instance-class="psdi.webclient.components.LongDescriptionTitle" wrapttext="true" textcss="@{textcss}"
wraplength="@{wraplength}" labelfor="${name}_richtexteditor,${name}_richtextviewer,${name}_textarea"/>
</components>
<components id="${name}_components_h2" layout="horizontal">
<required-indicator id="${name}_required_indicator" dataattribute="@{dataattribute}" />
</components>
<components id="${name}_components_h3" layout="horizontal">
<!--
<richtexteditor id="${name}_richtexteditor" dataattribute="@{dataattribute}" inputmode="@{inputmode}"
width="@{width}" height="@{height}"
plugins="@{plugins}" extra_plugins="@{extra_plugins}"
dojo_require="@{dojo_require}" load_css="@{load_css}" dojo_type="@{dojo_type}" hidewhen="@{mobile}==true" />
<richtextviewer id="${name}_richtextviewer" dataattribute="@{dataattribute}" width="@{width}" height="@{height}"
hidewhen="@{mobile}==false or {rendertextarea}==true" />
<textarea id="${name}_textarea" dataattribute="@{dataattribute}" width="@{width}" height="@{height}"
inputmode="@{inputmode}" hidewhen="@{mobile}==false or {rendertextarea}==false" />
-->
<textarea id="${name}_textarea" dataattribute="@{dataattribute}" width="@{width}" height="@{height}" inputmode="@{inputmode}" />
</components>
<children id="${name}_children" layout="none" />
</components>
</component-list>
```

6) Rebuild and redeploy the maximo.ear file.

## Comments

*There are no comments.*

You are in: [IBM Control Desk](#) > [Configuring and Customizing](#) > Filtering Relationship Rules by Classification

## Filtering Relationship Rules by Classification



Like | Updated March 20, 2013 by charglen | Tags: None

In SmartCloud Control Desk 7.5, it is not possible to filter Relationship Rules in the Relationships application by source classification or target classification. Because some relationships have many relationship rules, this can be inconvenient.

You can modify the presentation for the Relationships application to enable filtering by following these steps.

1. From the SmartCloud Control Desk user interface, navigate to **System Configuration > Platform Configuration > Application Designer**.
2. Type “relation” in the Application filter and press **Enter**. You should see an application called RELATION. Select it.
3. Click **Export Presentation Definition**. Save the presentation xml that is displayed in the resulting browser window to a file called **relation.xml**. On Firefox you could use **File > Save Page As** to do this.
4. Make a copy of the file for backup purposes.
5. Open the original copy of the relation.xml file. Search for the following string:  
`id="main_relation_details_tablebody_2"`  
The line that contains that tag and the one below it will look like the following:  
`<tablecol applink="assetcat" dataattribute="SOURCECLASS.HIERARCHYPATH"  
id="main_relation_details_tablebody_2" label="Source Classification"  
menutype="sourceclassification"/>  
  
<tablecol applink="assetcat" dataattribute="TARGETCLASS.HIERARCHYPATH"  
id="main_relation_details_tablebody_5" label="Target Classification"  
menutype="targetclassification"/>`
6. Change those lines to match the following two lines:  
`<tablecol dataattribute="SOURCECLASS.CLASSIFICATIONID"  
id="main_relation_details_tablebody_2" inputmode="READONLY" label="Source Classification"  
lookup="classification" menutype="normal"/>  
  
<tablecol dataattribute="TARGETCLASS.CLASSIFICATIONID"  
id="main_relation_details_tablebody_5" inputmode="READONLY" label="Target Classification"  
lookup="classification" menutype="normal"/>`
7. Save the file.
8. Return to the Application Designer application.
9. Click **Import Application Definition**.
10. Click **Browse** to locate the relation.xml file that you modified. Select that file and click **OK**.

If there are no errors, the application is successfully updated. You should now be able to filter Relationship Rules by source classification or target classification. You can import the backup copy to restore your system if you are not happy with the new presentation.

If there are errors importing the file, compare the file you are importing with the backup copy to determine the cause of the error.

## Comments

*There are no comments.*

You are in: [IBM Control Desk](#) > [Configuring and Customizing](#) > Using a Custom Class to Link CIs to Actual CIs

## Using a Custom Class to Link CIs to Actual CIs



Like | Updated March 20, 2013 by charglen | Tags: None

The **Link to Actual CIs** action in the Configuration Items application uses naming rules that rely on attribute values and relationships to find actual and authorized CIs that represent the same thing. You can modify the naming rules to change which attributes and relationships are used to link each type of CI. But sometimes that isn't enough for the linking engine to link your CIs.

For example, sometimes an attribute value on the authorized Configuration Item has a different format from the value on the actual Configuration Item, and the values need to be normalized before they can be compared. Suppose your authorized CI has an attribute value of 1 for the attribute OPERATINGSYSTEM\_OSVERSION, whereas the attribute value of that attribute on the actual Configuration Item is 1.0. By default, the linking engine does not consider those equal, but you want them to match.

To solve these kinds of problems, you can write your own custom Java class to change the behavior of the comparison.

The naming rule that you are customizing must be a naming rule that matches an attribute, rather than a relationship. This means that the naming rule attempts to match the value of the attribute with the specified Attribute Name on the CI with the value of the same named attribute on an actual CI. By default, two values are considered to match if the attribute exists on both and the values are equal, ignoring the case of the values.

You can change that behavior by writing a Java class that implements the interface `com.ibm.ism.cci.app.namerules.NmrComparisonClassInterface`. This interface has a single method that has to be implemented:

```
public boolean matches(String ciAttributeValue, String actualAttributeValue, String  
nmrCompareParam)
```

The first parameter on the method is a String representation of the CI attribute value, regardless of whether the attribute is an alphanumeric or numeric attribute.

The second parameter is a String representation of the actual CI attribute value.

The third parameter is an optional String that is passed to the method during the comparison if there is a value specified in the **Naming Rule Comparison Parameter** field of the naming rule.

The method should return true if the CI attribute value matches the actual CI attribute value, and false otherwise.

Note that if the attribute doesn't exist on the CI or actual CI, the value passed to this method is <NO CISPEC>; and if the attribute exists but has an empty/null value, the value passed to this method is <NO SPEC VAL>.

After you compile this method, you need to rebuild and re-deploy the application EAR file and restart the application to make the class available to the linking engine.

Then you need to use the Integration Framework to add or update any naming rules that you want to use this new class. Specifically, you need to set the NMRCOMPARECLASS to the fully qualified name of this class on the NMRATTR of any attributes where you want this class to be used.

You can view the new naming rules by going to the Configuration Items application and selecting the **View Naming Rules** action. It is recommended that you use preview mode to try your new rules before doing any actual linking.

## Comments

*There are no comments.*

You are in: [IBM Control Desk](#) > [Configuring and Customizing](#) > Configuring the User Interface

## Configuring the User Interface



[Like](#) | Updated August 27, 2013 by Lili Orozco | Tags: None

- [Application Configuration Best Practices](#)
- [Configuring SmartCloud Control Desk 751 User Interface features](#)
- [Displaying Live Chat Statistics in the UI](#)

## Comments

*There are no comments.*

You are in: [IBM Control Desk](#) > [Configuring and Customizing](#) > [Configuring the User Interface](#) > Application Configuration Best Practices

## Application Configuration Best Practices



Like | Updated May 21, 2013 by [alucches](#) | Tags: *None*

### Simplifying existing applications

#### Reposition or remove fields

If you have small changes to out-of-the-box applications, you will probably just make the changes directly within the application.

*A best practice is not to remove entire sections or tabs, but rather to hide them with a Signature Option.*

When new versions of the out-of-the-box application are released and this application is upgraded, preserving these old sections and tabs allows for the upgrade process to add these new fields. You can then examine these applications after upgrade to determine if you want to expose any of the new fields in your UI. However, hiding these sections with a Signature Option will have performance implications, so for major differences you might consider cloning the application and modifying the cloned application. More information is available on the [Asset Management blog](#). You can also use this approach to hide sections of an application for certain security groups and show sections of the application to others.

#### Clone an existing application and edit the clone

You might want to clone an existing application if you want a user interface that is very different from the out-of-the-box application. You might also decide that different users should see very different views of the application.

*There is an enhanced maintenance cost to maintain this separate application.*

Any additional changes that future versions of your products make to the out-of-the-box applications must be manually merged into your cloned applications if you want these additional features. In addition, you will need to manage the security groups and metadata of this new application separately from the original application. For instance, if the product development team adds 3 new dialogs and 3 new menu options to launch these new dialogs in the original application, you will need to manually add all of this metadata to your cloned application if you want your users to use those dialogs as well. Steps on how to duplicate an application are listed in the [Maximo Asset Management Information Center](#).

#### Conditionally modify fields based on the state of the record

Conditional UI is a powerful tool that can change the behavior of your user interfaces based on the state of the current record. You can highlight key data for your users based on a condition. For instance, you might choose to change the color of the priority field in the list tab if a ticket has a priority value of 1. In the interests of progressive disclosure, you might also choose to hide additional fields from your end users by default and only show them based on the values of other fields. For instance, you might only prompt a user for a back-out plan for a change if it is a high risk change request.

Conditional UI is not a replacement for business logic. For instance, using Conditional UI to make a field required at various aspects of your process is probably a poor decision, since this requirement is enforced only at the user interface level.

Automation scripting, Java programming, or the workflow engine should be used to enforce business logic in your objects. Because the conditional user interface logic is evaluated every time the user interface is rendered, it can be expensive from a performance standpoint. The conditional user interface expressions are also executed each time the value of a field is set by an end user. This can slow down the time it takes to traverse the page. For example, if you write a SQL conditional expression that takes a half second to execute, then it will take 10 extra seconds for an end user to fill in a page of 20 fields.

You should carefully consider the condition expressions you have written to make sure they execute against the MBO data available in memory if possible and do not require additional database invocations to related records to determine the result of the condition.

More information is available in the [Maximo Asset Management Information Center](#).

## Enhancing Existing Applications

Sometimes out-of-the-box applications do not meet your business needs, and you need to add information to them.

### Add existing fields to an application

It is possible that the data you want to show in your application view already exists in the database and you just need to present it to your users in the user interface. Open the Database Configuration application for the MBO that is being shown in the application. The data that you want to show might be already available as an attribute of this object. If this is the case, adding this attribute to the application user interface is a relatively simple drag and drop operation in Application Designer. Follow this [tutorial](#).

If the data that you wish to show is available on a field on a related object and the parent and child objects are related in a one-to-one relationship, you can follow a similar approach to the tutorial above and add this related field to the user interface setting an attributename with this syntax:

RELATIONSHIPNAME.ATTRIBUTENAME.

You should not show these related fields in the list tab of your applications because they can cause an additional database query to fire for every record that's being shown to retrieve the related information. This process can cause significant performance degradation; for instance if you're listing 200 records in the list tab, 200 extra SQL queries will fire.

You can modify the advanced search dialog for your application to allow searching on this related information using the same related field syntax. When searching on these related fields, you can search on one-to-many relationships. For instance, you can find any work order with a child task that's assigned to you.

### Add existing related information to an application

For instance you might add a table or dialog to the Person application to show the list of work orders this person currently owns. This information already exists in the database and is accessible through a relationship. Refer to this [document](#) for more information.

### Add new fields to an application

It is a common scenario for customers to find that new types of data must be collected for their business processes. You will need to first add the fields to the underlying MBO using the Database Configuration application.

- Add a new primitive field (for instance adding a new text attribute, or numerical attribute to the Ticket object). The [Maximo Asset Management Information Center](#) provides a good example.
- Add a new field that relates to a different object (for instance a new field on the change work order that points to a person). Here are some references: [looking up the remote object](#).

### Relate two existing objects in a new relationship

You might want to build a mapping table that relates existing objects in a new way. For instance you might add a list of persons to a change work order. You will use the Database Configuration application to build a new mapping MBO that captures this one-to-many relationship. This [blog post](#) captures how best to create a new child object. This new MBO will have one set of fields that points to the primary keys of the parent object and one set of fields that point to the primary keys of the child object. You will then add a new relationship between the parent MBO and the mapping MBO using the Database Configuration application. You'll then add this relationship to a new table in the application using Application Designer. In this table you will put a lookup to allow the end users to select the child object that they want to relate to the parent object (see information on configuring a lookup above). You might also choose to write a dialog and Bean code to allow them your end users to select multiple "child" objects to relate to the parent object at one time.

### Create an entirely new application to capture business information

This is the most expensive option to develop and maintain. Make sure that another existing MBO doesn't already represent the concept you're trying to map inside Tivoli's process automation engine. First you must create the new underlying MBO representation in the Database Configuration application. You have to consider what kinds of business logic and validation logic this MBO should apply through Automation Scripting or Java code. Make sure to follow best

practices when writing the MBO code. Then you must go to the Application Designer and create a new application and point it to your new MBO.

## Comments

*There are no comments.*

You are in: IBM Control Desk > Configuring and Customizing > Configuring the User Interface > Configuring the 7.5.x User Interface

## Configuring the 7.5.x User Interface

 Like | Updated August 9, 2013 by LeandroCassa | Tags: 7.5.0, 7.5.x, configure, control, desk, interface, modify, sccd, smartcloud, tpae, ui, user

Hi Everyone,

This post describes new system properties that you can use to modify the appearance of IBM Tivoli SmartCloud Control Desk. These instructions apply to all Tivoli Process Automation based products. If you have just acquired SmartCloud Control Desk 7.5.x your start center should appear similar to the following example:

The screenshot displays the IBM Control Desk 7.5.x User Interface Start Center. The left sidebar is titled "Go To Applications" and lists various application categories. The main area features a "Process Management Requester" tab, which is currently active. Below the tabs are several quick access links and sections. One section, "ITUP Documents", lists various policy documents. The overall layout is clean and organized, designed for easy navigation through different process management functions.

And your applications probably look like this

The screenshot shows the 'Changes' application within the IBM Control Desk interface. The left sidebar includes sections for 'Go To Applications', 'Available Queries' (with links to All Records, All Bookmarks, etc.), 'Common Actions' (New Change, Change Status, Select Owner, etc.), and 'More Actions' (Assign to New Parent, Create Work Package, etc.). The main content area features a toolbar with various icons, a message about location sharing, and a summary table for changes. The table has columns for Change, Summary, Status, Type, and Risk. A note below the table explains how to search and enter records.

You can modify some of the interface just by changing some properties under Go To > System Configuration > Platform Properties > System Properties.

Here is the list of properties we are going to tweak. (You can filter the System Properties by mx.webclient to reduce the amount of properties being shown.)

`mx.webclient.hideOnNavbar [NEXT,PREVIOUS,NAVHISTORY]` - Comma delimited list of events that are not allowed as navigation bar items. If you leave this property blank, all events are allowed as navigation bar items.

`mx.webclient.showOnToolbar [INSERT,SAVE,CLEAR,PREVIOUS,NEXT,NAVHISTORY]` - Comma delimited list of events that are allowed as toolbar icons. If you leave this property blank, all events are allowed as navigation bar items.

`mx.webclient.searchMenubar [0]` - Set to 0 to hide the application menu bar

`mx.webclient.showToolbar [1]` - Set to 0 to hide toolbar in all applications

`mx.webclient.verticalLabels [1]` - Makes base leaf level controls use labels above (vertical instead of horizontal)

`mx.webclient.ShowQueriesInToolbar [1]` - Set to 1 to always show the Queries dropdown menu in the toolbar

`mx.webclient.systemNavBar [1]` - Use new system navigation bar

`mx.webclient.tabBreadCrumb [1]` - No tabs are shown when on the list tab and breadcrumbs are used instead of the list tab itself

Before changing things around, it is good to know that NavBar is this big bar on the left side of the screen that enables us to navigate around the system. Based on the default setup, let's do some changes. Remember all the changes done here do not require you to restart the server or log in again (with some exceptions on login/logout). Just remember to check the property you want to update and click on the "Live Refresh" button on the navigation bar or the select action menu.

1. `mx.webclient.hideOnNavbar`: Adding new entries here causes the navigation bar to hide additional entries when looking inside a record. I'll use Changes application as sample, notice that the property `hideOnNavBar` comes with the following default entries: `NEXT,PREVIOUS,NAVHISTORY`.

Here is the application before the change.

The screenshot shows the 'Changes' screen in the IBM Control Desk. On the left, there's a navigation bar with links like 'Go To Applications' and 'Available Queries'. Below that is a 'Common Actions' panel containing items such as 'New Change', 'Save Change', and 'Clear Changes'. A 'More Actions' section is also present. The main area displays a change record for 'edw1' with ID '1151'. The record shows the owner as 'edw1' and the owner group as 'Owner Group'. There are buttons for 'Accept & Categorize' and 'Current Work Items'. A message states 'There are no workflow assignments.' At the bottom, there's a 'Change Details' section.

Here is the application after adding the entry INSERT:

This screenshot shows the same 'Changes' screen after adding the 'INSERT' entry to the 'Common Actions' panel. The 'New Change' item is now highlighted with a blue selection bar. The rest of the interface remains largely the same, including the change record details and the 'Current Work Items' section.

The "New Change" entry under the Common Actions panel is gone.

Now you should be asking yourself: Where do I find this name INSERT? Well, there are a few ways to do that. Here is a simple one: Hover over the icon that sits on the navigation bar. On the status bar of your browser you'll see a javascript call and inside this big javascript call you'll find an attribute called mxevent: "<NAME YOU ARE LOOKING FOR>"

Here is an example:

A tooltip is displayed over the 'New Change' icon in the 'Common Actions' panel. The tooltip contains the following javascript code:

```
javascript:topLevelMenus['mx211_MC'].menuClick({"image":"nav_icon_insertkey.gif","id":"0_INSERT_OPTION","text":"New Change","mxevent":"INSERT","target":null});
```

2. mxe.webclient.showOnToolbar: Removing entries from this comma separated list causes the icons on the toolbar to be hidden. So for example if you want actions to appear on the navigation bar instead of the toolbar you can remove them from this property and add them to the previous property.

Here is the toolbar before the change:

The screenshot shows the 'Service Requests' application window. The toolbar at the top includes icons for Find, Search, New, Save, Undo, Redo, Print, Copy, Paste, and Delete. Below the toolbar, the main area displays a service request record for '1001' with owner 'testsr1'. The 'User Information' section shows the owner's profile picture, name, role ('Owner'), and status ('New'). On the left, a vertical sidebar lists 'Common Actions' such as New Service Request, Save Service Request, Clear Changes, Change Status, Search Solutions, Search For Tickets, and Select Owner.

Here is the toolbar after removing INSERT:

This screenshot shows the same 'Service Requests' application window after the 'Insert' icon has been removed from the toolbar. The toolbar now consists of Find, Search, New, Save, Undo, Redo, Print, Copy, Paste, and Delete. The rest of the interface, including the service request record and the sidebar with common actions, remains identical to the previous screenshot.

Notice that the icon on the toolbar to create a new record is gone.

3. Now let's hide the toolbar and make the label horizontal (as in previous versions of Smartcloud Control Desk):

In red, mxe.webclient.showToolbar turned on (1)

In green, mxe.webclient.verticalLabels turned on (1) - this is the only property that requires you to logout and then login.

This screenshot shows the 'Changes' application window. The toolbar at the top is highlighted with a red border. Below the toolbar, the main area displays a change record for '1151' with owner 'edw1'. The 'Change' tab is selected, indicated by a green border. The 'Assessments' tab is also visible. On the left, a vertical sidebar lists 'Common Actions' such as New Change, Save Change, Clear Changes, Change Status, Select Owner, Take Ownership, and More Actions. A green box highlights the 'Change' tab in the navigation bar.

and the opposite

Hidden, mxe.webclient.showToolbar turned off (0)

Now the labels are horizontal, mxe.webclient.verticalLabels turned off (0)

The screenshot shows the 'Changes' screen in the IBM Control Desk. On the left, there is a vertical navigation bar with sections like 'Available Queries' and 'Common Actions'. The 'Available Queries' section contains links such as 'All Records', 'All Bookmarks', and 'All Changes in final state'. The 'Common Actions' section contains links like 'New Change', 'Save Change', and 'Clear Changes'. At the top, there is a horizontal toolbar with buttons for 'List View', 'Change', 'Assessments', 'Impacts', and 'Auth'. Below the toolbar, the main content area displays a change record with ID 1151, summary edw1, owner MAXADMIN, and owner group. It includes buttons for 'Accept & Categorize', 'Assess', and 'Schedule'. A section for 'Current Work Items' indicates 'There are no workflow assignments.' Below this, there is a 'Change Details' section with fields for 'Change' (set to 1151) and 'Summary' (set to edw1).

Notice that the toolbar is gone and the labels for the fields are no longer aligned vertically but horizontally.

4. Queries are available in both the navigation bar and toolbar, but that can be modified.

In green, mxe.webclient.ShowQueriesInToolbar turned on (1)

This screenshot is identical to the one above, but the 'Available Queries' section in the navigation bar is highlighted with a green border. This indicates that the 'mxe.webclient.ShowQueriesInToolbar' setting is turned on, causing the queries to appear in both the vertical navigation bar and the horizontal toolbar.

and the opposite

Hidden, mxe.webclient.ShowQueriesInToolbar turned off (0)

The screenshot shows the 'Changes' screen with the 'Change' tab selected. The left sidebar contains a 'Common Actions' section with options like 'New Change', 'Save Change', and 'Clear Changes'. The main content area displays a change record for 'edw1' with ID '1151'. The record details include 'Owner: MAXAD' and 'Owner Group:'. There are buttons for 'Accept & Categorize' and 'Assess'. A section titled 'Current Work Iter' states 'There are no workflow'.

5. Let's play with the navigation bar now. This change requires to you logout and then log back in.

In red, mxe.webclient.systemNavBar turned on (1)

In green, mxe.webclient.tabBreadCrumb turned on (1)

The screenshot shows the 'Changes' screen with the 'List View' tab selected. The left sidebar contains a 'Common Actions' section with options like 'New Change', 'Save Change', and 'Clear Changes'. The main content area displays a change record for 'edw1' with ID '1151'. The record details include 'Owner: MAXADMIN' and 'Owner Group:'. There are buttons for 'Accept & Categorize', 'Assess', and 'Schedule'. A section titled 'Current Work Items' states 'There are no workflow assignm'.

and the opposite. Notice that now you have a select action dropdown menu instead of the common actions in the navigation bar on the left

Hidden, mxe.webclient.systemNavBar turned off (0)

Hidden, mxe.webclient.tabBreadCrumb turned off (0)

The screenshot shows the 'Changes' screen with a 'Select Action' dropdown menu instead of the common actions in the navigation bar. The main content area displays a change record for 'edw1' with ID '1151'. The record details include 'Owner: MAXADMIN' and 'Change Type:'. There are buttons for 'Accept & Categorize', 'Assess', 'Schedule', 'Authorize', and 'In'. A section titled 'Current Work Items' states 'There are no workflow assignments.'

Remember to carefully select what to show and hide. This may cause some confusion for your end users or even hide actions they are used to accessing. There are other properties that modify the user interface as well, but those are the big ones I wanted to share from SmartCloud Control Desk 7.5.x.

## Comments

*There are no comments.*

You are in: IBM Control Desk > Configuring and Customizing > Configuring the User Interface > Displaying Live Chat Statistics in the UI

## Displaying Live Chat Statistics in the UI

 1 Like | Updated August 27, 2013 by Lili Orozco | Tags: None

In SmartCloud Control Desk 7.5.1 there are no out of the box reports or start center graphs for Live Chat but all the data that is needed is stored in the database and start center portlets and reports can be written and customized to get the data needed. All you need to know is where the data is stored.

Live Chat uses two main database tables: **pmtcolivechat** for waiting and in progress chat data and **pmtcolivechatstats** to store completed chat data. The table pmtcolivechatstats needs to be treated as a historical table and should be periodically pruned to avoid taking up too much space.

The following tables describe the relevant columns for each of the database tables and the steps below describe how to create a start center template full of Live Chat data.

### Live Chat Database Table: PMTCOLIVECHAT (Relevant Reporting Columns)

| Column       | Description   | Type                               | Relationship to other DB Tables/Views |
|--------------|---|------------------------------------|---------------------------------------|
| requesttime  | Time the chat was requested   | DATETIME                           |                                       |
| accepttime   | Time the chat was accepted by an agent (null if it has not been accepted yet)   | DATETIME                           |                                       |
| userid       | User id of the user who requested the chat  | ALN (String)                       | Maxuser (userid)                      |
| agentid      | User id of the agent who accepted the chat (null if it has not been accepted yet)   | ALN (String)                       | Maxuser (userid)                      |
| chatqueueuid | Person group id of the chat queue the chat request got routed to  | UPPER (Uppercased string)          | Persongroup (persongroupid)           |
| newsr        | Whether a new SR was created due to the chat request (i.e the user did not select an existing SR when starting the chat)                      | YORN (Boolean)                     |                                       |
| status       | Status of the chat request: <b>WAITING</b> if the agent has not accepted the chat yet or <b>CHATTING</b> if the agent has accepted it already | UPPER (Uppercased string) - Domain |                                       |
| ticketuid    | Ticket UID of the SR the chat created or the user selected before starting the chat   | BIGINT                             | Ticket, SR (ticketuid)                |

### Live Chat Database Table: PMTCOLIVECHATSTATS (Relevant Reporting Columns)

| Column       | Description  | Type                      | Relationship to other DB Tables/Views |
|--------------|--|---------------------------|---------------------------------------|
| requesttime  | Time the chat was requested  | DATETIME                  |                                       |
| accepttime   | Time the chat was accepted by an agent (null if it has not been accepted yet)                                  | DATETIME                  |                                       |
| endtime      | Time the chat ended  | DATETIME                  |                                       |
| userid       | User id of the user who requested the chat   | ALN (String)              | Maxuser (userid)                      |
| agentid      | User id of the agent who accepted the chat (null if it has not been accepted yet)                              | ALN (String)              | Maxuser (userid)                      |
| chatqueueuid | Person group id of the chat queue the chat request got routed to   | UPPER (Uppercased String) | Persongroup (persongroupid)           |
| waittime     | Time (in seconds) the end user waited before an agent accepted the call or before exiting the chat application | INTEGER                   |                                       |
| chattime     | Time (in seconds) the chat lasted before the agent closed their chat window.                                   | INTEGER                   |                                       |

|                 |   |                |                        |
|-----------------|---|----------------|------------------------|
| timedout        | Whether the chat timed out due to inactivity and was closed by chat server          | YORN (Boolean) |                        |
| abandoned       | Whether the end user closed the chat window before an agent accepted the chat       | YORN (Boolean) |                        |
| numofchatsagent | Number of simultaneous chat windows the agent has opened at chat end time           | INTEGER        |                        |
| ticketuid       | Ticket UID of the SR the chat created or the user selected before starting the chat | BIGINT         | Ticket, SR (ticketuid) |

Step 1: Create two applications, one for each of the database tables.

Step 2: Create queries for the newly created applications to be used by the portlets in the new Live Chat start center template.

Step 3: Create KPI Graphs for Live Chat data to add them to the new Live Chat start center template.

Step 4 : Create a new start center template and add portlets with Live Chat data using the newly created queries and KPI graphs.

### Step 1: Create two applications, one for each of the database tables.

- a. Go to *System Configuration > Platform Configuration > Application Designer* and click on the new icon to create a new application.

The screenshot shows the 'Application Designer' interface. At the top, there's a toolbar with various icons, including a 'New' icon which is highlighted with a red box. Below the toolbar is a search bar with fields for 'Find:' and 'Select Action'. The main area is a grid table with columns labeled 'Application', 'Description', 'Main Object', and 'Original Application'. The table is currently empty, showing a message: 'To find records, use the filter fields and then press Enter. For more search options, use the Advanced Search button. To enter a new record, select the Insert icon in the toolbar.' The status bar at the bottom indicates '0 - 0 of 0'.

Give it the following parameters.

- Application: CHATRUN
- Description: Live Chat Runtime
- Main Object: PMTCOLIVECHAT
- Key Attribute: USERID
- Module Name: SETUP

Select **Power App** as the type of application to create.

The screenshot shows the 'Create a New Application' dialog box. It contains fields for 'Application' (CHATRUN), 'Description' (Live Chat Runtime), 'Main Object' (PMTCOLIVECHAT), 'Key Attribute' (USERID), and 'Module Name' (SETUP). At the bottom, there's a section titled 'Select the type of app you wish to create.' with three buttons: 'Power App' (which is highlighted with a red box), 'Single Page App', and 'Self Service App'. There's also a 'Cancel' button.

Click Save.

- b. (Optional) Customize the table to show more data.

To change the title of the table, right click on the TABLE TITLE and choose Properties.

The screenshot shows a table structure with two columns: 'User' and 'Unique Id'. A context menu is open over the 'User' column, with the 'Properties' option highlighted and a red box around it.

Change the value of the Label property and click on the X button of the dialog to close the dialog.

The screenshot shows the 'Table Properties' dialog box. The 'Label' field contains 'Current Chats' and has a red box around it. The 'X' button in the top right corner of the dialog has a red box around it.

Add columns to the table by selecting a column, right clicking on it and then choosing Copy.

The screenshot shows the 'Current Chats' table. The 'User ID' column is selected and highlighted with a green background. A context menu is open over the 'User ID' column, with the 'Copy' option highlighted and a red box around it.

Right click on the column again and choose Paste.

The screenshot shows the 'Current Chats' table. The 'User ID' column is selected and highlighted with a green background. A context menu is open over the 'User ID' column, with the 'Paste' option highlighted and a red box around it.

The new column will be added to the table.

The screenshot shows the 'Current Chats' section of the IBM Control Desk. The 'User ID' column is selected, indicated by a green border around its header cell. A context menu is displayed, and the 'Properties' option is highlighted with a red box.

To edit the column properties, right click on the second User ID column and choose Properties.

The screenshot shows the 'Current Chats' section of the IBM Control Desk. The second column, 'User ID', is highlighted with a green border. A context menu is displayed, and the 'Properties' option is highlighted with a red box.

Click on the magnifying glass next to Attribute to change the attribute of the column.

The screenshot shows the 'Table Column Properties' dialog box. The 'Attribute' field contains 'USERID'. To the right of the attribute field is a magnifying glass icon, which is highlighted with a red box.

| Control ID:          | results_showlist_column_link        |
|----------------------|-------------------------------------|
| Default Label:       | User ID                             |
| Label:               |                                     |
| Attribute:           | USERID                              |
| Type:                | Link                                |
| Sortable?            | <input type="checkbox"/>            |
| Turn Smart Fill Off? | <input type="checkbox"/>            |
| Show Filter?         | <input checked="" type="checkbox"/> |
| Filterable?          | <input type="checkbox"/>            |

Filter the Attributes by typing in **PMTCOLIVECHAT** in the Object text box and clicking Enter.

| Select Value       |                  |
|--------------------|------------------|
| Attribute          | Object           |
| TICKETUID          | PMTCOLIVECHAT    |
| TICKETCLASS        | PMTCOLIVECHAT    |
| TICKETID           | PMTCOLIVECHAT    |
| NEWSR              | PMTCOLIVECHAT    |
| USERCLIENTID       | PMTCOLIVECHAT    |
| USERID             | PMTCOLIVECHAT    |
| USERUISESSIONID    | PMTCOLIVECHAT    |
| REQUESTTIME        | PMTCOLIVECHAT    |
| ACCEPTTIME         | PMTCOLIVECHAT    |
| AGENTID            | PMTCOLIVECHAT    |
| AGENTCLIENTID      | PMTCOLIVECHAT    |
| AGENTUISESSIONID   | PMTCOLIVECHAT    |
| CHATCHANNEL        | PMTCOLIVECHAT    |
| CHATQUEUEID        | PMTCOLIVECHAT    |
| STATUS             | PMTCOLIVECHAT    |
| USERUUID           | PMTCOLIVECHAT    |
| NODEURL            | PMTCOLIVECHAT    |
| PMTCOLIVECHATID    | PMTCOLIVECHAT    |
| HOSTURL            | PMTCOLIVECHATORT |
| PMTCOLIVECHATORTID | PMTCOLIVECHATORT |

Choose another attribute, for example, **REQUESTTIME**. The label is automatically changed to the default label of the chosen attribute. Click on the X to close the dialog.

Repeat the steps to add others columns to the table. Remember to save frequently.

The screenshot shows the Application Designer interface with the 'CHATRUN' application selected. A table named 'Current Chats' is displayed, containing columns for User ID, Request Time, Chat Session Status, Accept Time, Agent ID, Chat Queue ID, and Unique ID. The 'Accept Time' column is highlighted with a green background.

c. (Optional) Delete the Main tab by clicking on it and clicking on the Delete Node icon. Save the application afterwards.

The screenshot shows the Application Designer interface with the 'CHATRUN' application selected. The 'Main' tab is highlighted with a red box. The toolbar at the top has a delete icon highlighted with a red box. The main workspace shows a section labeled 'section...' with fields for 'Accept Time', 'Agent Client ID', and 'Agent ID'.

d. Create the second application by clicking on the new icon again in the Application Designer application.

Give it the following parameters:

- Application: CHATSTATS
- Description: Live Chat Statistics
- Main Object: PMTCOLIVECHATSTATS

- Key Attribute: USERID
- Module Name: SETUP

Select Power App as the type of application to create.

Create a New Application

Application: CHATSTATS

Description: Live Chat Statistics

Main Object: PMTCOLIVECH

Key Attribute: USERID

Module Name: SETUP

Select the type of app you wish to create.

**Power App** (highlighted with a red box)   Single Page App   Self Service App   Cancel

Click Save.

Modify the application the same way as the first one, modifying the table columns and deleting the Main tab. Remember to change the table name to **PMTCOLIVECHATSTATS** when looking for attributes.

| User ID | Request Time | Agent ID | Chat Queue ID | Timed out? | Abandoned? | Wait time in seconds | Chat time in seconds | Number of chats for age |
|---------|--------------|----------|---------------|------------|------------|----------------------|----------------------|-------------------------|
|         |              |          |               |            |            |                      |                      |                         |

e. Log out and back in.

f. To verify the new applications were added, Go to Administration in the App Menu. The two newly created applications should be there.

Welcome, MAXADMIN

My Recent Applications

Start Center

Administration

- Assets
- Change
- Contracts
- Financial
- Integration
- Inventory
- IT Infrastructure
- Planning
- Planning and Scheduling
- Purchasing
- Release
- Security
- Self Service
- Service Desk
- Service Level
- Service Provider (SP)
- Service Request Catalog
- System Configuration
- Task Management
- Work Orders

id. Please contact your system administrator.

Sets

- Organizations
- Calendars
- Resources
- Bulletin Board
- Communication Templates
- Reporting
- Deployed Assets
- Reconciliation
- Conditional Expression Manager
- Classifications
- CI Types
- Work View
- Survey Management
- Organizations (SP)
- Bulletin Board (SP)
- View Documents
- Service Address
- Map Manager
- Live Chat Runtime** (highlighted with a red box)
- Live Chat Statistics** (highlighted with a red box)

g. Add the appropriate security options to both applications by going to the **Security > Security Groups** application.

Look for the group maxadmin or whichever group the Live Chat managers belong to.

Go to the Applications tab.

In the Applications, filter by description “**Live Chat**” and you should see the two new applications. Grant the following sigoptions to both applications.

- Read Access
- More Search Fields
- Save Current Query
- Sigoption to control the editability of the Clause field in the View/Manage Queries dialog
- View/Manage Queries
- Where Clause

| Description            | Grant Access?                       | Condition |
|------------------------|-------------------------------------|-----------|
| Delete CHATRUN         | <input type="checkbox"/>            | >>        |
| New CHATRUN            | <input type="checkbox"/>            | >>        |
| Read Access to CHATRUN | <input checked="" type="checkbox"/> | >>        |
| Save CHATRUN           | <input type="checkbox"/>            | >>        |

| Description   | Grant Access?                       | Condition |
|---|-------------------------------------|-----------|
| Bookmarks   | <input type="checkbox"/>            | >>        |
| Duplicate CHATRUN   | <input type="checkbox"/>            | >>        |
| More Search Fields  | <input checked="" type="checkbox"/> | >>        |
| Save Current Query  | <input checked="" type="checkbox"/> | >>        |
| Sigoption to control the editability of the Clause field in View/Manage Queries dialog  | <input checked="" type="checkbox"/> | >>        |
| Sigoption to control the visibility of the Detail section in View/Manage Queries dialog | <input checked="" type="checkbox"/> | >>        |
| View Search Tips  | <input type="checkbox"/>            | >>        |
| View/Manage Queries   | <input checked="" type="checkbox"/> | >>        |
| Where Clause  | <input checked="" type="checkbox"/> | >>        |

Log out and back in for the sigoptions to take effect.

## Step 2: Create queries for the newly created applications to be used by the portlets in the new Live Chat start center template.

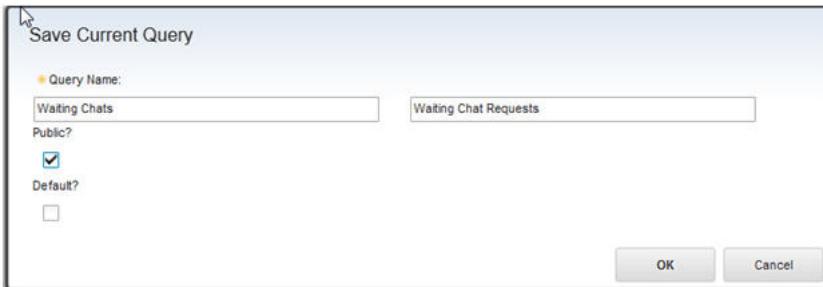
In this example, two queries will be created. One for waiting chat requests and one for in progress chat requests. The queries needed will vary depending on business need.

a. Go to *Administration > Live Chat Runtime* application.

Filter Chat Session Status with the text “**WAITING**” and press Enter.

Click on Magnifying Glass next to Find: and choose Save Current Query

Give it a name and description and click OK to save the query.



Repeat for CHATTING status to create a query for in progress chat requests.

The screenshot shows the 'Chat Session Status' table with one row labeled 'CHATTING'. Below it is a 'Save Current Query' dialog box with 'Query Name:' set to 'Chats in progress' and 'Public?' checked.

b. Go to the *Administration > Live Chat Statistics* application and create similar queries, for example, to query Abandoned Chat Requests, type Y in Abandoned? field, press Enter and select to save the current query.

The screenshot shows the 'Live Chat Statistics' table with one row labeled 'Abandoned Chat Requests'. Below it is a 'Save Current Query' dialog box with 'Query Name:' set to 'Abandoned Chats' and 'Public?' checked.

### Step 3: Create KPI Graphs for Live Chat data to add them to the new Live Chat start center template.

a. Go to *Administration > Reporting > KPI Manager* and click on the New icon

The screenshot shows the 'KPI Manager' interface with a toolbar containing a 'New KPI' button highlighted by a red box. Below the toolbar is a table with columns 'KPI Name', 'Description', and 'Created Date'. A note at the bottom provides instructions for finding and inserting records.

Give it the following parameters:

- KPI Name: WAITCHATS
- Description: Live Chat Requests Waiting
- Calculation Type: Decimal
- Select: select count(\*) from pmtcolivechat
- Where: where status in (select value from synonymdomain where maxvalue in ('WAITING') and domainid='PMTCOCHATSTAT')
- Target: 5 (or 0)
- Caution At: 25 (or other value that is appropriate)
- Alert At: 50 (or other value that is appropriate)

The screenshot shows the KPI Manager interface with the following details:

- KPI Name:** WAITCHATS
- Description:** Live Chat Requests Waiting
- Calculation Type:** Decimal
- Select:** select count(\*) from pmtcolivechat
- Where:** where status in (select value from synonymdomain where maxvalue in ('WAITING') and domainid='PMTCOCHATSTAT')
- Target:** 5.00
- Caution At:** 25.00
- Alert At:** 50
- Is Active?**: Checked
- Is Public?**: Unchecked
- Created Date:** 8/23/13 08:28:08
- Created By:** MAXADMIN
- Last Updated:** (empty)

b. Repeat the steps to create the In Progress Chats KPI.

- Select: select count(\*) from pmtcolivechat
- Where: where status in (select value from synonymdomain where maxvalue in ('CHATTING') and domainid='PMTCOCHATSTAT')

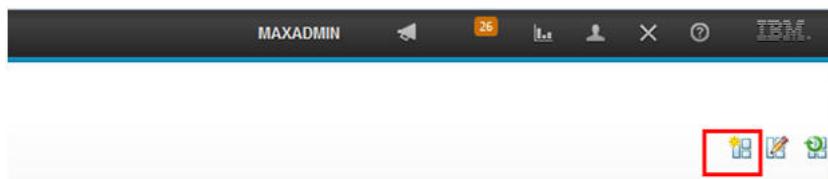
The screenshot shows the KPI Manager interface. At the top, there are tabs for 'List View', 'KPI', and 'Historical Trends'. The 'KPI' tab is selected. Below the tabs, there are fields for 'KPI Name' (set to 'INPROGCHATS') and 'Calculation Type' (set to 'Decimal'). A large text area labeled 'Query Details' contains the SQL query:

```
select count(*) from pmtcolivechat
where status in (select value from synonymdomain where maxvalue
in ('CHATTING') and domain='PMTCOCHATSTAT')
```

Below the query details, there are sections for 'KPI Parameters' and 'Graph Details'. Under 'KPI Parameters', there are fields for 'Target' (25.00), 'Caution At' (50.00), 'Alert At' (100), 'Created By' (MAXADMIN), and 'Is Active?' (checked). The 'Graph Details' section indicates that the KPI has not been run, so the graph is not available.

#### Step 4 : Create a new start center template and add portlets with Live Chat data using the newly created queries and KPI graphs.

a. Go to the Start Center (Home icon) and click on the Create New Template icon



b. On the Left Column, add two KPI Graphs and Favorite Applications.  
c. On the Right Column, add two result sets.

The screenshot shows the 'Layout and Configuration' interface. At the top, there are fields for 'Layout' (set to 'Narrow-Wide') and 'Description' (set to 'New Template').

**Left Column:**

| Portlet               | Display Name          | Order |
|-----------------------|-----------------------|-------|
| Favorite Applications | Favorite Applications | 3     |
| KPI Graph             | KPI Graph             | 2     |
| KPI Graph             | KPI Graph             | 1     |

**Right Column:**

| Portlet    | Display Name | Order |
|------------|--------------|-------|
| Result Set | Result Set   | 2     |
| Result Set | Result Set   | 1     |

At the bottom of the screen, there are 'Finished' and 'Cancel' buttons.

d. Click Finished to go back to the Start Center template.

e. Customize each of the portlets by clicking on the edit icon for each. Let's start with the top left hand one (KPI Graph) and make it the Waiting Chats KPI. The Edit button is not visible until you take your mouse and hover over the header area.

f. Set Display Name to something like "Waiting Chats". Click on Select KPIs button to select the Waiting Chats KPI that was created in an earlier step. Click OK to dismiss the Select KPIs dialog and then Finished on the KPI Graph Setup to go back to the Start Center template.

| KPI Name                                      | Description      | Calculation Type |
|---|------------------|------------------|
| <input checked="" type="checkbox"/> WAIT      |                  |                  |
| <input checked="" type="checkbox"/> WAITCHATS | Waiting Requests | DECIMAL          |

g. Edit the second KPI Graph and select the In Progress Chats KPI. Display Name can be something like "In Progress Chats".

| KPI         | Description       | Calculation Type |
|-------------|-------------------|------------------|
| INPROGCHATS | Chats in progress | DECIMAL          |

h. Next, edit the Favorite Applications portlet and add the Person Groups and Service Request applications to it. Click Select Applications to search for and add the applications and then click Finished.

**Favorite Applications Setup**

| Portlet:              | Display Name:         |
|-----------------------|-----------------------|
| Favorite Applications | Favorite Applications |

**Applications**

| Application | Description      | Order                |
|-------------|------------------|----------------------|
| SR          | Service Requests | <input type="text"/> |
| PERSONGR    | Person Groups    | <input type="text"/> |

**Buttons:** Finished, Cancel, Select Applications

- i. For the first result set on the top right corner, let's view the waiting chats per chat queue. Click the Edit button on that portlet. In the Available Queries tab, look for the **Waiting Chat Requests** and click on it to choose it. In the Column Display tab, choose the columns to display, like **REQUESTTIME** and **CHATQUEUEID**. In the Chart Options tab, check **Show Chart by Default?** and make sure Chart Type: is set to **BAR**. Set Display By to **CHATQUEUEID**. Click Finished to return to the Start Center template. Remember to change the Display Name to something more descriptive, like "Waiting Chats Per Queue". Click Finished.

**Result Set Setup**

| Portlet:   | Display Name: | Rows To Display: |
|------------|---------------|------------------|
| Result Set | Result Set    | 10               |

**Available Queries**

| Query Name | Description           | Application       |
|------------|-----------------------|-------------------|
| WCR        | Waiting Chat Requests | Live Chat Runtime |

**Buttons:** Finished, Save, Cancel

- j. For the last portlet in this example, let's set it to the Query of **Abandoned Chats per Chat Queue**. Click the Edit button on that portlet. In the Available Queries tab, look for the Abandoned Chats query and click on it to choose it. In the Column Display tab, choose the columns to display, like **REQUESTTIME**, **WAITTIME** and **CHATQUEUEID**. In the Chart Options tab, check **Show Chart by Default?** and make sure Chart Type: is set to **PIE**. Set Display By to **CHATQUEUEID**. Click Finished to return to the Start Center template. Remember to change the Display Name to something more descriptive, like "Abandoned Chats". Click Finished.

**Result Set Setup**

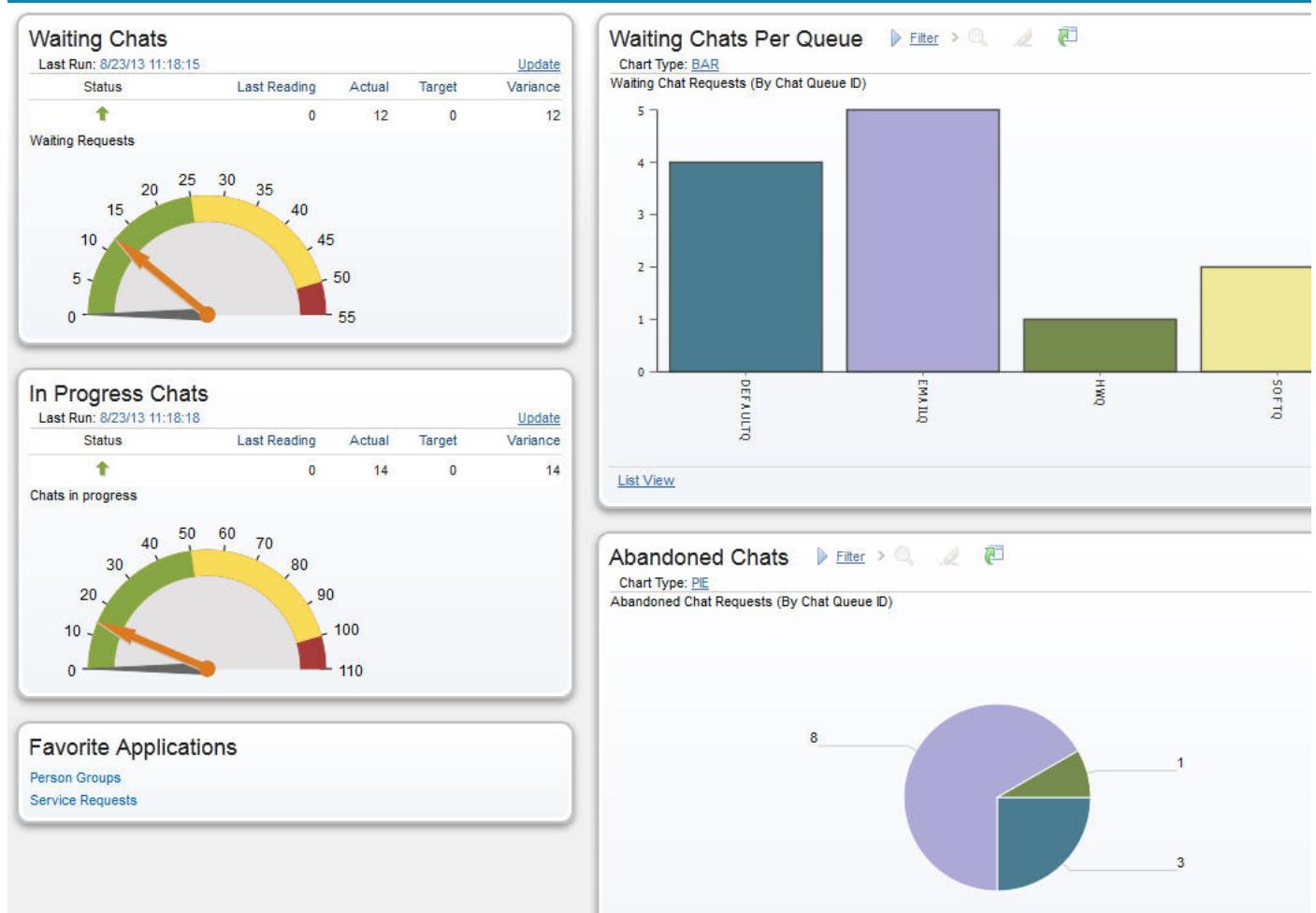
| Portlet:   | Display Name:   | Rows To Display: |
|------------|-----------------|------------------|
| Result Set | Abandoned Chats | 10               |

**Available Queries**

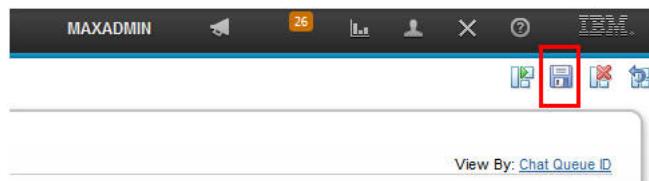
| Current Query: Abandoned Chats - Abandoned Chat Requests   |                      |  |
|--|----------------------|--|
| Show Chart by Default? <input checked="" type="checkbox"/> |                      |  |
| Chart Type:  | PIE                  |  |
| Display By:  | CHATQUEUEID          |  |
| Legend Attribute Title:                                    | <input type="text"/> |  |
| Legend Value Title:  | <input type="text"/> |  |

**Buttons:** Finished, Save, Cancel

k. Voila! The Start Center template is complete!



Save the template by clicking on the Save icon.



m. Last but not least.... Assign the template to the correct groups. For example, to add it to the maxadmin group, go to *Security > Security Groups* and look for maxadmin group. In the Group tab, click on the magnifying glass next to Start Center Template and choose the template you just saved to add it.

## Comments

1-1 of 1

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VivianeBrasil commented on September 2, 2013 [Permalink](#)  
Great and useful information! Thank you for provide it!!

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You are in: [IBM Control Desk](#) > [Configuring and Customizing](#) > [Configuring the User Interface](#) > White-label Customization

## White-label Customization



[Like](#) | Updated March 24, 2015 by [charglen](#) | Tags: *None*

**Contributor:** Dan Wiegand

You can rebrand or "white label" IBM Control Desk to suit your business needs. White Labeling Control Desk affects 3 main components:

- login/welcome screen
- logout screen
- application toolbar

This article describes how to white label those components.

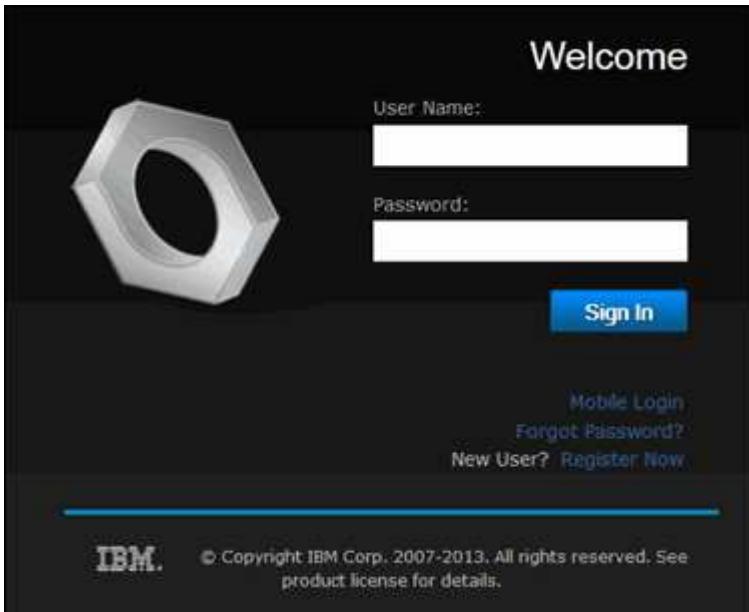
**IBM Control Desk on Cloud:** Since access to the operating system and administrative workstation is not granted in Cloud deployments, only updates to messages are available for IBM Control Desk on Cloud users.

If you are adding logos in multiple places, you only need to rebuild and redeploy the EAR after the last image is added.

**Note:** Some product upgrades can overwrite these customizations, and they must be recreated.

## White Labeling the Login/Welcome Screen

The Login/Welcome screen contains an icon and text that can easily be modified. The following image illustrates the current out-of-the-box screen.



### Modifying the text

The text can be modified using the running server.

1. Using the go to menu, **Go To > System Configuration > Platform Configuration > Database Configuration**.
2. Under **More Actions**, select **Messages**.
3. Filter on login as the message group.

| Messages      |                 | Message ID | Value   |
|---------------|-----------------|------------|---|
| Message Group | Message Key     |            |   |
| login         | changepassword  | BMXAA5089E | change password   |
| login         | copyright       | BMXAA5058I | © Copyright IBM Corp. 2007-2013. All rights reserved. See |
| login         | enterinfo       | BMXAA5354I | : please enter your information.                          |
| login         | forgotpassword  | BMXAA5090E | Forgot Password?  |
| login         | guestlogonlabel | BMXAA8541I | Guest Login   |

4. The preceding window contains all the messages for the login screen. The labels for 'Welcome', 'Sign In', 'User name', etc., can all be modified in this window.
5. COPYRIGHT: If you white label the product, leave the copyright as is or update the copyright value for the message key 'copyright' in the above dialog. The updated copyright must read:

© Copyright [INSERT NAME OF OEM/PARTNER] and others 2007-2014.

## Modifying the image

The image icon must be modified on the server.

The image icon can be modified in one of two ways, modifying the JSP that loads the image or modifying the image directly.

### To modify the JSP:

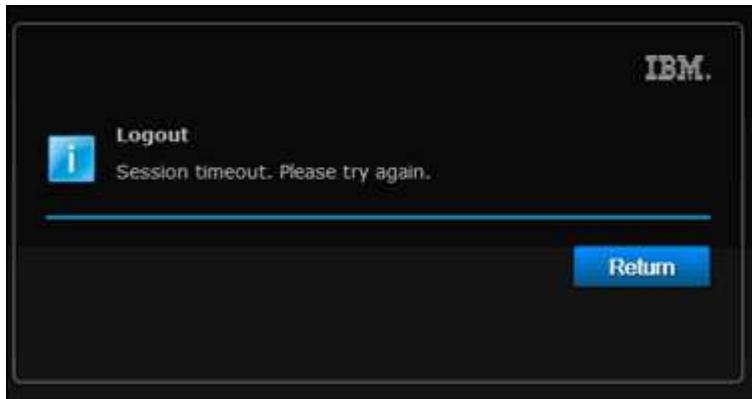
1. On the Administrative Workstation, navigate to the <maximo\_home>/maximo/applications/maximo/maximouiweb/webmodule/webclient/login/images directory.
2. Add the new icon to this location. The default icons are in png format. For example, mx\_icon.png is the default.
3. OPTIONAL: If you are using a mobile login, you must also add an image named in the format: <name from step2>\_ev.<image type>. For example, mx\_icon\_ev.png is the default.
4. Navigate to the <maximo\_home>/maximo/applications/maximo/maximouiweb/webmodule/webclient/login directory.
5. Open login.jsp with a text editor.
6. Search for 'mx\_icon'.
7. Replace 'mx\_icon' with the image name you added in step 2.
8. Save the JSP.
9. Rebuild and redeploy the EAR file.\*

### To modify the image without modifying the source:

1. On the Administrative Workstation, navigate to the <maximo\_home>/maximo/applications/maximo/maximouiweb/webmodule/webclient/login/images directory.
2. Rename mx\_icon.png to mx\_icon.png.original.
3. Add the new icon to this location. The filename must be mx\_icon.png.
4. OPTIONAL: If you are using a mobile login, you must also rename mx\_icon\_ev.png to mx\_icon\_ev.png.original add an image named mx\_icon\_ev.png.
5. Rebuild and redeploy the EAR file.\*

## White Labeling the Logout Screen

The IBM logo and message text can be modified in the logout screen. The following image contains the out of the box logout screen.



#### To modify the text:

Follow the same procedure that you used for the login page. The only change is to filter on 'logout' for the Message Group.

#### To modify the JSP:

1. On the Administrative Workstation, navigate to the <maximo\_home>/maximo/applications/maximo/maximouiweb/webmodule/webclient/login/images directory.
2. Add the new icon to this location. The default icon is in gif format. For example, ibm-logo-white.gif is the default.
3. Navigate to the <maximo\_home>/maximo/applications/maximo/maximouiweb/webmodule/webclient/login directory.
4. Open exit.jsp with a text editor.
5. Search for 'ibm-logo-white.gif'.
6. Replace 'ibm-logo-white.gif' with the image name you added in step 2.
7. Save the JSP.
8. Rebuild and redeploy the EAR file.\*

#### To modify the image without modifying the source:

1. On the Administrative Workstation, navigate to the <maximo\_home>/maximo/applications/maximo/maximouiweb/webmodule/webclient/login/images directory.
2. Rename ibm-logo-white.gif to ibm-logo-white.gif.original.
3. Add the new icon to this location. The filename must be ibm-logo-white.gif.
4. Rebuild and redeploy the EAR file.\*

## White Labeling the Toolbar

The IBM Logo can be changed on the main application tool bar. The following image is an example of the toolbar.



maximo\applications\maximo\maximouiweb\webmodule\webclient\skins\tivoli13\images

#### To modify the CSS:

1. On the Administrative Workstation, navigate to the <maximo\_home>/maximo/applications/maximo/maximouiweb/webmodule/webclient/skins/tivoli13/images directory.
2. Add the new icon to this location. The default icon is in png format. For example, ibm\_logo\_grey.png is the default.
3. Navigate to the <maximo\_home>/maximo/applications/maximo/maximouiweb/webmodule/webclient/skins/tivoli13/css directory.
4. Open maximo.css with a text editor.
5. Search for 'ibm\_logo\_grey.png', it should be in the .titlelogo section.
6. Replace 'ibm\_logo\_grey.png' with the image name you added in step 2.
7. Save the CSS.
8. Rebuild and redeploy the EAR file.\*

**To modify the image without modifying the source:**

1. On the Administrative Workstation, navigate to the <maximo\_home>/maximo/applications/maximo/maximouiweb/webmodule/webclient/skins/tivoli13/images directory.
2. Rename ibm\_logo\_grey.png to ibm\_logo\_grey.png.original.
3. Add the new icon to this location. The filename must be ibm\_logo\_grey.png.
4. Rebuild and redeploy the EAR file.\*

\*For information about building EAR files, see [Building and deploying EAR files for basic configurations](#).

## Comments

*There are no comments.*

You are in: IBM Control Desk > Configuring and Customizing > Deleting attached documents with automated scripting

## Deleting attached documents with automated scripting

 Like | Updated November 14, 2016 by charglen | Tags: attached\_documents, automation

**Contributors:** Steve Hauptman, Ted Lyons, Mike Sielian, John Cook, Melody Bienfang

### Introduction

This article describes a technical solution that gives users the flexibility to delete attached documents (DOCLINKS) seamlessly and with ease. By leveraging existing functionality in IBM Control Desk, namely Escalations and Automation Scripting, you can purge attached documents from the location where the document physically lives. A selection criteria should be defined in an Escalation (e.g. STATUS = 'CLOSED') along with an Action that invokes a Python script (described in this post) that physically deletes the document from the server.

The Python script provided in this post is generic and can be applied to any object (Workorder, Incident, SR, etc). Although we recommend this script be used with an Escalation and an Action launch point, it can be used with other launch points as well. In addition to deleting the document from the server, the script also cleans up the entries in the Doclinks and other related tables. No "orphaned" records will remain after the file is physically deleted. The script addresses direct attachments as well as attachments uploaded via Communication Templates and CommLog.

### Disclaimer

Note: Before you deploy this solution directly into a production environment, test and make sure it fits your use case. The script does not contain any business rules or any sort of validation. It simply deletes the file and cleans the Doclink table. It is up to you to decide when to invoke the script by defining the appropriate escalation criteria and frequency.

### Python Code

The following python code can be used for the script:

```
from psdi.common.action import ActionCustomClass

from java.io import File
from java.rmi import RemoteException
from psdi.mbo import *
from psdi.mbo import MboConstants
from psdi.util import MXException
from psdi.app.doclink import Docinfo
from psdi.app.doclink import DocinfoSet
from psdi.app.doclink import DocinfoSetRemote
from psdi.app.doclink import DoclinksSetRemote
from java.lang import SecurityException
from psdi.server import MXServer
import sys

# COMMENT: function to check if the doclink owner is a commlog or the main mbo.
def isCommLogOwner(doclink):
    ownertable = doclink.getString("OWNERTABLE")
    print("**** OWNERTABLE... "+ownertable)
    if (ownertable) == "COMMLOG":
        return True
    return False

# COMMENT: function to delete the commlog doc physical file from the server.
def deletecommlogfilefromserver(docinfo):

    docinfoid = docinfo.getString("DOCINFOID")
    commlogdocsSet = MXServer.getMXServer().getMboSet("COMMLOGDOCS", docinfo.getUserInfo())
    commlogdocsSet.setWhere("DOCINFOID = '"+docinfoid+"'")
    commlogdocsSet.reset()

    print("**** DOCINFOID... "+docinfoid)

    k = 0
    commlogdoc = commlogdocsSet.getMbo(k)
    while (commlogdoc is not None):
        urlname = commlogdoc.getString("URLNAME")
        deleteCfile = File(urlname)
        if(deleteCfile.exists()):
            deleteCfile.delete();
        k = k+1
        commlogdoc.delete(MboConstants.NOACCESSCHECK)
        commlogdoc = commlogdocsSet.getMbo(k);
    #commlogdocsSet.deleteAll(MboConstants.NOACCESSCHECK)
    commlogdocsSet.save(MboConstants.NOACCESSCHECK)

    # COMMENT: function to delete the physical file from the server.
    def deletefilefromserver(docinfo):
        urlname = docinfo.getString("URLNAME")
        deletefile = File(urlname)
        if (deletefile.exists()):
            print("**** Deleting file... "+urlname)
            deletefile.delete()
            print("**** File Deleted... "+urlname)
```

```

print 'Starting doclink delete .....,'

# COMMENT: from the Action MBO get the associated DoclinksSet based on the 'DOCLINKS' relationship.
doclinksSet = mbo.getMboSet("DOCLINKS")

if doclinksSet is not None:
    i = 0
    doclink = doclinksSet.getMbo(i)
    while (doclink != None):
        docinfoSet = doclink.getMboSet("DOCINFO")
        if (docinfoSet is not None):
            j=0
            docinfo = docinfoSet.getMbo(j)
            while (docinfo != None):
                if (isCommLogOwner(doclink)):
                    deletecommlogfilefromserver(docinfo)
                else:
                    print('**** deletefilefromserver... ')
                    deletefilefromserver(docinfo)
                    docinfo.delete(MboConstants.NOACCESSCHECK)
                    doclink.delete(MboConstants.NOACCESSCHECK)
                j=j+1
                docinfo = docinfoSet.getMbo(j);
            i=i+1
            doclink = doclinksSet.getMbo(i);

```

## Defining the Automation Script in the Automation Scripts Application

1. Log in to IBM Control Desk and go to System Configuration > Platform Configuration > Automation Scripts.
2. From the More Actions menu, select Create > Script with Action Launch Point.

The screenshot shows the 'Automation Scripts' application interface. On the left, there's a sidebar with 'Go To Applications', 'Common Actions' (including Change Status and Create KPI), and a 'More Actions' section. Under 'More Actions', 'Create' is expanded, showing 'Cognos Reporting'. A context menu is open over the 'Create' option, listing several options: 'Script', 'Script with Object Launch Point', 'Script with Attribute Launch Point', 'Script with Action Launch Point' (which is highlighted in blue), and 'Script with Custom Condition Launch Point'. The main area displays a table of scripts, with one row selected. The table has columns for 'Script' (containing 'DOCLINKS'), 'Description' (containing 'Script to Delete'), and other details.

3. In Step 1 of the automation scripts wizard, specify a **Launch Point** and an **Object**. Note the name that you specify in the **Action** field; you use this name when you define the action for the script in the next window. In the **Object** field specify the object that you want the script to address.

The screenshot shows the 'Create Script with Action Launch Point : Step 1 of 3' wizard. It has the following fields:

- Launch Point:** A dropdown menu showing 'SRDOCLINKS' and 'Deleting SR attachments'. A red arrow points to the 'SRDOCLINKS' option.
- Active?**: A checked checkbox.
- Object:** A dropdown menu showing 'SR' with a search icon. A red arrow points to the 'SR' option.
- Action:** A dropdown menu showing 'SRDOCLINKS' and 'Deleting SR attachments'. A red arrow points to the 'Deleting SR attachments' option.
- New** or **Existing:** Radio buttons for selecting a new script or an existing one. 'New' is selected.
- Script:** An input field with a search icon.
- Cancel** and **Next** buttons at the bottom right.

4. Click **Next**.
5. In step 2 of the wizard, specify the **Script** that you added in step 1 and specify **Python** in the **Script Language** field.

**Automation Scripts**

### Create Script with Action Launch Point : Step 2 of 3

|   |              |
|---|--------------|
| Launch Point:                           | Object:      |
| SRDOCLINKS      Deleting SR attachments |              |
| * Script:                               | Status:      |
| SRDOCLINKS                              | Draft        |
| * Script Language:                      | * Log Level: |
| python                                  | ERROR        |

**Import**

You can import a script file that you created in another application or you can enter a script in the Source Code field in the next step.

**Variables**

| Variable                 | Variable Type | Binding Type | Binding Value | Override? |
|--------------------------|---------------|--------------|---------------|-----------|
| ...No rows to display... |               |              |               |           |

**Source Code**

```
from pdl.common.action import ActionCustomClass
from java.io import File
from java.rmi import RemoteException
from pdl.mbo import *
from pdl.mbo import MboConstants
from pdl.util import MXException
from pdl.app.doclink import DocInfo
from pdl.app.doclink import DocInfoSet
from pdl.app.doclink import DocInfoSetRemote
from pdl.app.doclink import DocLinksSetRemote
from java.lang import SecurityException
from pdl.server import MXServer
import sys

# COMMENT: function to check if the doclink owner is a commlog or the main mbo.
def isCommLogOwner(doclink):
    ownerTable = doclink.getString("OWNERTABLE")
    print("**** OWNERTABLE..."+ownerTable)
```

**Buttons**

**Cancel** **Previous** **Next**

6. Click **Next**.

7. For step 3 of the automation scripts wizard, copy the python code that is provided previously in this article and paste it into the **Source Code** field.

**Automation Scripts**

### Create Script with Action Launch Point : Step 3 of 3

You can enter a script in the Source Code field, or you can import a script file in the previous step.

|   |         |
|---|---------|
| Launch Point:                           | Object: |
| SRDOCLINKS      Deleting SR attachments |         |
| Script:                                 | Status: |
| SRDOCLINKS                              | Draft   |

**Source Code**

```
from pdl.common.action import ActionCustomClass
from java.io import File
from java.rmi import RemoteException
from pdl.mbo import *
from pdl.mbo import MboConstants
from pdl.util import MXException
from pdl.app.doclink import DocInfo
from pdl.app.doclink import DocInfoSet
from pdl.app.doclink import DocInfoSetRemote
from pdl.app.doclink import DocLinksSetRemote
from java.lang import SecurityException
from pdl.server import MXServer
import sys

# COMMENT: function to check if the doclink owner is a commlog or the main mbo.
def isCommLogOwner(doclink):
    ownerTable = doclink.getString("OWNERTABLE")
    print("**** OWNERTABLE..."+ownerTable)
```

**Buttons**

**Cancel** **Previous** **Create**

8. Click **Create**.

## Define an Action in the Actions Application

1. In to IBM Control Desk, go to **System Configuration > Platform Configuration > Actions**.
2. Create a new action as shown in the following image. In the **Parameter/Attribute** field, specify the same script name that you specified when creating the script in the wizard.

The screenshot shows the 'Actions' screen in IBM Control Desk. On the left, a sidebar lists various actions like 'Go To Applications', 'Common Actions', and 'More Actions'. The main area is titled 'Action' and contains fields for 'Action' (set to 'SRDOCLINKS'), 'Object' (set to 'SR'), 'Type' (set to 'Custom Class'), 'Classification', 'Class Description', 'Value' (set to 'com.ibm.tivoli.maximo.script.ScriptAction'), 'Parameter/Attribute' (set to 'DOCLINKS'), 'Memo', and 'Accessible From' (set to 'ALL'). Below this is a 'Members' section with a table header: Action, Description, Object, Type, Value. A note at the bottom says '...No rows to display...'.

## Define the Escalation

Go to the Escalation Application and define an Escalation with the appropriate condition and reference points that fit your use case. For information about creating escalations, see [Managing escalations](#) in the IBM Control Desk Knowledge Center. More information is also available in the following blog article: [Maximo / SCCD Escalations - Your Friend and Mine](#).

## Conclusion

This is a powerful solution for deleting DOCLINK attachments in IBM Control Desk. There is no need to deploy any compiled code or stop the server to take advantage of this solution.

## Comments

1-1 of 1

[Previous](#) | [Next](#)



[Jeff7360](#) commented on September 22, 2015 [Permalink](#)

I am attempting to use this script to delete some linked .png files from emails sent to the listener. When the script is run on the SR object it sees the doclinks owner is the commlog object and passes the docinfoid to the file deletion portion of the script which fails giving a database error stating that the atatype charvar could not be converted to bigint. MBO load failed.

If the script is run on an SR that is the owner of the doclinks the docinfo is passed, the file is deleted from the server, the docinfo entries (file path, etc) is removed, but the doclinks record is left on the SR. I tried to modify the script to only delete these .png files, but I have the same issues with the unmodified source code as well. I am at a loss as to why.

\*\*EDIT 10/9/2015\*\* Found the issue, the docinfoid was being passed as a string with commas in the text and for whatever reason the database could not convert this to an int. Changed the code in the script to remove the commas from the text then pass the value to resolve the errors I had been getting. No clue why I would get this type of conversion error using this script in out of the box apps.

Edited on October 9, 2015

Show 10 | [25](#) | [50](#) items per page

[Previous](#) | [Next](#)

You are in: [IBM Control Desk](#) > [Configuring and Customizing](#) > Live Chat configurations

## Live Chat configurations



[Like](#) | Updated October 14, 2016 by [charglen](#) | Tags: *None*

The following pages provide information about how to configure Live Chat for IBM Control Desk.

[Configuring Live Chat for Service Providers](#)

[Configuring Live Chat in a Clustered Environment](#)

[Scheduling Availability of Live Chat Queues](#)

[Closing Service Requests opened from Live Chat automatically](#)

[Displaying Live Chat Statistics in the UI](#)

[Configuring browser settings for chat focus](#)

## Comments

*There are no comments.*

You are in: IBM Control Desk > Configuring and Customizing > Live Chat configurations > Configuring Live Chat in a Clustered Environment

## Configuring Live Chat in a Clustered Environment

 1 Like | Updated April 1, 2013 by Lili Orozco | Tags: chat, cluster, live, livechat

To enable Live Chat to work in a clustered environment:

1. Each Java Virtual Machine instance in the cluster needs a unique name defined via the mxe.name parameter. The configuration for this is done via the WebSphere Admin Console.
2. An instance value needs to be defined for each instance for property sccd.livechat.instanceJVMAddress with the unique URL to the instance. The configuration for this is done via the SmartCloud Control Desk.

*Disclaimer: The following is an example of configuration on WebSphere. Different versions of WebSphere and different types of clustered deployments will vary in procedure.*

### Step 0: Find out information about the Cluster Members needed for Step 1 and 2

Before diving into Step 1, let's find out the URL to each of the cluster members. To find information about the topology, login to the WebSphere Admin Console and navigate to:

Servers > Clusters > Cluster topology

In this example, we have a cluster called **MAXIMOCLUSTER** with two nodes, each with once instance. Click on one of the cluster members, for example, **cluster\_member\_1**.

In the **Communications** section, expand **Ports** to see which ports this instance is using:

| Port Name                             | Port | Details |
|---------------------------------------|------|---------|
| BOOTSTRAP_ADDRESS                     | 9811 |         |
| SOAP_CONNECTOR_ADDRESS                | 8881 |         |
| ORB_LISTENER_ADDRESS                  | 9103 |         |
| SAS_SSL_SERVERAUTH_LISTENER_ADDRESS   | 9407 |         |
| CSIV2_SSL_SERVERAUTH_LISTENER_ADDRESS | 9408 |         |
| CSIV2_SSL_MUTUALAUTH_LISTENER_ADDRESS | 9409 |         |
| WC_adminhost                          | 9062 |         |
| WC_defaulthost                        | 9081 |         |
| DCS_UNICAST_ADDRESS                   | 9355 |         |
| WC_adminhost_secure                   | 9045 |         |
| WC_defaulthost_secure                 | 9444 |         |
| SIP_DEFAULTHOST                       | 5062 |         |
| SIP_DEFAULTHOST_SECURE                | 5063 |         |
| IPC_CONNECTOR_ADDRESS                 | 9634 |         |
| SIB_ENDPOINT_ADDRESS                  | 7278 |         |
| SIB_ENDPOINT_SECURE_ADDRESS           | 7287 |         |
| SIB_MQ_ENDPOINT_ADDRESS               | 5559 |         |
| SIB_MQ_ENDPOINT_SECURE_ADDRESS        | 5579 |         |

This means my **cluster\_member\_1** is running on port 9081. Do the same for the rest of the cluster members.

If you are unclear on which hosts these instances are running on, navigate to **Servers > Clusters > Websphere application server clusters**. Select the cluster and then click on **Cluster members**. Make sure to click on the Cluster members link and not on the + sign which only displays a table with the cluster names.

**WebSphere application server clusters**

**WebSphere application server clusters > MAXIMOCLUSTER**

Use this page to change the configuration settings for a cluster. A server cluster consists of a group of application servers. If one of the members of the cluster fails, requests are routed to other members of the cluster.

**Runtime Configuration Local Topology**

**General Properties**

- \* Cluster name: MAXIMOCLUSTER
- Bounding node group name: DefaultNodeGroup
- Prefer local
- Enable failover of transaction log recovery

**Cluster messaging**

- Messaging engines

**Additional Properties**

- Cluster members
- Backup cluster
- Endpoint listeners
- Security domain

**Buttons:** Apply, OK, Reset, Cancel

**WebSphere application server clusters**

**WebSphere application server clusters > MAXIMOCLUSTER > Cluster members**

Use this page to view and manage application servers that belong to a cluster. You can also use this page to change servers. Learn more about this task in a [guided activity](#). A guided activity provides a list of task steps and more general information about the task. The configuration of new cluster members is based on a server configuration template that is stored as part of the cluster member and is used to create all subsequent cluster members. Modifications to the configuration of an individual cluster member template.

Preferences

New Delete Templates... Start Stop Restart ImmediateStop Terminate Make Idle

| Select                   | Member name      | Node            | Host Name                        | Version     | Config                           |
|--------------------------|------------------|-----------------|----------------------------------|-------------|----------------------------------|
| <input type="checkbox"/> | cluster_member_1 | ctgNode01       | tsrmvmw06.tivlab.raleigh.ibm.com | ND 7.0.0.17 | <input type="button" value="2"/> |
| <input type="checkbox"/> | cluster_member_2 | tsrmvmw04Node01 | tsrmvmw04.tivlab.raleigh.ibm.com | ND 7.0.0.17 | <input type="button" value="2"/> |

You can administer the following resources:

|                          |                  |                 |                                  |             |                                  |
|--------------------------|------------------|-----------------|----------------------------------|-------------|----------------------------------|
| <input type="checkbox"/> | cluster_member_1 | ctgNode01       | tsrmvmw06.tivlab.raleigh.ibm.com | ND 7.0.0.17 | <input type="button" value="2"/> |
| <input type="checkbox"/> | cluster_member_2 | tsrmvmw04Node01 | tsrmvmw04.tivlab.raleigh.ibm.com | ND 7.0.0.17 | <input type="button" value="2"/> |

Total 2

So in summary (in this example), the two instances hosts and ports are

tsrmvmw06.tivlab.raleigh.ibm.com on port 9081  
 tsrmvmw04.tivlab.raleigh.ibm.com on port 9081

If the default context root of maximo was not changed, the two URLs that need to be registered to configure Live Chat in a clustered environment are:

<http://tsrmvmw06.tivlab.raleigh.ibm.com:9081/maximo>  
<http://tsrmvmw04.tivlab.raleigh.ibm.com:9081/maximo>

If the context root was changed, replace it accordingly in the URLs above.

### Step 1: Each Java Virtual Machine instance in the cluster needs a unique name defined via the mxe.name parameter.

To set the mxe.name parameter in each of the JVM (Java Virtual Machine) instances, in the WebSphere Admin Console, navigate to the Servers sections, expand Server Types, choose WebSphere application servers and click on the server in the table.

## Integrated Solutions Console Welcome wasadmin

Cell=ctgCell01, Profile=ctgDmgr01

### Application servers

Use this page to view a list of the application servers in your environment and the status of each of its resources.

|   | New                      | Delete                   | Templates...                     | Start                    | Stop                     | Restart                  | ImmediateStop            | Terminate                |
|---|--------------------------|--------------------------|----------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| <input checked="" type="checkbox"/>         | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>         | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Select                                      | Name ◊                   | Node ◊                   | Host Name ◊                      | Version                  |                          |                          |                          |                          |
| You can administer the following resources: |                          |                          |                                  |                          |                          |                          |                          |                          |
| <input type="checkbox"/>                    | MXServer                 | ctgNode01                | tsrmvmw06.tivlab.raleigh.ibm.com | ND 7.0                   |                          |                          |                          |                          |
| <input type="checkbox"/>                    | cluster_member_1         | ctgNode01                | tsrmvmw06.tivlab.raleigh.ibm.com | ND 7.0                   |                          |                          |                          |                          |
| <input type="checkbox"/>                    | cluster_member_2         | tsrmvmw04Node01          | tsrmvmw04.tivlab.raleigh.ibm.com | ND 7.0                   |                          |                          |                          |                          |
| <input type="checkbox"/>                    | server1                  | tsrmvmw04Node01          | tsrmvmw04.tivlab.raleigh.ibm.com | ND 7.0                   |                          |                          |                          |                          |
| <b>Total 4</b>                              |                          |                          |                                  |                          |                          |                          |                          |                          |

In this example, we will click on cluster\_member\_1. The same steps need to be repeated for all instances in the cluster.

In the Server Infrastructure section, expand Java and Process Management and click on Process Definition.

- [Messaging engines](#)
- [Messaging engine inbound transports](#)
- [WebSphere MQ link inbound transports](#)
- [SIB service](#)

---

### Server Infrastructure

- Java and Process Management
  - [Class loader](#)
  - [Process definition](#)
  - [Process execution](#)
  - [Monitoring policy](#)
- Administration

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### Communications

- [Ports](#)
- [Messaging](#)

---

### Performance

- [Performance Monitoring Infrastructure \(PMI\)](#)
- [Performance and Diagnostic Advisor Configuration](#)

In the Additional Properties section, click on Java Virtual Machine.

---

### Additional Properties

- [Java Virtual Machine](#)
- [Environment Entries](#)
- [Process execution](#)
- [Process Logs](#)
- [Logging and tracing](#)

In the **Generic JVM arguments**, add the following **-Dmx.e.name=clustermember1** to the end. You can choose any name other than clustermember1 but the name must be unique across instances.

The screenshot shows the 'System Properties' configuration screen. It includes fields for Maximum heap size (1536 MB), Run HProf (checkbox), HProf Arguments (text input), Debug Mode (checkbox), Debug arguments (-agentlib:jdwp=transport=dt\_socket,server=y,suspend=n,address=7777), Generic JVM arguments (-Xgcpolicy:gencon -Xdisableexplicitgc -Xmn320m -Dmx.e.name=clustermember1), Executable JAR file name (text input), Disable JIT (checkbox), Operating system name (windows), and buttons for Apply, OK, Reset, and Cancel.

Click Apply and then Save to save the settings. Click OK and then Save to get out of the settings. Repeat for other instances in the cluster. Remember to give each instance a unique name, do not copy and paste the same value.

Restart the instances to pick up the parameter values.

## Step 2: Add an instance property for each URL instance in the cluster for property sccd.livechat.instanceJVMAddress.

Login to SmartCloud Control Desk and navigate to the **System Configuration > Platform Configuration > System Properties** application.

In the Instance Properties section (bottom) click on New Row to add a new one.

The screenshot shows the 'Instance Properties' grid. It has columns for Property Name, Description, and Value. The grid contains the following data:

| Property Name                | Description   | Value      |
|------------------------------|---|------------|
| mxe.com.port                 | Com port  |            |
| mxe.rmi.port                 | Port used by RMI for communication; if left at 0, RMI will use any available port on the system | 0          |
| pmrel.distsoftware.workflow  | Default Release start distribution Workflow   | PMRELDSTSW |
| pmrel.getdiststatus.workflow | Default Release Get distribution Workflow   | PMRELGETST |
| pmrel.testompconn.workflow   | Default Release Test OMP Connection Workflow  | PMRELTSTST |
| pmrel.distsoft.event         | Deploy Software Event   | DISTSOFT   |
| pmrel.getstatus.event        | Get Deployment Status Event   | GETSTATUS  |
| pmrel.testconn.event         | Test Connection to OMP Event  | TESTCONN   |

For Property Name:, either search for or type in

sccd.livechat.instanceJVMAddress

For Server:, type one of the mxe.name values you set up in the previous section. In this example, I will use clustermember1.

For Value:, type in the URL:

<http://tsrmvmw06.tivlab.raleigh.ibm.com:9081/maximo>

For Server Host, leave blank.

| Instance Properties Details                         |                |
|---|----------------|
| Property Name:                                      | Server:        |
| sccd.livechat.instanceJVMAddress                    | clustermember1 |
| Description:  | Server Host:   |
| Live chat internal shared key value                 |                |
| Value:  |                |
| http://tsrmvmw06.tivlab.raleigh.ibm.com:9081/maximo |                |

Click Save.

Click New Row again and repeat for every instance in the cluster. Make sure the Value is the correct unique URL with port to that instance.

Verify Live Chat is working!

And if it is not, try this!

## Comments

 Loading comments...

You are in: IBM Control Desk > Configuring and Customizing > Live Chat configurations > Configuring Live Chat in a Clustered Environment > Debug Live Chat Cluster Configuration

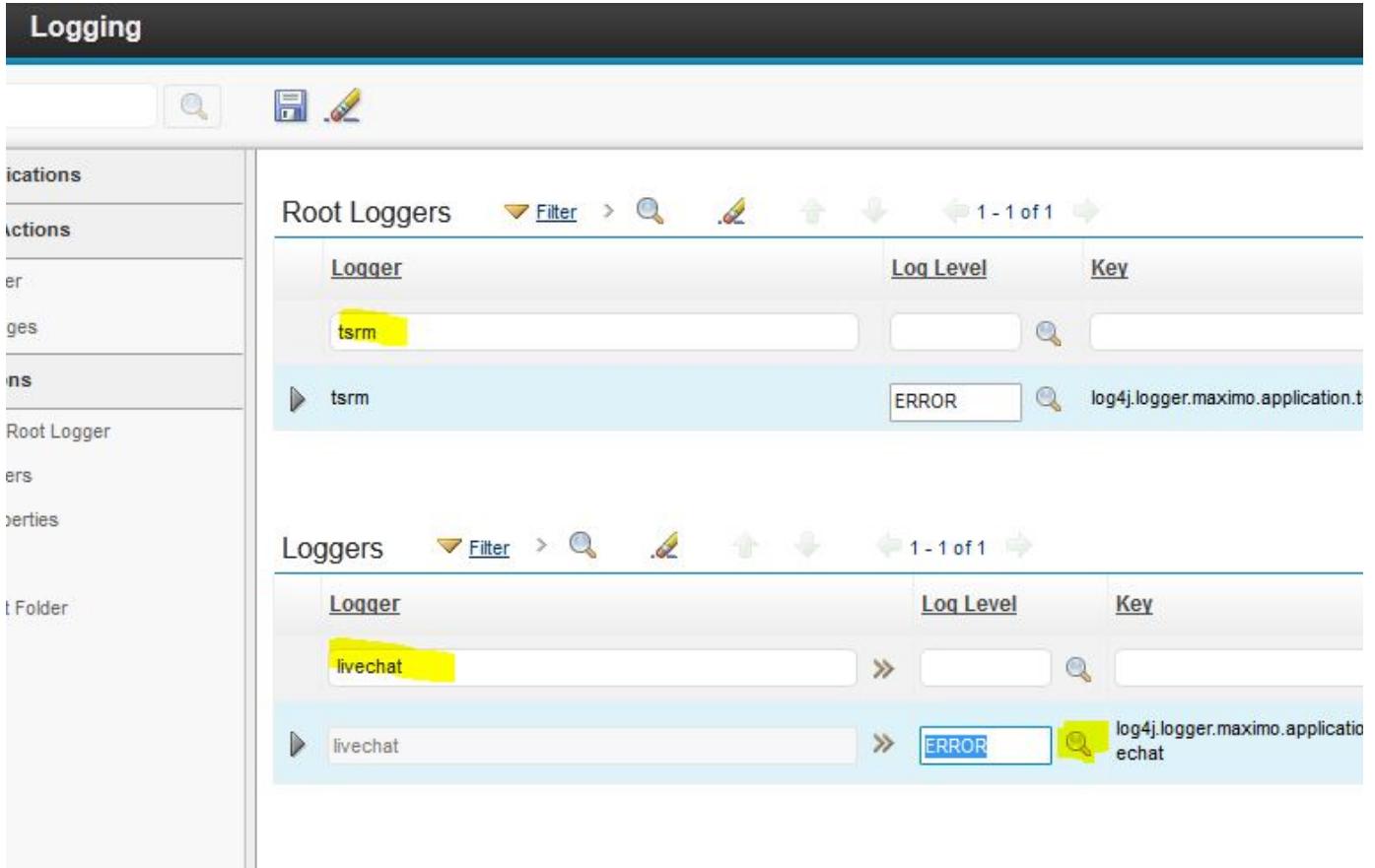
## Debug Live Chat Cluster Configuration

 Like | Updated February 9, 2017 by Jim Yu | Tags: chat, cluster, livechat

### Enable debug level log messages for Live Chat functionality

Login to SmartCloud Control Desk and navigate to the **System Configuration > Platform Configuration > Logging** application

In the Root Loggers top section, search for the **tsrm**. When the Loggers section below gets populated, search for **livechat**. Click on the magnifying glass next to ERROR to change the level to **DEBUG**.



The screenshot shows the 'Logging' application interface. On the left is a sidebar with various navigation items. The main area has two tabs: 'Root Loggers' and 'Loggers'. The 'Root Loggers' tab is active, showing a table with one row for 'tsrm'. The 'Logger' column contains 'tsrm', the 'Log Level' column contains 'ERROR', and the 'Key' column contains 'log4j.logger.maximo.application.tsrm'. Below this is a 'Loggers' table with one row for 'livechat'. The 'Logger' column contains 'livechat', the 'Log Level' column contains 'ERROR', and the 'Key' column contains 'log4j.logger.maximo.application.livechat'. Both tables have standard CRUD buttons (New, Edit, Delete, Save) at the top.

| Logger | Log Level | Key                                  |
|--------|-----------|--------------------------------------|
| tsrm   | ERROR     | log4j.logger.maximo.application.tsrm |

| Logger   | Log Level | Key                                      |
|----------|-----------|--|
| livechat | ERROR     | log4j.logger.maximo.application.livechat |

Save and then click on Apply Settings in the More Actions.

### To verify the instance property was configured correctly

Login directly to one of the cluster nodes, like:

<http://tsrmvmw04.tivlab.raleigh.ibm.com:9081/maximo>

Navigate to the **System Configuration > Platform Configuration > System Properties** application.

In the Properties section look for the **sccd.livechat.instanceJVMAddress** property. The value should be one of the values set, for example:

Global Properties Details

|                 |   |                |                                     |
|-----------------|---|----------------|-------------------------------------|
| Property Name:  | sccd.livechat.instanceJVMAddress                    | File Override? | <input type="checkbox"/>            |
| Description:    | Live chat internal shared key value                 | Global Only?   | <input type="checkbox"/>            |
| Global Value:   | http://localhost:80/maximo                          | Instance Only  | <input checked="" type="checkbox"/> |
| Current Value:  | http://tsrmvmw04.tivlab.raleigh.ibm.com:9081/maximo | Online Change? | <input checked="" type="checkbox"/> |
| Maximo Default: | http://localhost:80/maximo                          | Live Refresh?  | <input type="checkbox"/>            |
|                 |   | Encrypted?     | <input type="checkbox"/>            |

**Note:** the Current Value in Global Properties indicates the URL that the chat service connected to during start up. It's a read-only value.

## When all else fails

If live chat does not work across clustered instances, make sure the URLs are set correctly in the instance properties. Make sure the URLs are prefixed accordingly with **http://** and the **context root** for maximo is set correctly and is included.

If several attempts have been made to provide a correct URL, you may need to clear the instances that have been previously registered by making sure only the registered instances are in the database table **PMTCOLIVECHATORT**.

You need to connect to the database and delete any obsolete or incorrect instances.

To delete entries in DB

```
> delete from maximo.PMTCOLIVECHATORT    <- new entries get auto-generated and populate this table upon WAS startup
```

Below is a screenshot with only the two instances registered.

| HOSTURL  | PMTCOLIVECHATORT... |    |
|--|---------------------|----|
| http://tsrmvmw04.tivlab.raleigh.ibm.com:9081/maximo/cometd | 6                   | 29 |
| http://tsrmvmw04.tivlab.raleigh.ibm.com:9081/maximo/cometd | 7                   | 29 |

At times, each of the instances will start up at the same time so they are unable to register themselves before the other instance starts up. Try **restarting one of the instances** to attempt to reestablish the cloud. Attempt adding a delay to one of the instances to avoid this problem in the future.

Alternatively, use the Ripplestart option to start the instances.

On WAS Console select Servers > Clusters > WebSphere App Server Clusters

Select the cluster node and click Ripplestart <- this starts the servers one by one.

Another item to check is to ensure that the system property mxe.int.dfltuser contains a correct value (for example MXINTADM).

In ICD, select System Configuration > Platform Configuration > System Properties and enter "mxe.int.dfltuser" in the filter.

The user specified in mxe.int.dfltuser must be a valid integration user and must not be BLOCKED. By default, that value is MXINTADM.

In ICD, select Security > Users and find mxintadm

If MXINTADM is in BLOCKED status, unblock it by selecting Change Status and set New Status to ACTIVE.

As a last resort, you can enable DEBUG in the livechat logger and check for startup debug lines with "Oort URL". The log statements should be processing each of the registered URLs depending on their startup order.

## Comments

*There are no comments.*

You are in: [IBM Control Desk](#) > [Configuring and Customizing](#) > [Live Chat configurations](#) > [Configuring Live Chat in a Clustered Environment](#) > Verify Live Chat in Cluster Environment

## Verify Live Chat in Cluster Environment



Like | Updated April 1, 2013 by [Lili Orozco](#) | Tags: [chat](#), [livechat](#)

To test live your live chat cluster configuration, log in to each of the instances individually. In the configuration example, I log in to :

<http://tsrmvmw04.tivlab.raleigh.ibm.com:9081/maximo>

and

<http://tsrmvmw06.tivlab.raleigh.ibm.com:9081/maximo>

Since I am using the same machine to test, I need to login using different browsers. I login as **maxadmin** which is default is a chat agent and can request to chat.

From one browser, I go to the **Self Service > Self Service Center** application and request to chat as an end user.

The second browser where I am logged on to the second instance should immediately indicate that there is a chat waiting. I can then accept the chat request with this browser and verify that messages can be exchanged back and forth.

If the indicator in the second browser does not blink with an incoming chat request or the messages are lost between the chat windows, [try debugging using these tips](#).

## Comments

*There are no comments.*

You are in: [IBM Control Desk](#) > [Configuring and Customizing](#) > [Live Chat configurations](#) > Configuring Live Chat for Service Providers

## Configuring Live Chat for Service Providers

 [Like](#) | Updated today at 11:03 AM by [BhratPatel](#) | Tags: *None*

Live Chat was introduced in Control Desk 7.5.1.

If you are a service provider, how can you configure Live Chat for multiple customers? You might want a specific queue and agent for each customer.

For information about how to configure Live Chat for IBM Control Desk for Service Providers, please see the following wiki pages:

[Live Chat for Service Providers 7.5.3.1 and higher](#)

## Comments

*There are no comments.*

You are in: [IBM Control Desk](#) > [Configuring and Customizing](#) > [Live Chat configurations](#) > [Configuring Live Chat for Service Providers](#) > Live Chat for Service Providers 7.5.3.1 and higher

## Live Chat for Service Providers 7.5.3.1 and higher

 [Like](#) | Updated December 22, 2015 by [charglen](#) | Tags: *None*

Live Chat was introduced in Control Desk 7.5.1. The live chat feature enables end users of the Service Desk and Self Service Center to chat with Service Desk agents about issues or problems. Users can request a chat from the home page of the Self Service Center (Contact Us pod) or from Browse Solutions.

If you are a service provider, how can you configure Live Chat for multiple customers? You might want a specific queue and agent for each customer.

The following pages provide information about configuring Live Chat in IBM Control Desk for Service Providers Version 7.5.3.1 and higher.

[Live Chat for the Contact Us pod in Service Providers 7.5.3.1 and higher](#)

[Live Chat for Browse Solutions in Service Provider 7.5.3.1 and higher](#)

## Comments

*There are no comments.*

You are in: IBM Control Desk > Configuring and Customizing > Live Chat configurations > Configuring Live Chat for Service Providers > Live Chat for Service Providers 7.5.3.1 and higher > Live Chat for the Contact Us pod in Service Providers 7.5.3.1 and higher

## Live Chat for the Contact Us pod in Service Providers 7.5.3.1 and higher

 Like | Updated December 22, 2015 by charglen | Tags: None

This page describes how to configure the Contact Us pod in Live Chat for IBM Control Desk for Service Providers Version 7.5.3.1 and higher.

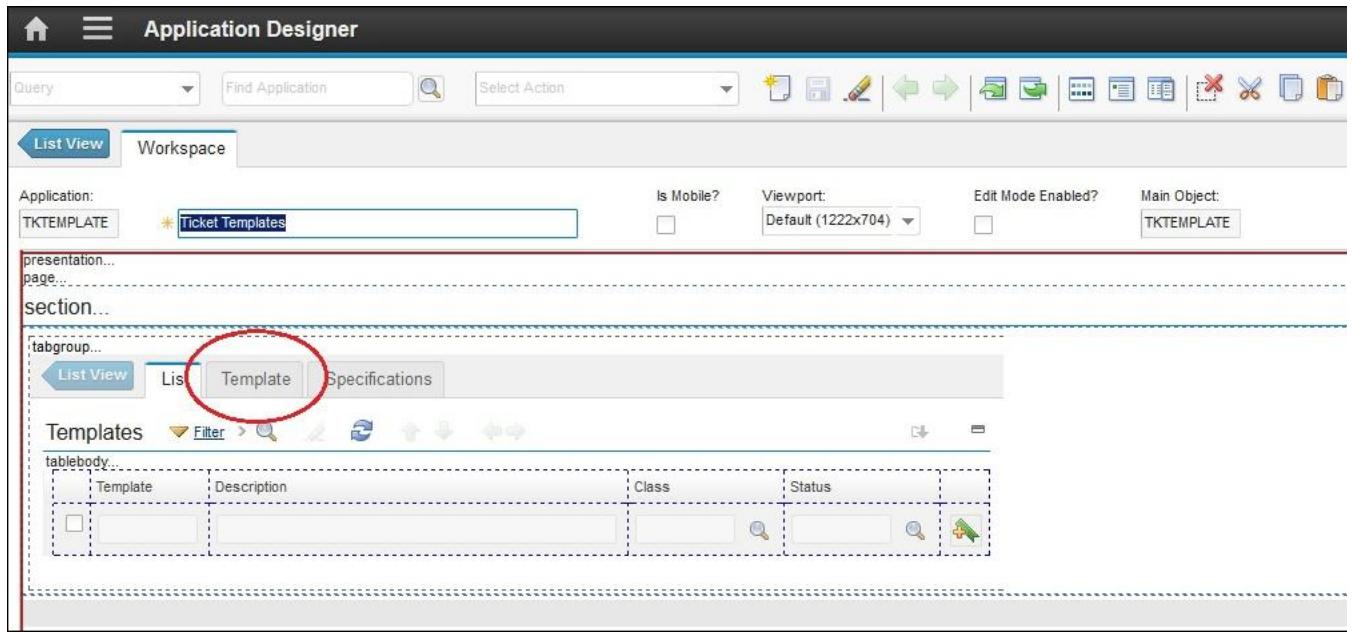
### Prerequisites

The following are prerequisites for the Contact Us pod configuration:

- IBM Control Desk Version 7.5.3.1 or later or 7.6.0.1 or later is installed.
- Customers are already created.
- Users and groups for chat agents are created and configured.

### Instructions

1. Login to Control Desk as an administrator.
2. Go to System Configuration > Platform Configuration > Application Designer.
3. Search for TKTEMPLATE and select it.
4. From the Template tab, add a new text field (You can drag and drop from Control Palette.).



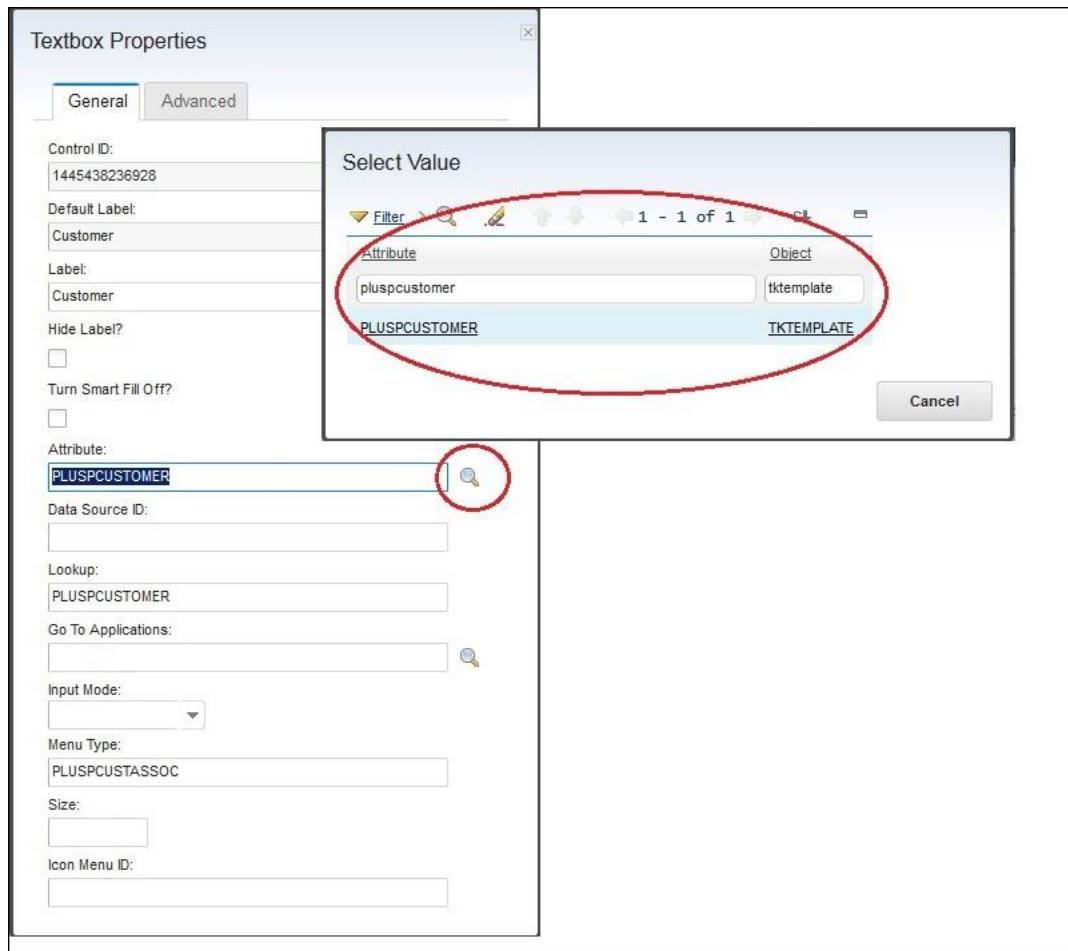
The screenshot shows the Application Designer interface. At the top, there's a toolbar with various icons. Below the toolbar, the title bar says "Application Designer". Underneath the title bar, there are two tabs: "List View" (which is selected) and "Workspace". A search bar is present above the main content area. The main content area has several sections: "Application:" set to "TKTEMPLATE" with "Ticket Templates" selected, "Is Mobile?" checked, "Viewport:" set to "Default (1222x704)", "Edit Mode Enabled?" checked, and "Main Object:" set to "TKTEMPLATE". Below these settings, there are sections for "presentation...", "page...", and "section...". The "section..." section contains a tab group with three tabs: "List View" (selected), "List", and "Template". The "Template" tab is circled with a red circle. Below the tab group, there's a table titled "Templates" with columns "Template", "Description", "Class", and "Status". There are two rows in the table, each with a small icon for editing.

5. Edit the new field as follows:

Attribute: PLUSPCUSTOMER

Lookup: PLUSPCUSTOMER

Menu Type: PLUSPCUSTASSOC



6. Save the record.

At this point, the new field should be like this:

The screenshot shows the Application Designer workspace with the 'Template' tab selected. In the 'Details' section of a form template, there is a field labeled 'Customer' which is highlighted with a red oval. This field is part of a larger group of fields including 'Classification', 'Class Description', 'Organization', and 'Automatic Assignment?'.

7. Go to System Configuration > Platform Configuration > System Properties.

8. Search for sccd.livechat.singlechattopictemplate.

9. Clear the Global Value, save the record, and run Live Refresh.

10. Go to > Administration > Resources > People (SP) and select a chat agent.
11. In the 'Workplace Information' section, add the customer that the agent will work with, as shown in the following example:

Cust/Vendor:  
CUSTOMER\_A ➤ Customer A

Cust/Vend Type:  
CUSTOMER

12. Save the record.
13. Go to > Security > Security Groups (SP) and select the agent group.
14. Go to the Customers tab.
15. Select the level of the customer authorization. The goal is to ensure that the agent receives chat requests from a specific customer, as shown in the following example:

Group:  
SDADESKAGE Agent for Service Desk and Change Management

**Customer Authorization**

Select one level of customer authorization for users in this security group. All users can access unrestricted classifications and attributes, regardless off the customer authorization level of the group they belong to.

Authorize Group for All Customers?

Authorize Group only for Unrestricted Customer level information?

Authorize Group for Customer on User's Person record?

Authorize Group for Customers in User's Person Customer Access List?

Authorize Group for Customers listed below?

16. Save the record.
17. Go to > Administration > Resources > Person Groups.
18. Create a person group, add the chat agent(s), and configure the group to be a chat queue, as shown in the following examples.

Person Group:  
GROUP\_A Chat queue for Customer A

**People**

| Person  | Name             | Use for Organization     | Use for Site             | Group Default?           | Site Default?                       | Organization Default?    |
|---------|------------------|--------------------------|--------------------------|--------------------------|-------------------------------------|--------------------------|
| AGENT_A | Agent Customer A | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |

Configure this person group as a live chat queue and view chat queue activity. [More information](#)

Person Group:  
GROUP\_A Chat queue for Customer A

Is Chat Queue? Available to Chat?

19. Save the record.
20. To create chat topics, Go to > Service Desk > Ticket Templates and assign the ticket template to the person group created for each customer, as shown in the following example.

The screenshot shows the 'Ticket Templates' screen in IBM Control Desk. A template named 'CHAT\_CUSTA' is selected. The details section includes fields for Owner Group ('GROUP\_A'), Service Group, Classification, Owner, Service, Class Description, Internal Priority, Vendor, Customer ('CUSTOMERA'), Ticket Status, Self Service Access?, Organization, and a note about the template being used in Catalog Offering, Service Request and Quick Inserts, Catalog Offering Only, or Chat Topic Only.

At this point, Live Chat for Contact Us pod is configured for Service Providers. You should repeat the steps above for each customer. The chat request will be routed according to the customer, as shown in the following example.

The screenshot shows the 'Self Service Center' interface with the 'Contact Us' pod open. The pod displays a message asking to search for a solution using 'Browse Solutions' before the help desk. It also provides a link to 'Report an Issue'. A modal window titled 'Chat with an Agent' is open, prompting the user to 'Select a Chat Topic'. The topic 'Chat topic for Customer A' is selected. There is an optional field for a previously opened Service Request and buttons for 'Chat Now' and 'Cancel'.

## Comments

*There are no comments.*

You are in: IBM Control Desk > Configuring and Customizing > Live Chat configurations > Configuring Live Chat for Service Providers > Live Chat for Service Providers 7.5.3.1 and higher > Live Chat for Browse Solutions in Service Provider 7.5.3.1 and higher

## Live Chat for Browse Solutions in Service Provider 7.5.3.1 and higher

 Like | Updated December 22, 2015 by charglen | Tags: None

This page describes how to configure Live Chat for Browse Solutions (Chat with Agent about this Solution) in IBM Control Desk for Service Providers Version 7.5.3.1 and higher.

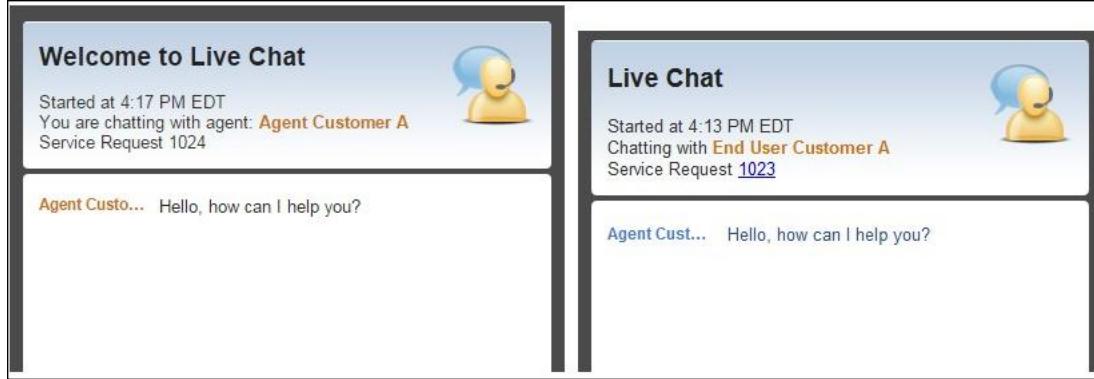
### Prerequisites

The following are prerequisites for the Contact Us pod configuration:

- IBM Control Desk Version 7.5.3.1 or later or 7.6.0.1 or later is installed.
- Customers are already created.
- Users and groups for chat agents are created and configured.

### Instructions

1. Login to Control Desk as an administrator.
2. Go to > Security > Security Groups (SP).
3. Select a group and grant access to the agent button in the solution dialog.



4. Because the user is from a specific customer, only objects associated with this customer are available in the Self Service Center. To ensure that your solutions are configured properly, Select Go to > Service Desk > Solutions (SP).

5. Go to > Administration > Resources > Person Groups , create a person group, add the chat agent(s), and configure the group to be a chat queue, as shown in the following examples.

Solution: 1001 Replace HD manually

Classification: 21\2101\210101

Class Description: IT Issue \ Hardware \ Desktop

Self-Service Access?

Type: HW

Status: ACTIVE

Customer: CUSTOMER\_A

Configure this person group as a live chat queue and view chat queue activity. [More information](#)

Person Group: GROUP\_A Chat queue for Customer A

Is Chat Queue? Available to Chat?

6. Save the record.

7. Go to > Service Level > Response Plan (SP) and create a response plan to route the end user to the correct queue:

Select the type of ticket, work order, or sales order to which this response plan applies, and assign a ranking. If the criteria that you specify on the Conditions, Assets, and Locations tabs are met, this response plan will be applied in order of rank. You cannot modify the response plan if the status is Active.

Response Plan: R1001 Route solution to Customer A queue

Status: ACTIVE

Status Date: 10/29/15 14:17:41

Response Plan Administrator: [empty]

Ranking: 1

Applies To: SR

Apply to Date: Report Date

8. Fill in Assign Owner Group and Apply Solution fields.

Stop Response Plan if Job Plan or Ticket Template can not be applied?

Job Plan Site/Org: [empty]

Assign Vendor: [empty]

Assign Supervisor: [empty]

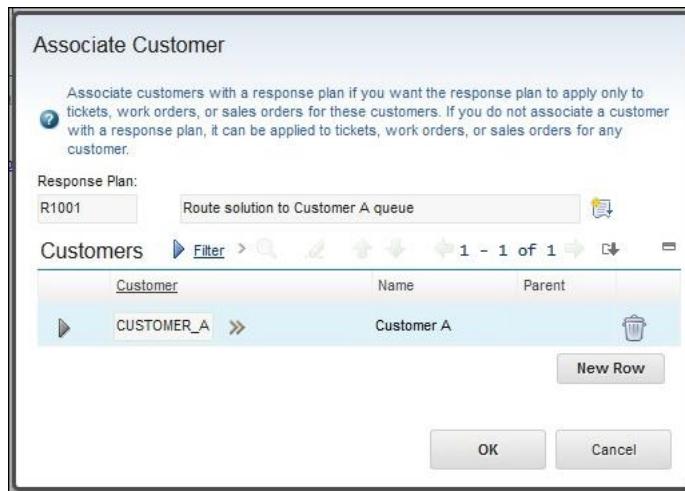
Assign Crew: [empty]

Apply Solution: 1001 Replace HD manually (Customer A)

Fields filled in the Response section:

- Apply Job Plan: [empty] ➤ [empty]
- Job Plan Site/Org: [empty]
- Apply Ticket Template: [empty] ➤ [empty]
- Assign Owner: [empty] ➤ [empty]
- Assign Owner Group: CUST\_A ➤ Customer A queue
- Assign Work Group: [empty] ➤ [empty]

9. Associate a customer with the response plan.



10. Add a criteria if you need to route the chat request from a solution to different queues. Otherwise, the same response plan will be applied to all solutions.

The screenshot shows the 'Response Plans (SP)' configuration screen. It displays a response plan named 'R1001' which routes solutions to 'Customer A queue'. The 'Applies To:' field is set to 'SR'. The 'Status:' is 'ACTIVE' and the 'Ranking:' is '1'. Below this, the 'Response Plan Criteria' section allows specifying classification criteria. A note states that the response plan will be applied if all conditions are met. Classification is set to '21\2101\210101' and internal priority is 'IT Issue \ Hardware \ Desktop'.

11. Save and activate the response plan.

At this point, Live Chat in Browse Solutions is configured for Service Providers. You should repeat the steps above for each customer. The chat request will be routed according to the customer.

The screenshot shows the 'View Solution' screen in the Self Service Center. It displays a solution titled 'Replace HD manually (Customer A)' with a rating of 5 stars. The solution ID is '1001'. At the bottom, there are buttons for 'Rate this solution', 'Did this solution help you resolve your issue? Yes', 'No - Create a Service Request', 'No - Return to Solution Search', and 'Chat with Agent about this Solution'.

The screenshot shows the 'Self Service Center' interface. The top navigation bar includes icons for Home, Search, and Quick Insert, along with a search bar labeled 'Search for Solutions, Offering and Quick Inserts'. The main content area is titled 'View Solution' and displays a tree view of 'Browse Solutions' under 'Solutions' and 'IT Issue'. A specific solution node is selected, showing its title 'Replace HD manually (Customer A)'. Below the tree, there is a rating section with five yellow stars and a 'Rate this solution' button. The solution details are listed as 'Solution:' followed by '1001' and the title 'Replace HD manually (Customer A)'. At the bottom, there is a feedback section asking 'Did this solution help you resolve your issue?' with options 'Yes', 'No - Create a Service Request', 'No - Return to Solution Search', and 'Chat with Agent about this So'.

## Comments

There are no comments.

You are in: IBM Control Desk > Configuring and Customizing > Live Chat configurations > Closing Service Requests opened from Live Chat automatically

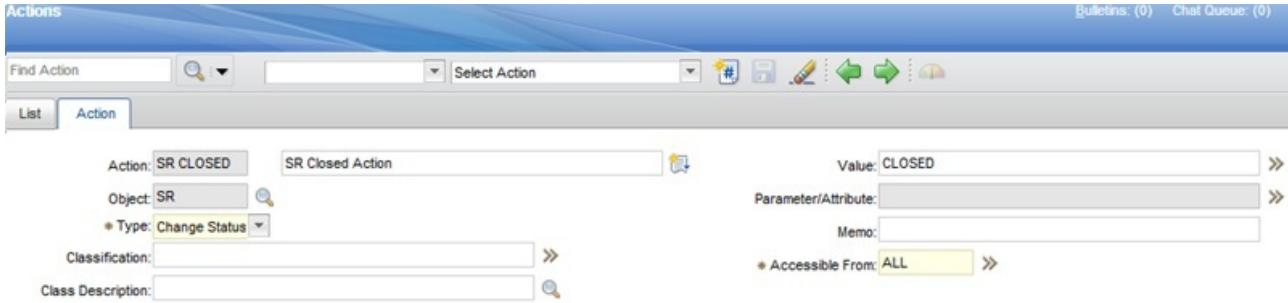
## Closing Service Requests opened from Live Chat automatically

 Like | Updated April 10, 2013 by HelenaCorelli | Tags: None

In IBM SmartCloud Control Desk 7.5.1, the end user can have any issue quickly resolved by using Live Chat. A service request is created automatically when a chat request is opened, and the chat history is saved.

Depending on the demand, several service requests are created and you may want to have all those tickets close automatically. To automatically close tickets created from a chat request, you can create an escalation that closes all the SR opened from chat requests.

1. Log in as the Administrator, and then select Go to → System Configuration → Platform Configuration → Actions.
2. Create an action to close service requests:



3. Select Go to → System Configuration → Platform Configuration → Escalations.
4. Create an escalation.
5. In the Condition field, add the following query:

```
externalsystem = 'CHAT' AND status in (select value from synonymdomain where do-mainid = 'SRSTATUS' and maxvalue in ('RESOLVED')) AND (current timestamp - STATUSDATE >=10)
```

This condition closes Service Requests that were generated from the Live Chat and that are in 'Resolved' state for more than 10 days. You can change the condition by adding more criteria.

6. Create an escalation point, and add the same query in the Escalation Point Condition.
7. In the Actions section, click New Row, and select the action that you created in step 2.
8. Fill in the Schedule according to your needs.
9. Before you validate the escalation, ensure that it looks like this:

The screenshot shows the 'Escalations' screen in the IBM Control Desk. At the top, there is a toolbar with various icons for search, select action, and communication logs. Below the toolbar, there are tabs for 'List', 'Escalation' (which is selected), and 'Communication Log'. The main area displays an escalation rule configuration:

- Escalation:** 1080
- Condition:** externalsystem = 'CHAT' AND status in (select value from synonymdomain where domainid = 'SRSTATUS' and maxvalue in ('RESOLVED')) AND (current timestamp - STATUSDATE >=10)
- Action:** Close SRs opened from Live Chat automatically
- Site:** [empty]
- Organization:** [empty]
- Create Successful Execution Entry?**
- Last Run Time:** 3/18/13 16:08:51
- Active?**
- Schedule:** 1h,\*,0,\*\*\*\*\*
- Calendar Organization:** [empty] >>
- Calendar:** [empty] >>
- Shift:** [empty] >>

Below this, the 'Escalation Points' section is shown, displaying one point:

| Escalation Point | Elapsed Time Attribute | Elapsed T |
|------------------|------------------------|-----------|
| 1                |                        |           |

Details for Escalation Point 1:

- Escalation Point:** 1
- Elapsed Time Attribute:** [empty]
- Escalation Point Condition:** externalsystem = 'CHAT' AND (status = 'RESOLVED') AND (current timestamp - STATUSDATE >=10)

Below the escalation points, the 'Actions' section is shown, displaying one action:

| Action       | Description      |
|--------------|------------------|
| SR CLOSED >> | SR Closed Action |

Details for the action:

- Action:** SR CLOSED >> SR Closed Action
- Type:** CHANGESTAT

10. From the Select Action menu, select Validate and then Activate/Deactivate escalation.

## Comments

*There are no comments.*

You are in: IBM Control Desk > Configuring and Customizing > Live Chat configurations > Scheduling Availability of Live Chat Queues

## Scheduling Availability of Live Chat Queues

 1 Like | Updated September 4, 2013 by Lili Orozco | Tags: None

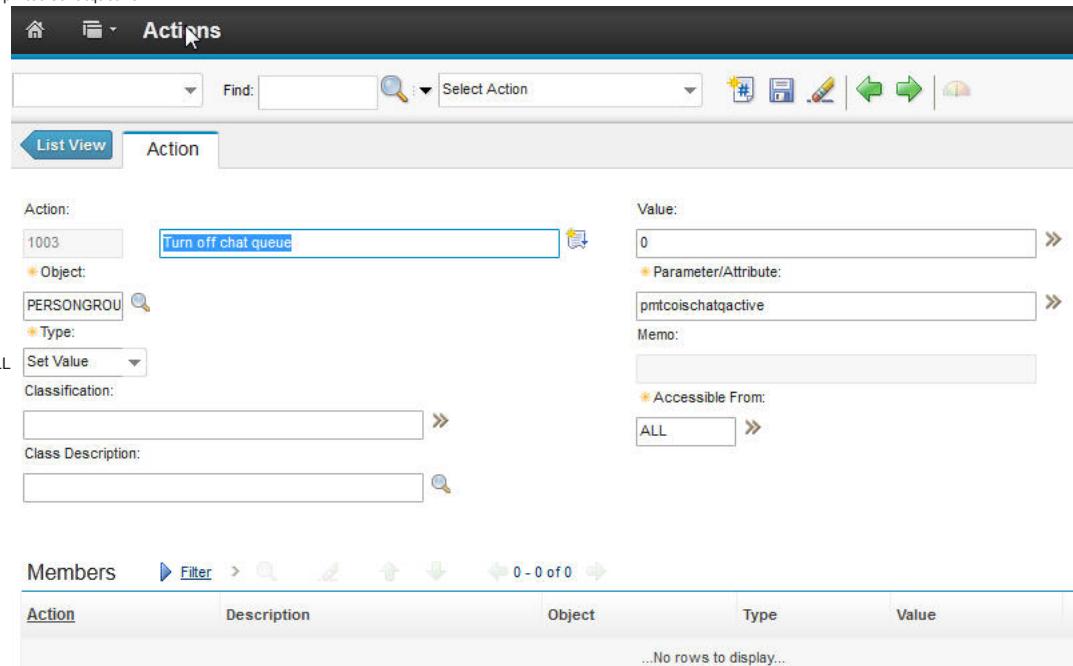
To manage the availability of a Chat Queue, the attribute **Available to Chat** needs to be turned on and off in the chat queue (person group).

To do this automatically, you need two actions and two escalations.

1. Go to System Configuration > Platform Configuration > Actions and click the New icon.

2. Specify the following values and save the record.

- o Description: Turn off chat queue
- o Object: PERSONGROUP
- o Type: Set Value
- o Value: 0
- o Parameter/Attribute: pmtcoischatqactive



The screenshot shows the 'Actions' screen in the IBM Control Desk interface. The 'Action' tab is selected. A new action is being created with the following details:

- Action: 1003 (Turn off chat queue)
- Object: PERSONGROU
- Type: Set Value
- Value: 0
- Parameter/Attribute: pmtcoischatqactive
- Accessible From: ALL

The 'Members' section shows no rows displayed.

3. Click the New icon again to create a new action.

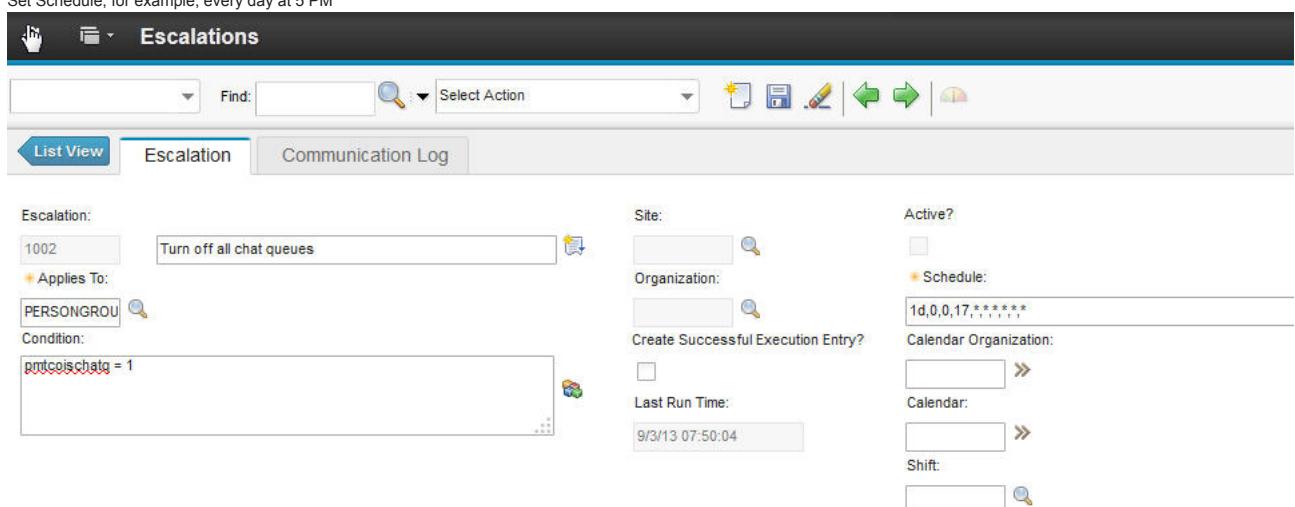
4. Specify the following values and save the record.

- o Description: Turn on chat queue
- o Object: PERSONGROUP
- o Type: Set Value
- o Value: 1
- o Parameter/Attribute: pmtcoischatqactive
- o Accessible From: ALL

5. Go to System Configuration > Platform Configuration > Escalations and click the New icon.

6. Specify the following parameters.

- o Description: Turn off all chat queues
- o Applies To: PERSONGROUP
- o Condition: pmtcoischatq = 1
- o Set Schedule, for example, every day at 5 PM



The screenshot shows the 'Escalations' screen in the IBM Control Desk interface. The 'Escalation' tab is selected. A new escalation is being created with the following details:

- Escalation: 1002 (Turn off all chat queues)
- Applies To: PERSONGROU
- Condition: pmtcoischatq = 1
- Site: (empty)
- Organization: (empty)
- Create Successful Execution Entry?: (unchecked)
- Last Run Time: 9/13 07:50:04
- Active? (unchecked)
- Schedule: 1d,0,0,17,\*\*\*\*\*
- Calendar Organization: (empty)
- Calendar: (empty)
- Shift: (empty)

### Validation Results

7. In the Escalations Points section, add a new row and in the Escalation Point Condition field, specify the same condition shown in the preceding screen capture: pmtcoischatq = 1

8. Select the **Repeat** check box.

### Validation Results

Escalation Points 1 - 1 of 1

| Escalation Point | Elapsed Time Attribute | Elapsed Time Interval | Interval Unit of Measure | Organization | Calendar | Shift |
|------------------|------------------------|-----------------------|--------------------------|--------------|----------|-------|
| 1                |                        |                       |                          |              |          |       |

**Details**

Escalation Point: 1

Elapsed Time Attribute:

Escalation Point Condition: `pmtcoischatq = 1`

Elapsed Time Interval:

Interval Unit of Measure:

Repeat?

Organization:

Calendar:

Shift:

9. In the Actions section, set the action to **Turn off chat queue**.

Select Action Group or add individual actions by clicking New Row. Action Group: 1004

Actions 1 - 1 of 1

| Action | Description         | Type     | Sequence |  |
|--------|---------------------|----------|----------|--|
| 1003   | Turn off chat queue | SETVALUE | 10       |  |

10. Save the record.

11. Click the New Icon to create another escalation to **Turn on all chat queues**.

12. Similarly, specify the following parameters.

- o Description: Turn on all chat queues
- o Applies To: PERSONGROUP
- o Condition: pmtcoischatq = 1
- o Set Schedule, for example, every day at 8 AM

13. In the Escalations Points section, add a new row and in the Escalation Point Condition field, specify the same condition shown above: `pmtcoischatq = 1`

14. Select the **Repeat** check box.

15. In the Actions section, set the action to **Turn on chat queue**.

16. Save the record.

If different queues are at different schedules, you'll need to specify the name of the person group for each escalation. For example, the condition can be something like:

`pmtcoischatqueue=1 and persongroup='name_of_chat_queue_here'`

### Comments

There are no comments.

You are in: IBM Control Desk > Configuring and Customizing > Live Chat configurations > Configuring browser settings for chat focus

## Configuring browser settings for chat focus

 Like | Updated October 14, 2016 by charglen | Tags: None

**Author:** Melody Bienfang

### Overview

By default, IBM Control Desk Self Service Center is configured to force browsers to focus on the chat window. However, each browser has specific settings that determine whether or not a chat window comes to the forefront.

Because of the browser-specific settings, there are steps that each user can take to ensure that the chat window is prominently displayed when a new chat is opened.

You can use the following instructions to enable chat window focus in your browser.

### For Internet Explorer browsers

Basically for Internet Explorer it is necessary to make sure that you installed the Internet Explorer updates described in the following Microsoft knowledge base articles: MS10-018 (KB 980182) and MS11-099 (KB 2618444).

To configure the Internet Explorer browser to focus on the chat window when a new chat is requested, complete the following steps:

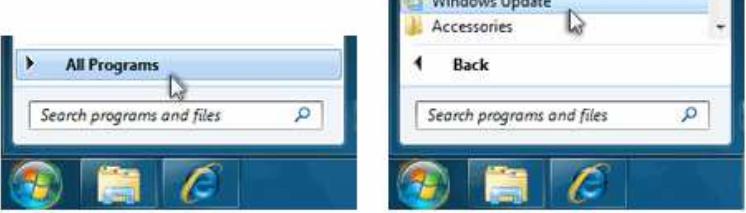
NOTE: This procedure requires a PC reboot. Do this update when a reboot is easily done.

1. Install the most recent cumulative security update for Windows Internet Explorer.
2. Go to <http://windowsupdate.microsoft.com>. The web page should look like this:

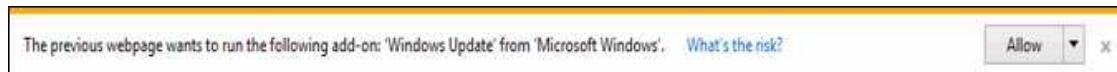
**Use your Start menu to check for updates**

Windows Update is included in Control Panel. To check for updates:

→ Click the **Start** button, click **All Programs**, and then click **Windows Update**.



3. If you get a message at the bottom of the screen similar to the following image, be sure to click **Allow**. After you click **Allow**, give the browser several moments to "refocus".



4. After the browser is refocused, click **Start > All Programs > Windows Update**. You will see a screen similar to the following image:



If your system is at the most recent level, a message will be displayed to indicate "Your system is up to date." If it does, you can complete the following steps to verify it:

- a. Go to add remove programs
  - b. Click view installed updates
  - c. Manually look for KB261844 in the Microsoft Windows section.
  - d. If it is there, no other action is required.
5. To apply updates, restart the computer.

For additional technical information about the most recent cumulative security update for Windows Internet Explorer, visit the following Microsoft Web site:

<http://www.microsoft.com/technet/security/current.aspx>

Note This update was first included in security update 980182 (MS10-018). For more information, click the following article number to view the article in the Microsoft Knowledge Base:

980182 MS10-018: Cumulative security update for Internet Explorer

## For Firefox browsers

To configure the Firefox browser to focus on the chat window when a new chat is requested, complete the following steps:

1. Type **about:config** in the address bar of Firefox and press **Enter**.
2. A warning message will be displayed to indicate that this might void your warranty.
3. Click to confirm that you want to proceed.
4. Search for the variable **dom.disable\_window\_flip**.
5. To set the value to be false, double-click the actual variable row, or select the row and right-click and select the **Toggle** option.

The screenshot shows the Firefox configuration page at `about:config`. A search bar at the top contains the text "dom.disable\_window". Below the search bar is a table with columns: Preference Name, Status, Type, and Value. One row is selected, showing the preference `dom.disable_window_flip` with a status of "user set", type "boolean", and value "false". A context menu is open over this row, with the "Toggle" option highlighted. Other options in the menu include "Copy", "Copy Name", "Copy Value", "New", and "Reset". The table also lists other preferences like `dom.disable_window`, `dom.disable_window_resizable`, `dom.disable_window_open_feature.resizable`, `dom.disable_window_open_feature.scrollbars`, and `dom.disable_window_open_feature.statusbar`, all with default values and boolean types.

6. After the variable is set to false, click X on the tab to close the config tab and close the browser.

7. Restart the browser in a new window.

## For Chrome browsers

It is not possible at this time to configure the Chrome browser to focus on the chat window when a new chat is requested.

There are NO instructions, since this is a known bug in the Chrome browser, for implementation of Java Script: Additional technical details are available here:

<https://code.google.com/p/chromium/issues/detail?id=316519>

## Comments

*There are no comments.*

You are in: [IBM Control Desk](#) > [Configuring and Customizing](#) > Restricting concurrent user counts in IBM Control Desk

## Restricting concurrent user counts in IBM Control Desk

 Updated September 8, 2016 by [charglen](#) | Tags: *None*

**Contributor:** Lee Zhang

Click the following link to download a copy of this article in PDF format: [Restrict\\_icd\\_concurrent\\_user\\_9-8-16.pdf](#)

## Overview

This article discusses one method to restrict the IBM Control Desk (ICD) concurrent user count. You can change the methodology to fit your requirement.

### Assumption of Use Case

There are two categories of ICD users, regular users and restricted users.

- Restricted users: A maximum two concurrent restricted users is allowed in the ICD system at any moment for discussion purposes.
- Regular users: There is no restriction to the regular user login.

### Use Case

The following use case is used to demo the feature.

1. Log in as restricted user "gtsuser1" in an Internet Explorer browser.
2. Log in as restricted user "gtsuser2" in a Firefox browser (or log in from a different machine).
3. Attempt to log in as restricted user "gtsuser3" in a Chrome browser (or log in from a different machine). The login fails because a maximum of two concurrent restricted users can log in at any moment into the ICD system.

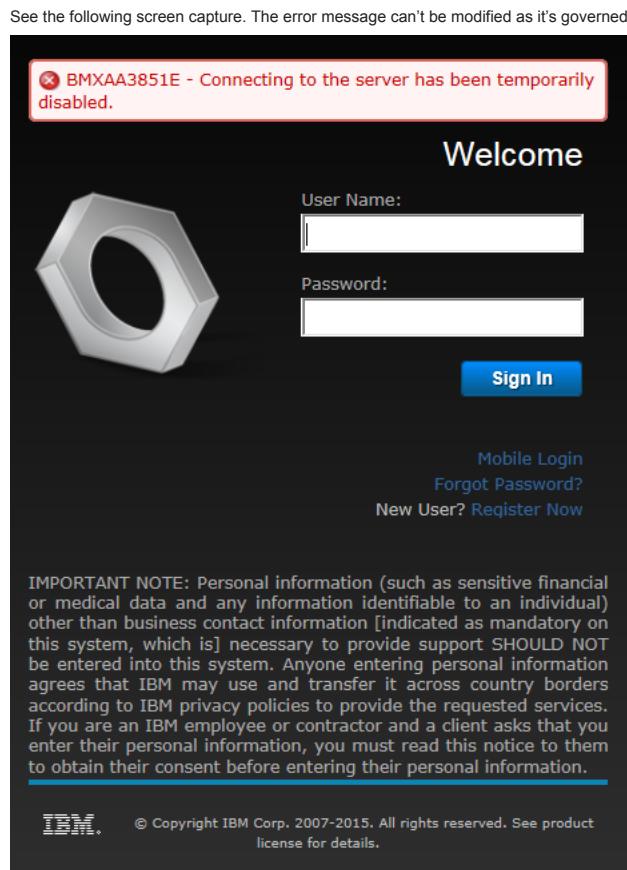


Figure 1: 3rd restricted user failed to log in to ICD system

4. Log in as regular user "bob" to show that a regular user can still log in.
5. Log out restricted user "gtsuser1" from the Internet Explorer browser.
6. Attempt to log in as restricted user "gtsuser3" in a Chrome browser (or log in from a different machine). This time, it works because only one restricted user is logged in to the ICD system.

## Configuring IBM Control Desk Users

There are different ways to configure regular users and restricted users. In this section, one method is discussed.

### Configuring Regular Users

Regular users such as bob, fred and maxadmin are defined as User Type "Type 1" ICD user account.

| User       | Person     | First Name | Last Name        | Display Name          | Status | Type   |
|------------|------------|------------|------------------|-----------------------|--------|--------|
| ALLY       | ALLY       | Ally       | SimpleView       | Ally                  | ACTIVE | TYPE 1 |
| ARUN       | ARUN       |            | Financialanalyst | Arun                  | ACTIVE | TYPE 1 |
| BARRY      | BARRY      | Barry      | Simpson          | Barry Simpson         | ACTIVE | TYPE 1 |
| BOB        | BOB        |            | Enduser          | Bob                   | ACTIVE | TYPE 1 |
| BRIAN      | BRIAN      | Brian      | ReleaseManager   | Brian                 | ACTIVE | TYPE 1 |
| CHARLIE    | CHARLIE    |            | Change Requester | Charlie               | ACTIVE | TYPE 1 |
| CINDY      | CINDY      | Cindy      | IncidentAnalyst  | Cindy IncidentAnalyst | ACTIVE | TYPE 1 |
| DISPATCH   | DISPATCH   | Dispatch   | User             | Dispatch User         | ACTIVE | TYPE 1 |
| ELMO       | ELMO       |            | Inventoryadmin   | Elmo                  | ACTIVE | TYPE 1 |
| EPADMIN1   | EPADMIN1   | admin1     | ep               | admin1 ep             | ACTIVE | TYPE 1 |
| EPADMIN2   | EPADMIN2   | admin2     | ep               | admin2 ep             | ACTIVE | TYPE 1 |
| EPANALYST1 | EPANALYST1 | analyst1   | ep               | analyst1 ep           | ACTIVE | TYPE 1 |
| EPANALYST2 | EPANALYST2 | analyst2   | ep               | analyst2 ep           | ACTIVE | TYPE 1 |
| EPUSER1    | EPUSER1    | user       | ep               | user ep               | ACTIVE | TYPE 1 |
| EPUSER2    | EPUSER2    | user2      | ep               | user2 ep              | ACTIVE | TYPE 1 |
| FRANKLIN   | FRANKLIN   |            | Change Manager   | Franklin              | ACTIVE | TYPE 1 |
| FRED       | FRED       |            | Usermanager      | Fred                  | ACTIVE | TYPE 1 |
| GTSUSER1   | GTSUSER1   |            |                  |                       | ACTIVE | TYPE 2 |
| GTSUSER2   | GTSUSER2   |            |                  |                       | ACTIVE | TYPE 2 |
| GTSUSER3   | GTSUSER3   |            |                  |                       | ACTIVE | TYPE 2 |

Select Records

Figure 2: Defining regular users as TYPE 1 user account

### Configuring Restricted Users

Restricted users such as gtsuser1, gtsuser2 and gtsuser3 are defined as User Type "Type 2" ICD user account.

| User     | Person   | First Name | Last Name | Display Name | Status | Type   |
|----------|----------|------------|-----------|--------------|--------|--------|
| gts      |          |            |           |              |        |        |
| GTSUSER1 | GTSUSER1 |            |           |              | ACTIVE | TYPE 2 |
| GTSUSER2 | GTSUSER2 |            |           |              | ACTIVE | TYPE 2 |
| GTSUSER3 | GTSUSER3 |            |           |              | ACTIVE | TYPE 2 |

Select Records

Figure 3: Defining restricted users as TYPE 2 user account

## Defining New IBM Control Desk Message

A new ICD message is required in your automation script.

### Creating a new IBM Control Desk Message

To create an ICD message record, complete the following steps:

1. Log in to ICD system. <http://<ICD host>/maximo>, maxadmin/<password>
2. Using the GoTo menu, select **System Configuration -> Platform Configuration -> Database Configuration**.
3. From the More Action menu, select **Messages**.
4. Click **New Row**.
5. Enter the values in the following table.

Table 1: Creating IBM Control Desk Message Record

| Field             | Value      |
|-------------------|------------|
| Message Group     | CUST_MSG   |
| Message Key       | CUST_LOGIN |
| Display Method    | MSGBOX     |
| Message ID Prefix | BMXZZ      |
| Message ID Suffix | E          |
| Message ID        | BMXZZ0001E |
| Display ID?       | Yes        |

| Field | Value  |
|-------|--|
| Value | Restricted user concurrent login count is exceeded |

Messages

| Message Group | Message Key                     | Message ID | Value   |
|---------------|---------------------------------|------------|---|
| INVENTORY     | HARDINVENTORY                   | BMXAA8069I | The current record requires a hard reservatio   |
| INVOICE       | InvoicePOSiteIDRequired         | BMXAA7735I | No value was specified for the Site ID field fo |
| INVUSE        | HARDINVENTORY                   | BMXAA8068I | The inventory record referenced on the usag     |
| LICENSE       | licenseSwAllocationsDeletedInfo | BMXIT0047I | Software license allocations were removed s     |
| CUST_MSG      | CUST_LOGIN                      | BMXZZ0001E | Restricted user concurrent login count is exc   |

Details

\* Message Group: CUST\_MSG

\* Message Key: CUST\_LOGIN

\* Display Method: MSGBOX

\* Message ID Prefix: BMXZZ

\* Message ID Suffix: E

Message ID: BMXZZ0001E

Display ID?

Value: Restricted user concurrent login count is exceeded

Buttons

OK?

Close?

Cancel?

Yes?

No?

Figure 4: Creating IBM Control Desk Message Record

6. Click **OK**.

## Defining an Automation Script

In this section, you define a new automation script that contains the logic to restrict the maximum concurrent user count of the restricted users.

### Creating the IBM Control Desk Automation Script

A new automation script is created to monitor and control the concurrent login count of "Type 2" user accounts.

1. Log in to the IBM Control Desk UI.
2. Select Go To > System Configuration > Platform Configuration > Automation Scripts.
3. Select More Options > Create > Script With Object Launch Point.
4. Enter data as shown in the following table.

Table 2: Creating automation script CUST\_LOGIN, step 1 of 3

| Field        | Value   |
|--------------|---|
| Launch Point | CUST_LOGIN  |
| Description  | To monitor and control the restricted user concurrent login count |
| Active       | Checked   |
| Object       | LOGINTRACKING   |
| Event        | Save  |
| Save         | Add   |
| New          | Checked   |

**Automation Scripts**

### Create Script with Object Launch Point : Step 1 of 3

Specify the name of the launch point and the object that it applies to. Select the event that activates the launch point. Specify the event context, which determines when the automation script is executed. You can reuse an existing script or specify a new one. If you select a new script, the wizard guides you through the script creation process.

[More information](#)

**\*Launch Point:**  To monitor and control the restricted user concurrent login count

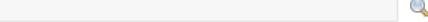
**Active?**

**\*Object:**  

**Object Event Condition:**  

### Events

|   |   |
|---|---|
| <input type="radio"/> Initialize Value      | <b>Save</b>   |
| <input type="radio"/> Validate Application  | Add? <input checked="" type="checkbox"/> Before Save <input type="radio"/> After Save |
| <input type="radio"/> Allow Object Creation | Update? <input type="checkbox"/> <input type="radio"/> After Commit                   |
| <input type="radio"/> Allow Object Deletion | Delete? <input type="checkbox"/>  |
| <input checked="" type="radio"/> Save       |   |

**New**   
 Existing: Script: 

**Cancel** **Next**

Figure 5: Creating automation script CUST\_LOGIN, step 1 of 3

5. Click **Next**.

6. Enter data as shown in the following table.

Table 3: Creating automation script CUST\_LOGIN, step 2 of 3

| Field           | Value   |
|-----------------|---|
| Script          | CUST_LOGIN  |
| Description     | To monitor and control the restricted user concurrent login count |
| Script Language | Python  |
| Log Level       | Error   |

Automation Scripts

### Create Script with Object Launch Point : Step 2 of 3

| Launch Point:   | <b>CUST_LOGIN</b> | To monitor and control the restricted user concurrent login count. | Object:       | <b>LOGINTRACK!!</b> |          |               |              |               |           |                               |  |  |  |  |
|---|-------------------|--|---------------|---------------------|----------|---------------|--------------|---------------|-----------|-------------------------------|--|--|--|--|
| * Script:   | <b>CUST_LOGIN</b> |  |               | * Log Level:        |          |               |              |               |           |                               |  |  |  |  |
| * Script Language:  | python            |  |               | ERROR               |          |               |              |               |           |                               |  |  |  |  |
| <b>Import</b>   |                   |  |               |                     |          |               |              |               |           |                               |  |  |  |  |
| <p>You can import a script file that you created in another application or you can enter a script in the Source Code field in the next step.</p> <input type="button" value="Browse..."/> No file selected. <input type="button" value="Import"/>   |                   |  |               |                     |          |               |              |               |           |                               |  |  |  |  |
| <b>Variables</b> <input type="button" value="Filter"/> <input type="button" value="New Row"/> <table border="1"> <thead> <tr> <th>Variable</th> <th>Variable Type</th> <th>Binding Type</th> <th>Binding Value</th> <th>Override?</th> </tr> </thead> <tbody> <tr> <td colspan="5">There are no rows to display.</td> </tr> </tbody> </table> |                   |  |               |                     | Variable | Variable Type | Binding Type | Binding Value | Override? | There are no rows to display. |  |  |  |  |
| Variable  | Variable Type     | Binding Type   | Binding Value | Override?           |          |               |              |               |           |                               |  |  |  |  |
| There are no rows to display.   |                   |  |               |                     |          |               |              |               |           |                               |  |  |  |  |
| <input type="button" value="Cancel"/> <input type="button" value="Previous"/> <input type="button" value="Next"/>   |                   |  |               |                     |          |               |              |               |           |                               |  |  |  |  |

Figure 6: Creating automation script CUST\_LOGIN, step 2 of 3

7. Click **Next**.8. Enter the following script into the **Source Code** field.

```

from psdi.common.context import UIContext
from java.lang import Exception as javaException
from java.lang import System as javaSystem
from java.lang import String
from psdi.util import MXApplicationException;
from psdi.util import MXException;
from psdi.util.logging import MXLogger
from psdi.util.logging import MXLoggerFactory
from psdi.app.ci import CIRemote;
from psdi.mbo import Mbo, MboRemote,MboSet, MboSetRemote, MboConstants, SqlFormat;
from psdi.server import MXServer
from java.io import IOException as javaIOException
from com.ibm.json.java import JSONArray, JSONObject;

if UIContext.getCurrentContext() is not None:
    # retrieve the current login user type
    login_user_type = mbo.getString("MAXUSER.TYPE")

    # Counting the current Type 2 user login count
    type2 = 0
    if login_user_type=='TYPE 2':
        # retrieve MAXSESSION table
        maxsessionSet = MXServer.getMXServer().getMboSet("MAXSESSION", mbo.getUserInfo())
        maxsessionSet.reset()
        sf_maxsession = SqlFormat("exists(select userid from maxuser A where A.userid=userid)")
        maxsessionSet.setWhere(sf_maxsession.format())
        maxsessionSet.reset()

        count = maxsessionSet.count()
        index = 0

        # retrieve MAXUSER.TYPE for each user in MAXSESSION table
        while (index < count):
            maxsessionMbo = maxsessionSet.getMbo(index)
            if not (maxsessionMbo is None):
                if maxsessionMbo.getString("MAXUSER.TYPE") == "TYPE 2":
                    type2 = type2 + 1
            # end of if - if not (maxsessionMbo is None)
            index = index + 1
        # end of while - while (index < count)
    # end of If - if login_user_type=='TYPE 2'

    # Raise error condition when TYPE 2 user count is over the limit. For POC purpose, two concurrent login of "Type 2" user accounts is allowed
    if login_user_type=='TYPE 2' and type2 > 0:
        print "Failed to login. errorkey=" + errorkey + ", errorgroup=" + errorgroup
        errorkey='CUST_LOGIN'
        errorgroup='CUST_MSG'

```

```
# end of If - if login_user_type=='TYPE 2' and type2 > 1
# end of If - if UIContext.getCurrentContext() is not None
```

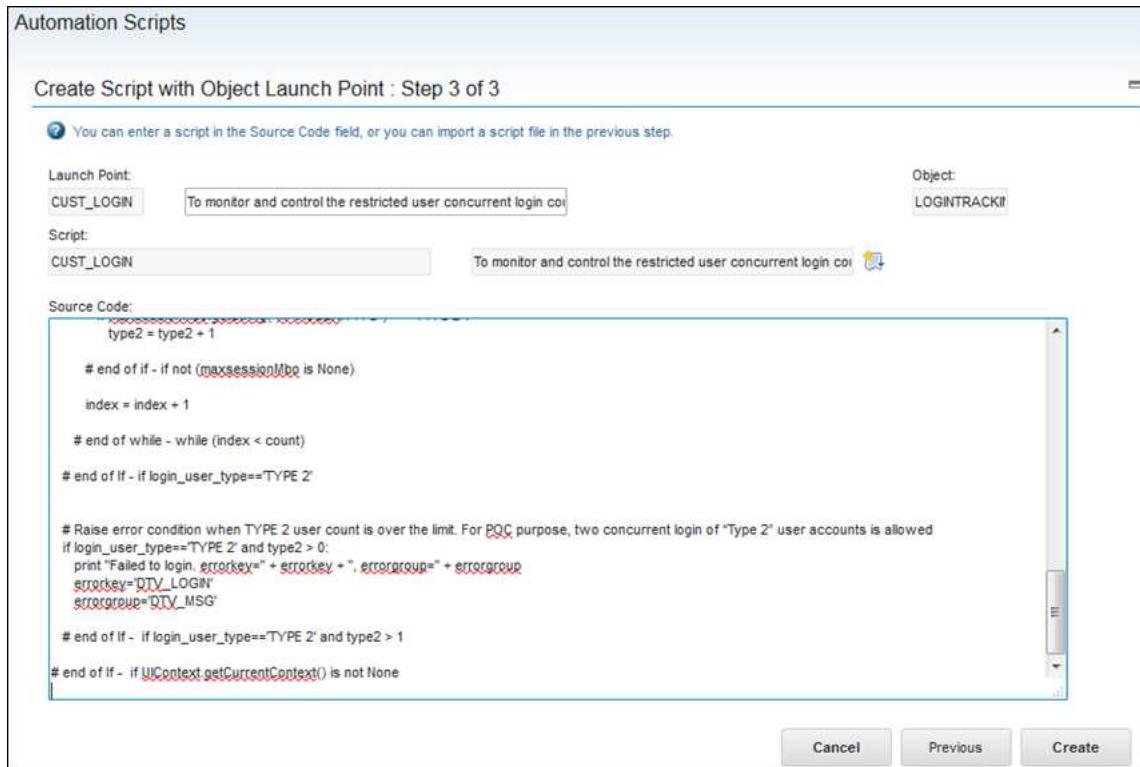


Figure 7: Creating automation script CUST\_LOGIN, step 3 of 3

9. Click **Create**.
10. Close the message window.
11. Open the CUST\_LOGIN automation script.
12. From the Common Actions menu, select **Change Status**.
13. Enter "Active" in the **New Status** field.
14. Click **OK**.

## Verification

Execute the use case to complete the verification.

1. Log in as restricted user "gtsuser1" in an Internet Explorer browser.
2. Log in as restricted user "gtsuser2" in a Firefox browser (or log in from a different machine).
3. Attempt to log in as restricted user "gtsuser3" in a Chrome browser (or log in from a different machine). The login fails because maximum two concurrent restricted users can log in at any moment into the ICD system.

See the following screen. The error message can't be modified as it's governed by the standard ICD login process.

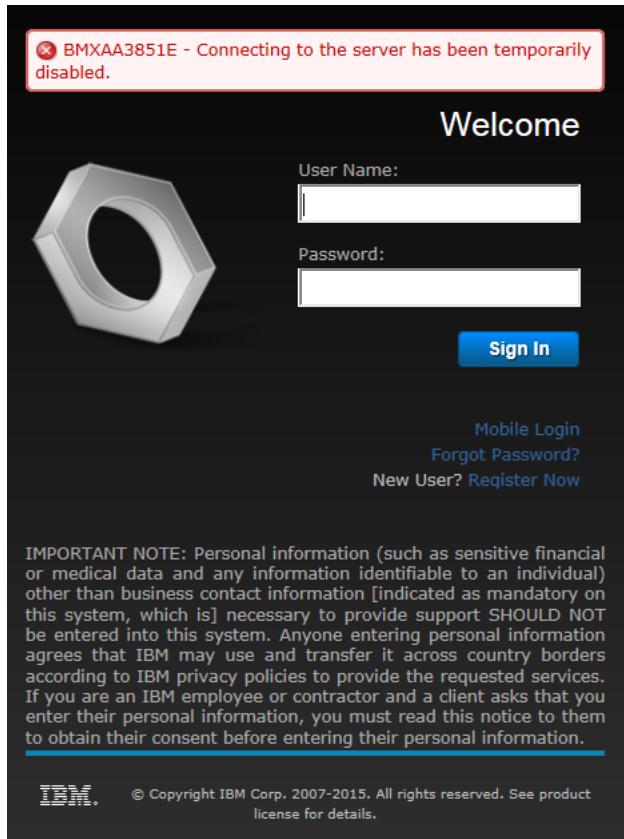


Figure 8: 3rd restricted user failed to login to ICD system

4. Log in as regular user "bob" to show that a regular user can still log in.
5. Log out restricted user "gtsuser1" from the IE browser.
6. Attempt to log in as restricted user "gtsuser3" in a Chrome browser (or log in from a different machine). This time, it works because only one restricted user is logged in to the ICD system.

## Comments

1-3 of 3

Previous | Next

jtomo commented on August 7, 2017 [Permalink](#)

Great script, thanks. We've attempted to implement and have run into a couple of issues. Note that we are running Maximo 7.5.1, which may be significant as the launch point UI has less options than what I am seeing in the screenshots above. Also, we are running in a clustered environment, but I don't expect that is significant.

Issue 1: When the concurrent license threshold is reached, instead of being returned to the login page with the "Connecting to the server..." message, additional users are presented with a blank white page and a spinning hourglass. Reloading the page presents them with a logout success message.

Issue 2: Per our understanding, a user can log in multiple times from the same IP address without consuming additional licenses. From the logic in this script, it seems like the usage counter should disregard these duplicates, but does not.

Are you able to provide any insight on the above?

Thank you,  
John

sckl\_at commented on August 9, 2017 [Permalink](#)

I'm using Kerberos SPNEGO web authentication on my websphere application servers. As of this, the login form is skipped because of auto-logon. Maybe as of this, when I use your script, the userinfo of the python script is from "MAXADMIN".

```
[8/9/17 12:37:45:600 CEST] 000001fc SystemOut O 09 Aug 2017 12:37:45:600 [DEBUG] [itsm901AS_UI_1] [] ScriptMboEventListener eventValidate
[8/9/17 12:37:45:600 CEST] 000001fc SystemOut O 09 Aug 2017 12:37:45:600 [DEBUG] [itsm901AS_UI_1] [] LOGINTRACKINGScriptMboEventListener eventValidate
called.
[8/9/17 12:37:45:600 CEST] 000001fc SystemOut O 09 Aug 2017 12:37:45:600 [DEBUG] [itsm901AS_UI_1] [] ScriptMboEventListener preSaveEventAction
[8/9/17 12:37:45:600 CEST] 000001fc SystemOut O 09 Aug 2017 12:37:45:600 [DEBUG] [itsm901AS_UI_1] [] LOGINTRACKINGScriptMboEventListener
preSaveEventAction called.
[8/9/17 12:37:45:600 CEST] 000001fc SystemOut O 09 Aug 2017 12:37:45:600 [INFO] [itsm901AS_UI_1] [] ScriptMboEventListener Event maximo.logintracking.add has
been fired for script CUST_LOGIN launch point CUST_LOGIN
[8/9/17 12:37:45:600 CEST] 000001fc SystemOut O 09 Aug 2017 12:37:45:600 [DEBUG] [itsm901AS_UI_1] [CID-MXSCRIPT-756] about to execute the cached compiled
script for CUST_LOGIN for launch point CUST_LOGIN
[8/9/17 12:37:45:600 CEST] 000001fc SystemOut O 09 Aug 2017 12:37:45:600 [DEBUG] [itsm901AS_UI_1] [CID-MXSCRIPT-756] putting onupdate value false
[8/9/17 12:37:45:600 CEST] 000001fc SystemOut O 09 Aug 2017 12:37:45:600 [DEBUG] [itsm901AS_UI_1] [CID-MXSCRIPT-756] putting mboname value
LOGINTRACKING
[8/9/17 12:37:45:600 CEST] 000001fc SystemOut O 09 Aug 2017 12:37:45:600 [DEBUG] [itsm901AS_UI_1] [CID-MXSCRIPT-756] putting app value null
[8/9/17 12:37:45:600 CEST] 000001fc SystemOut O 09 Aug 2017 12:37:45:600 [DEBUG] [itsm901AS_UI_1] [CID-MXSCRIPT-756] putting scriptName value CUST_LOGIN
[8/9/17 12:37:45:600 CEST] 000001fc SystemOut O 09 Aug 2017 12:37:45:600 [DEBUG] [itsm901AS_UI_1] [CID-MXSCRIPT-756] putting interactive value false
[8/9/17 12:37:45:600 CEST] 000001fc SystemOut O 09 Aug 2017 12:37:45:600 [DEBUG] [itsm901AS_UI_1] [CID-MXSCRIPT-756] putting ondelete value false
[8/9/17 12:37:45:616 CEST] 000001fc SystemOut O 09 Aug 2017 12:37:45:616 [DEBUG] [itsm901AS_UI_1] [CID-MXSCRIPT-756] putting service value
com.ibm.tivoli.maximo.script.ScriptService@6ed01368
[8/9/17 12:37:45:616 CEST] 000001fc SystemOut O 09 Aug 2017 12:37:45:616 [DEBUG] [itsm901AS_UI_1] [CID-MXSCRIPT-756] putting launchPoint value CUST_LOGIN
```

```
[8/9/17 12:37:45:616 CEST] 000001fc SystemOut O 09 Aug 2017 12:37:45:616 [DEBUG] [itsm901AS_UI_1] [CID-MXSCRIPT-756] putting mbo value
psdi.app.signature.LoginTracking@19281cdf
[8/9/17 12:37:45:616 CEST] 000001fc SystemOut O 09 Aug 2017 12:37:45:616 [DEBUG] [itsm901AS_UI_1] [CID-MXSCRIPT-756] putting user value MAXADMIN
[8/9/17 12:37:45:616 CEST] 000001fc SystemOut O 09 Aug 2017 12:37:45:616 [DEBUG] [itsm901AS_UI_1] [CID-MXSCRIPT-756] putting onadd value true
```

==> it's not possible to differ between "named" and "concurrent" users, because I cannot grab the usertype of the user trying to login. (if you have any idea how to get it, I'd be happy to get the info how...) Nevertheless, it's better than nothing. I've modified your script a bit to fit my needs and to get real "Concurrent User" and not "Concurrent Session". Further you do not consider the column "ACTIVE" in MAXSESSION, so you also count inactive sessions (autologout as of timeout e.g.) I've also added a manual system property where I can enter the number of available licenses. (-> custom.availableConcurrentUserLicenses)

```
here's my script
from psdi.common.context import UIContext
from java.lang import Exception as javaException
from java.lang import System as javaSystem
from java.lang import String
from psdi.util import MXApplicationException
from psdi.util import MXException
from psdi.util.logging import MXLogger
from psdi.util.logging import MXLoggerFactory
from psdi.app.ci import CIRemote
from psdi.mbo import Mbo, MboRemote, MboSet, MboSetRemote, MboConstants, SqlFormat
from psdi.server import MXServer
from java.io import IOException as javaIOException
from com.ibm.json.java import JSONArray, JSONObject

prohibitLogin = 0
if UIContext.getCurrentContext() is not None:
    configData = MXServer.getMXServer().getConfig()
    availableCULic = configData.getProperty("custom.availableConcurrentUserLicenses")
    availableCULic = int(availableCULic)
    ConcCount = 99
    sql = "select count(*) from (select distinct a.userid from maxsession a inner join maxuser b on a.userid=b.userid where b.type ='TYPE 2' and a.active=1)"
    s = None
    rs = None
    conn = None
    connKey = None
    try:
        connKey = MXServer.getMXServer().getDBManager().getSystemConnectionKey()
        conn = MXServer.getMXServer().getDBManager().getConnection(connKey)
        s = conn.createStatement()
        rs = s.executeQuery(sql)
        if (rs.next()):
            ConcCount = rs.getInt(1)

    finally:
        try:
            if (rs != None):
                rs.close()
            if (s != None):
                s.close()
            if (conn != None):
                MXServer.getMXServer().getDBManager().freeConnection(connKey);
        except:
            print "Exception Caught: ", sys.exc_info()
    if ConcCount >= availableCULic:
        prohibitLogin = 1
# end if

if prohibitLogin>0:
    print "Failed to login"
    errorkey='CUST_LOGIN'
    errorgroup='CUST_MSG'
# end of If for prohibitcheck
```



KingYee Gan commented on December 28, 2018 [Permalink](#)

Very details steps and great to know this.

However I've tested this in IBM Control Desk V7.5.0, and users are presented with a blank white page and reloading the page again shows the logout success message. Also try to amend the script to allow more session, but still failed with same results.

Are you able to provide help on this?

Thanks in advanced.

KingYee Gan

You are in: [IBM Control Desk](#) > Integrating

## Integrating

 1 Like | Updated February 5, 2015 by charglen | Tags: None

Use the information in this section to integrate IBM® Control Desk with other products or components:

**Integrating data:** How to integrate data in a process engine automation environment, including:

- Integrating with external systems or applications
- Integration between process automation engine environments
- Packaging and distribution of content across heterogeneous environments or customers

**Importing data with Integration Composer:** See this page for links to best practices and helpful information about Integration Composer features

[Integration Composer Hardware and Software Requirements](#)

[Discovery Tools Supported](#)

**Integrating with Rational Team Concert and Rational ClearQuest:** An optional integration with Rational Team Concert 3.0 or higher and Rational ClearQuest 7.1.2 or 8.0.0 is provided, allowing you to associate Problem records with Rational Team Concert or Rational ClearQuest defects.

**Integrating with Tivoli Endpoint Manager:** You can add to the capabilities of Control Desk by integrating it with Tivoli Endpoint Manager.

**Integration with IBM Software Knowledge Base Toolkit:** IBM® Tivoli® Software Knowledge Base Toolkit is an optional component that maintains an up-to-date repository of knowledge about software products and their components. Software Knowledge Base Toolkit can receive regularly updated software knowledge base data from an IBM web site, combine this knowledge with any optional customer-provided extensions and modifications, and then generate a software catalog.

**Configuring a basic authentication in WebSEAL to access Control Desk:** IBM Tivoli Access Manager WebSEAL is a resource manager responsible for protecting web-based resources. You can use WebSEAL to enhance security in Control Desk.

**Enabling the launch-in-context feature:** Learn how to enable the launch-in-context feature that lets you open products such as Tivoli Application Dependency Discovery Manager from within Control Desk.

**Integrating with IBM Tivoli Application Dependency Discovery Manager:** Control Desk acts as an OSLC Consumer to let you view data on your CIs and assets from TADDM without switching tools.

**Integrating with IBM Tivoli Monitoring:** Control Desk acts as an OSLC Consumer to let you view CI and asset data from Tivoli Monitoring without switching tools.

**Integrating with Tivoli Netcool OMNIbus:** Control Desk acts as an OSLC Consumer to let you view Event data for your CIs from Tivoli Netcool/OMNIbus without switching tools.

**Integrating with Orchestrator:** There are several ways that Control Desk integrates with Orchestrator. Control Desk can initiate the deployment of virtual systems in Orchestrator. And Control Desk can provide its ticket data in Orchestrator.

**Amazon Web Services Integration:** Learn how to integrate Control Desk with Amazon Elastic Compute Cloud (EC2) with the optional content package that is available on the IBM Integrated Service Management Library.

## Additional resources

More information about Control Desk integrations can be found [here](#).

## Comments

*There are no comments.*





The comment was deleted.

You are in: [IBM Control Desk](#) > [Integrating](#) > Integrating Data

## Integrating Data

[Like](#) | Updated 11/11/19 by [Laura.Cunniffe.Aricent](#) | Tags: *None*

### Introduction

Tivoli's [process automation engine](#) is the cornerstone of many Tivoli [Service Management](#) products, including:

- IBM Control Desk
- Tivoli Change and Configuration Management Database
- Tivoli Service Request Manager
- Tivoli Asset Management for IT
- Maximo Asset Management
- Industry Solutions

Each one of these products, in turn, may integrate with existing tools in your environment, like Service Desk products, Event Management products, and so on. These external products typically are significantly customized, and thus each integration typically needs specialized customization. This document provides best practices for data integration for various situations or domains.

This document includes only externally available tools, that is, tools that are available to IBM customers either as part of product offerings or through the [Integrated Service Management Library](#). This document is focused on version 7.1 and higher of the process automation engine and the products based on it.

### Abbreviations

The following abbreviations are used in this document:

CCMDB Change and Configuration Management Database

CI Configuration Item

MBO Maximo Business Object

MRIU Maximo Rapid Integration Utility

TADDM Tivoli Application Dependency Discovery Manager

## Integration with External Systems or Applications

### Batch Data Loading

Batch Data Loading scenarios are focused on moving a large amount of data from external systems into the process automation engine. Typically, an initial load of objects is done as part of an implementation where the volume of data could be significant, such as loading chart of accounts which could number in the hundreds of thousands. Beyond that point, smaller batch loads of data may be scheduled on a periodic basis, for example weekly or monthly.

### Loading Data from Discovery tools

#### Integration Composer Adapters

Using Integration Composer Adapters to load data from discovery tools (typically Deployed Assets and Actual CIs) is a best practice.

#### Load into Tivoli Asset Management for IT Deployed Assets

The following Integration Composer Adapters are externally available for loading Deployed Assets:

- Altiris
- Centennial Discover/Frontrange
- Maximo Asset (asset initialization)
- Microsoft SMS and SCCM
- TADDM
- Tivoli Asset Discovery for Distributed
- Tivoli Asset Discovery for z/OS®
- Tivoli Configuration Manager
- Tivoli Inventory
- Tivoli Monitoring
- IBM Tivoli Network Manager IP Edition
- Tivoli License Compliance Manager
- Tivoli License Compliance Manager for z/OS
- Tivoli Provisioning Manager

For more information about these Integration Composer Adapters, see [Using IBM Tivoli Integration Composer to import deployed asset data from discovery tools](#).

#### Load into CCMDB

A TADDM to CCMDB Integration Composer Adapter is externally available for loading Actual CIs and related information:

- TADDM CDM into Classifications and Relationships
- TADDM CIs into Actual CIs

For more information about this, please refer to [CCMDB Integration Composer Adapter](#).

#### Initial asset setup at beginning of implementation

This section describes tools you can use to set up asset information when you first implement your product.

#### Integration Composer Asset Initialization Adapter

The Integration Composer Asset Initialization Adapter is an optional adapter that allows the creation of Assets from Deployed Assets which have been collected by discovery tools. The adapter can be leveraged to establish an authorized asset baseline if the customer does not have a better authorized source. More information on the Integration Composer Asset Initialization Adapter can be found in appendix E of the [Integration Composer Administrator Guide](#)

Other ways to establish an initial baseline are by leveraging the purchasing and receiving capabilities within Tivoli Asset Management for IT or to import an asset baseline from a legacy source using the Integration Framework. More information on the Integration Framework can be found later in this section.

#### Loading master or transactional data from legacy or competitor tools

Master data refers to reference data such as vendors, organizations, chart of accounts, and location.

Transactional data refers to data that is driven by events or transactions such as approval of requisition, creation of purchase order, creation of an invoice. It also includes existing resources that a customer may have catalogued, like authorized assets or CIs.

These types of data are typically loaded once in the environment. For a more real-time, synchronized integration (where changes on each side of the environment need to be reflected on the other side), the tools listed under "Near Real time Messaging" should be used.

### Integration Framework

The Integration Framework has been part of the Maximo product for over 10 years (Maximo version 3). It initially supported data loading and integration using interface tables and has evolved into an XML-based integration framework that continues to support interface tables but also supports both XML and delimited files for data loading.

Batch loading of data using the Integration Framework is a common practice during a product implementation where data is being converted from a legacy application to the process automation engine application. This data could include master data such as Items, Assets, Chart of Accounts as well as transactional data such as open Purchase Orders or Work Orders.

Use of Integration Framework capabilities for Batch Data Loading is a best practice for process automation engine environments. This capability is available in all process automation engine-based products.

This batch data loading capability of Integration Framework is primarily used for load of large data sets at customers. It is also used for integration in a 'batch' model, ad-hoc importing. It supports Master and Transactional Data.

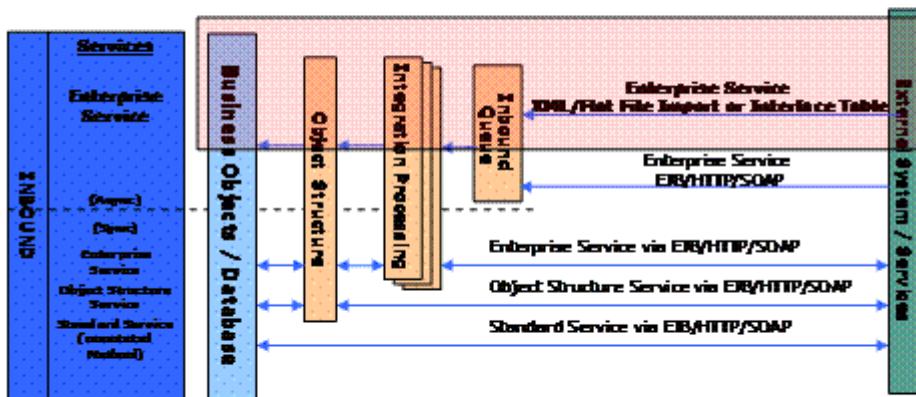
The batch loading of data through the Integration Framework can be scheduled or user initiated.

One typical user of Integration Framework batch data loading is IBM Services Organizations which primarily use flat files as the data source after collecting and massaging data from customer applications using Excel or Access.

The performance of batch data loading with Integration Framework can vary widely based on server configuration (such as clustering) and the objects being loaded, as defined by the object structure.

For Batch Data Loading, the Integration Framework Enterprise Service with XML or flat file import or interface table (highlighted in the figure below) should be used.

### I-F Data Loading supported using Enterprise Services



This Integration Framework option includes:

- Support of file loading, including XML files and flat files (.csv)
- Provides error correction capability using a file extraction (new in version 7.1.1.5).
- Provides record counts (processed and error)
- Provides 'preview' mode - process a sample file to view possible object validation errors related to the data being imported.
- In addition, XML files support both Maximo and external XML formats. (External XML must be converted through Enterprise Services processing capabilities.)
- Support of Integration Interface tables as a data input source in addition to XML and delimited files.

- Use of JMS queue: Batch loading using interface tables or data import always go through JMS queues (continuous or sequential).
- Optional use of Enterprise Services customization layers (Java/XSL/Processing Rules). You can either use processing class + user exit or XSL for the mapping of external XML formats to the Maximo format, but this typically requires coding.
- Use of Integration Framework object structures: Over 50 object structures are provided with the process automation engine, but additional ones may be needed depending on the solution.

In addition, as explained in the Integration Framework section, all data loading is done using the MBO layer. The Integration Framework is intended to support all MBOs, including custom attributes and objects, although currently, object structures are not provided out of the box for all MBOs.

Integration Framework batch data loading is typically used with files and using the inbound JMS Queues. A file loading cron task is available to configure the intervals between loads, assuming that periodic loads are needed. Another option is to use the Data Import UI, which is useful for single-time loads.

#### **Tivoli Directory Integrator Based**

##### **Service Request Manager Out of Box Support for Tivoli Directory Integrator Integration**

The Tivoli Service Request Manager out-of-the-box Support for Tivoli Directory Integrator Integration includes capabilities to provide a batch based integration.

There are situations in which a single run of importing or exporting data between the process automation engine and external systems is enough to achieve the requirements of the integration scenario. Other times, it may be required to keep the two systems synchronized, but the information does not change frequently so long periods of time can pass between batch loads. (This is still considered a batch mode of operation.) The frequency of Tivoli Directory Integrator-based integrations is defined on the polling time parameter configured on Tivoli Directory Integrator assembly lines.

Deciding between using Integration Framework directly or using Tivoli Directory Integrator Integration on top of it requires analyzing the specific scenario and weighing pros and cons.

Tivoli Directory Integrator Integrations (including use of Generic Maximo Connector) are typically used as a starting point on solutions where a simplified integration is required. Tivoli Directory Integrator has UI visualization mapping capability which is an advantage compared to Integration Framework. When integrating the base artifacts supported by Generic Maximo Connector, the Tivoli Directory Integrator integration can eliminate the need for coding the mapping process. As explained before, Generic Maximo Connector can use Object Structure or the Enterprise Service with HTTP invoke of Integration Framework. By default these are used without queues, but it can be configured to use queues.

Also, when using Generic Maximo Connector, normally the Integration Framework customization layer is not used, since Tivoli Directory Integrator can take care of modifying the data format to the process automation engine format and vice versa and of manipulating data elements to meet MBO business rules.

But the Generic Maximo Connector and Tivoli Directory Integrator out of the box integration has limitations: You may need to extend it for a specific solution, or direct integration with Integration Framework may be necessary. Some examples are lack of support for bundling multiple objects, that is, passing multiple objects under one object structure.

#### **Near Real-Time Messaging**

Near Real-Time messaging scenarios are focused on exchange of information in an event-based or transactional fashion, where messages are exchanged between systems with a small set of objects flowing in each interaction, and these exchanges are driven by some event that happened and affected the objects in one of the systems. Typical examples are integrations of Tivoli Service Request Manager with external ticketing systems, where tickets created or updated in the external system need to be reflected in near real-time into the Tivoli Service Request Manager/process automation engine environment by creating and updating tickets.

#### **Integration Framework**

All the other options available in Integration Framework (not listed in Batch Data Loading domain) are applicable for near real-time messaging. The following service types are provided by the Integration Framework for loading data into process

automation engine product in a near real-time messaging scenario:

- Enterprise Service with or without Queue via EJB/HTTP/SOAP
- Object Structure Service via EJB/HTTP/SOAP
- Standard Service via EJB/HTTP/SOAP

The above services support data provided in an XML message format.

## Maximo Adapters

The process automation engine historically supports the concept of an adapter that is used to group related integration artifacts that together support integration to a specific external system. You can configure and deploy adapters for enterprise connectivity with various systems. Each adapter can have its own interface and delivery mode. Pre-configured adapters for Oracle and SAP are available as add-ons.

### Maximo Adapter for SAP

The IBM Maximo Asset Management Enterprise Adapter for SAP R/3 provides a comprehensive infrastructure that enables you to quickly connect IBM Maximo Asset Management to their mySAP. It provides an end-to-end integration solution between IBM Maximo and mySAP, using approved integration processes on both ends.

See [IBM Maximo Asset Management Enterprise Adapter for SAP](#) for more details.

### Maximo Adapter for Oracle

IBM Maximo Asset Management Enterprise Adapter for Oracle provides a comprehensive infrastructure that enables you to quickly connect Maximo Asset Management to their Oracle E-Business Suite. It provides an end-to-end integration solution between IBM Maximo Asset Management and Oracle E-Business Suite, using approved integration processes on both ends. See [IBM Maximo Asset Management Enterprise Adapter for Oracle](#) for more details.

## Tivoli Service Request Manager Integration with Omnibus (using Integration Framework)

The Omnibus Gateway for Tivoli Service Request Manager is a bidirectional gateway that enables you to create, update, and close tickets (either incidents or service requests) in Tivoli Service Request Manager using the process automation engine Integration Framework interface of XML over HTTP. The gateway enables the user to create and maintain Tivoli Service Request Manager tickets from Netcool/OMNIbus events either manually (using a Tivoli Service Request Manager user interface within Netcool/OMNIbus) or automatically (using scripts).

See [IBM Tivoli Netcool/OMNIbus Gateway for Tivoli Service Request Manager](#) for more details.

## Web Services Based Interaction

In addition to the default Integration Framework web services capabilities, in version 7.1.1.6 of the process automation engine a new feature has been introduced to provide seamless extension of process automation engine applications to retrieve, display and consume external data on demand.

>The underpinning of Web Services Interaction is a synchronous web service invocation on external system. It re-uses existing process automation engine technologies, including:

- Integration Framework: end point, invocation channel, object structure
- Data dictionary: MBO, attributes, relationships, domains
- User interface: Signature option, UI framework

In summary, the Web Services Interaction enables a new methodology of extending process automation engine applications using only configurations.

The web service interaction always contains a web service invocation from the process automation engine to an external system or other process automation engine environment. The latter is expected to expose a web service that can be invoked from a configured interaction. One or more records may get created or updated in the process automation engine based on the web service invocation.

The best practice is to use this capability when full-fledged synchronization can be avoided and at the same time, external data needs to be visible in a specific business context in the native process automation engine application.

### **Tivoli Directory Integrator Based**

Tivoli Directory Integrator integrations use mostly Integration Framework object structure services and communicate via HTTP. Basically the same assets covered in the batch mode apply here, since internally Tivoli Directory Integrator is typically passing a set of objects from time to time. But as this time interval becomes smaller and the number of updates in each flow decreases, these interactions are considered to be more of a real-time integration.

The existent solutions for this domain that are Tivoli Directory Integrator based are specific to Tivoli Service Request Manager and were created to fulfill specific market demands for this product.

### **Tivoli Service Request Manager Out-of-Box Support for Tivoli Directory Integrator Integration**

The Tivoli Service Request Manager out-of-box Support for Tivoli Directory Integrator Integration can be used either as a batch or near-real-time integration. The frequency of Tivoli Directory Integrator-based integrations is defined on the polling time parameter configured on Tivoli Directory Integrator assembly lines.

The Tivoli Service Request Manager Out of Box Support for Tivoli Directory Integrator Integration includes Tivoli Enterprise Console and Peregrine integration. These integrations are used to convert events or tickets from one Event Management or Service desk environment to Tivoli Service Request Manager Tickets or Incidents. They are typically used in a near real-time fashion as updates need to be synchronized between the process automation engine and the external system in a relatively fast period.

See the [Integration Guide for IBM Tivoli Service Request Manager V7.1](#) for more information.

### **Tivoli Service Request Manager-SAP Solution Manager Integration**

This integration of the Tivoli Service Request Manager Service Desk with SAP Solution Manager Service Desk enables incident management across these products. This solution includes the setup and configuration requirements as well as how customization of specific deployments can be achieved.

Deployments with SAP System Landscapes managed using SAP Solution Manager require its service desk in order to get access to SAP notes (Knowledge Base) and SAP personal for remote assistance.

This integration enables Tivoli Service Request Manager Service Desk to be positioned in such SAP Systems Landscapes.

See [Tivoli Incident Management integration with SAP Solution Manager](#) for more information.

## **Integration between process automation engine Environments**

### **Promotion of configuration from Development to Test to Production in a Customer environment**

#### **Migration Manager**

Migration Manager is really the only tool in this space and considered a best practice for promotion of configuration from the process automation engine to process automation engine environments. Content is currently metadata and configuration data. In version 7.1.1.6 of the process automation engine, general master data was also added, including Classifications and Ticket Templates.

## Packaging and Distribution of Content across heterogeneous environments or customers

This domain covers scenarios where content must be packaged from one master environment and propagated to multiple environments, including different customers.

### Content Shipped by IBM

This sub domain relates to content shipped by IBM as samples or papers.

### Content Loader

Content Loader is one of the best practices for distributing IBM content to customers outside of release cycles.

White papers from IBM Service Management use content loader to load sample content into the process automation engine environment.

### MRIU

MRIU is in essence an interface layer on top of Content Loader for the one-to-many distribution case for best-practices or standard content definition, extract and import functions. Features were introduced at the Content Loader level. The MRIU audience, in addition to the one-to-many distribution use case, also addressed the Maximo Essentials audience - see below.

#### MRIU as part of Maximo Essentials

Maximo Essentials is a stripped down version of Maximo to target the Small Medium Business (SMB) space. MRIU has been packaged in the Integrated Service Management Library with standard Work Process Management content defined for Maximo Essentials. This addresses the SMB Market, where licensing and availability of Integration Framework is restricted. It provides a simplified interface to load this content. Internally, it uses the Content Loader (not Integration Framework) for import, and therefore only the content packaged together with MRIU has been verified as described.

Although providing the same flexibility and bulk load capability as Content Loader, any use outside of the published OPAL package for Maximo Essentials should follow the same validation precautions as the Content Loader.

### Content Catalog

Content Catalog is considered a best practice for content harvesting and distribution.

The best practice is to use Content Catalog to load packages into development or test environments, then to use Migration Manager Applications to load from development or test to production.

### Content created by customers and business partners

This sub domain relates to content created by customers and business partners who want to share it with other constituencies.

### Content Catalog

Content Catalog is the main tool in this sub domain. The proposal is that Content Catalog could be used as a tool for customers and business partners to package and distribute their samples to other customers. This still needs to be proved a best practice as more use is made of it.

Also, rigorous testing and validation for content must be in place before the packages can be distributed to other customers.

## Comments

*There are no comments.*

You are in: [IBM Control Desk](#) > [Integrating](#) > Importing Data Using IBM Tivoli Integration Composer

## Importing Data Using IBM Tivoli Integration Composer



Like | Updated May 10, 2017 by [LauraCunniffe](#) | Tags: *None*

IBM Tivoli Integration Composer is an integration tool that imports hardware and software inventory data from external data sources into the Maximo database tables for deployed assets and configuration items. With IBM Tivoli Integration Composer, an enterprise can aggregate data collected by discovery tools and integrate it, creating a central repository for enterprise IT asset management, reporting, and decision support.

IBM Tivoli Integration Composer is included with IBM Control Desk and does not require a separate license.

### [IBM Tivoli Integration Composer Hardware and Software Requirements](#)

### [Discovery Tools Supported](#)

### [Other useful information](#)

- [How Integration Composer creates and deletes Actual CI relationships](#)
- [How Integration Composer marks Actual CIs for deletion](#)
- [How Integration Composer supports a partial execution](#)
- [How Integration Composer determines which TADDM CIs to process](#)
- [Supported properties within the ccmdb.properties file](#)
- [Integration Composer assets reconciliation using Alternate Keys and NRS GUID](#)
- [Integration Composer FAQ](#)
- [Integration Composer IBM Endpoint Manager and IBM Endpoint Manager SUA Adapter FAQ](#)
- [IBM Endpoint Manager for Software Use Analysis Integrations](#)
- 

## Comments

*There are no comments.*

You are in: [IBM Control Desk](#) > [Integrating](#) > [Importing Data Using IBM Tivoli Integration Composer](#) > IBM Tivoli Integration Composer Hardware and Software Requirements

## IBM Tivoli Integration Composer Hardware and Software Requirements



Like | Updated today at 11:22 AM by [BhratPatel](#) | Tags: [hw\\_sw\\_requirements](#), [integration](#), [integration\\_composer](#)

For information about Integration Composer hardware and software requirements, select the appropriate link for your product version:

[Integration Composer 7.6.0 Hardware and Software Requirements](#)

## Comments

*There are no comments.*

You are in: [IBM Control Desk](#) > [Integrating](#) > [Importing Data Using IBM Tivoli Integration Composer](#) > [IBM Tivoli Integration Composer Hardware and Software Requirements](#) > Integration Composer 7.6.0 Hardware and Software Requirements

## Integration Composer 7.6.0 Hardware and Software Requirements

 [Like](#) | Updated October 24, 2016 by [charglen](#) | Tags: *None*

This page describes the hardware and software requirements for Integration Composer version 7.6, including the products and versions supported by this version.

### Integration Composer

Integration Composer has the following minimum requirements:

- 8 GB memory
- 20 GB disk space
- IBM® Java™ Software Development Kit 7.0 for the appropriate operating system

### IBM Control Desk

IBM Control Desk Version 7.6 is required and must be installed before you can use Integration Composer.

### Integration Composer server

A dedicated server is required for running the Integration Composer application and Java components. Integration Composer can run on any of the following operating systems:

- AIX 7.1 POWER System
- Red Hat Enterprise Linux (RHEL) Server 6 POWER System
- Red Hat Enterprise Linux (RHEL) Server 6 Update 5 POWER System
- Red Hat Enterprise Linux (RHEL) Server 6 IBM System z
- Red Hat Enterprise Linux (RHEL) Server 6 x86-64
- Red Hat Enterprise Linux (RHEL) Server 7 POWER System
- Red Hat Enterprise Linux (RHEL) Server 7 System z
- Red Hat Enterprise Linux (RHEL) Server 7 x86-64
- SUSE Linux Enterprise Server (SLES) 11 POWER System
- SUSE Linux Enterprise Server (SLES) 11 SP3 POWER System
- SUSE Linux Enterprise Server (SLES) 11 System z
- SUSE Linux Enterprise Server (SLES) 11 x86-64
- Microsoft Windows 7 Enterprise x 86-32
- Microsoft Windows 7 Enterprise x 86-64
- Microsoft Windows 7 Professional x 86-32
- Microsoft Windows 7 Professional x 86-64
- Microsoft Windows 8 Enterprise x 86-32
- Microsoft Windows 8 Enterprise x 86-64
- Microsoft Windows 8 Professional x 86-32
- Microsoft Windows 8 Professional x 86-64
- Microsoft Windows 8 Standard x 86-32
- Microsoft Windows 8 Standard x 86-64
- Microsoft Windows 8.1 Enterprise x 86-32
- Microsoft Windows 8.1 Enterprise x 86-64
- Microsoft Windows 8.1 Professional x 86-32
- Microsoft Windows 8.1 Professional x 86-64
- Microsoft Windows 8.1 Standard x 86-32
- Microsoft Windows 8.1 Standard x 86-64
- Microsoft Windows Server 2012 Datacenter Edition x 86-64
- Microsoft Windows Server 2012 R2 Datacenter Edition x 86-64
- Microsoft Windows Server 2012 R2 Standard Edition x 86-64
- Microsoft Windows Server 2012 Standard Edition x 86-64

### Database servers

The customer is responsible for the database servers, which contain and manage one or more source databases and a target (IBM Control Desk) database.

Integration Composer supports the same databases that are supported by IBM Control Desk. For information about the databases that are supported, see the [IBM Control Desk 7.6.0 System Requirements](#).

For information about the database server hardware requirements, see the appropriate database documentation.

### Web browser

To display help information, Integration Composer requires a Web browser.

## Comments

*There are no comments.*

You are in: [IBM Control Desk](#) > [Integrating](#) > [Importing Data Using IBM Tivoli Integration Composer](#) > Discovery Tools Supported

## Discovery Tools Supported

 [Like](#) | Updated today at 12:32 PM by [BhratPatel](#) | Tags: [adapters](#), [integration\\_composer](#)

The following table lists the discovery tools that are supported by IBM Control Desk (formerly IBM SmartCloud Control Desk) and IBM Integration Composer.

**Note:** IBM Integration Composer includes the following mappings for Tivoli Application Dependency Discovery Manager:

- TADDMMToActualCI75.fsn
- TADDMMToCIType75.fsn
- TADDMMToExplicitRelations75.fsn

|   |   | <b>IBM Control Desk/Integration Composer Version</b> |             |
|---|---|--|-------------|
| <b>Data Schema</b>  | <b>Adapter Mapping</b>                  | <b>760</b>   | <b>7601</b> |
| Centennial Discovery 2006/2007  | CentennialDiscovery2006_2007ToDPA75.fsn |  | ✓           |
| IBM Endpoint Manager 9.0, 9.1, 9.2  | IEM90ToDPA75.fsn                        | ✓  | ✓           |
| IBM Tivoli Endpoint Manager for Software Use Analysis 1.3                                       | TEMSUA13ToDPA75.fsn                     | ✓  | ✓           |
| IBM Tivoli Endpoint Manager for Software Use Analysis 2.0                                       | TEMSUA20ToDPA75.fsn                     | ✓  | ✓           |
| IBM Tivoli Endpoint Manager for Software Use Analysis 2.1                                       | IEMSUA2xToDPA75.fsn                     | ✓  | ✓           |
| IBM Tivoli Endpoint Manager for Software Use Analysis 2.2<br>(Requires ITIC 7511 HF 3 or later) | IEMSUA2xToDPA75.fsn                     | ✓  | ✓           |
| IBM Endpoint Manager for Software Use Analysis 9.0  | IEMSUA2x_90ToDPA75.fsn                  | ✓  | ✓           |
| IBM Endpoint Manager for Software Use Analysis 9.1, GA release                                  | IEMSUA2x_90ToDPA75.fsn                  | ✓  | ✓           |
| IBM Endpoint Manager for Software Use Analysis 9.1, application update 9.0.1, 9.2               | IEMSUA91ToDPA75.fsn                     | ✓  | ✓           |
| IBM Tivoli Application Dependency Discovery Manager 7.2   | TADDMM72ToDPA75.fsn                     | ✓  | ✓           |
| IBM Tivoli Application Dependency Discovery Manager 7.2.2                                       | TADDMM721_722ToDPA75.fsn                | ✓  | ✓           |
| IBM Tivoli Application Dependency Discovery Manager 7.3   | TADDMM73ToDPA75.fsn                     | ✓  | ✓           |
| IBM Tivoli Asset Discovery for Distributed 7.2  | TAD4D72_75toDPA75.fsn                   | ✓  | ✓           |
| IBM Tivoli Asset Discovery for Distributed 7.5  | TAD4D72_75toDPA75.fsn                   | ✓  | ✓           |
| IBM Tivoli Asset Discovery for Distributed 7.5.0.1  | TAD4D7501toDPA75.fsn                    | ✓  | ✓           |
| IBM Tivoli Asset Discovery for z/OS 7.5   | TAD4Z72_75toDPA75.fsn                   | ✓  | ✓           |
| IBM Tivoli Asset Discovery for z/OS 7.2   | TAD4Z72_75toDPA75.fsn                   | ✓  | ✓           |
| IBM Tivoli Asset Discovery for z/OS 8.1   | TAD4Z81toDPA75.fsn                      | ✓  | ✓           |

|   |                          | <b>IBM Control Desk/Integration Composer Version</b> |             |
|---|--------------------------|--|-------------|
| <b>Data Schema</b>  | <b>Adapter Mapping</b>   | <b>760</b>   | <b>7601</b> |
| IBM Tivoli Network Manager IP Edition 3.8 and 3.9   | ITNM38_39toDPA75.fsn     | ✓  | ✓           |
| IBM Tivoli Network Manager IP Edition 4.1/4.1.1   | ITNM41_411toDPA75.fsn    | ✓  | ✓           |
| IBM Tivoli Provisioning Manager 7.1.1   | TPM711ToDPA75.fsn        | ✓  | ✓           |
| IBM Tivoli Provisioning Manager 7.2   | TPM72ToDPA75.fsn         | ✓  | ✓           |
| Microsoft System Center Configuration Manager 2007/2012<br><br>(Requires ITIC 7511 HF 2 or later for SCCM 2012) | SCCM2007_2012ToDPA75.fsn | ✓  | ✓           |

## Comments

*There are no comments.*

You are in: [IBM Control Desk](#) > [Integrating](#) > [Importing Data Using IBM Tivoli Integration Composer](#) > How Integration Composer creates and deletes Actual CI relationships

## How Integration Composer creates and deletes Actual CI relationships



Like | Updated April 4, 2013 by [alucches](#) | Tags: [None](#)

How IBM Tivoli Integration Composer creates and deletes Actual CI relationships

Integration Composer retrieves data from IBM Tivoli Application Discovery Dependency Discovery Manager (TADDM) for a top-level GUID to a specific depth. Integration Composer will traverse through the ModelObject data; first, for the primitive attributes (which are stored in the ACTCISPEC table), and then for attributes representing a relationship.

If the target classification is to be filtered out, then the relationship is ignored and the next relationship is processed.

Otherwise, the RELATIONRULES table is consulted to see if there is a rule matching the source classification, relationship name, and target classification. If there is no rule, then the reverse is searched; target classification, relationship name, and source classification. If a reverse rule is found, then the source and target configuration items (CIs) are swapped to match the rule when being stored in the ACTCIRELATION table. The ACTCIRELATION.SWAPPED column will be set to 1 if the relationship was modified from the order found in TADDM.

If a rule is not found, the relationship is still added as is to the ACTCIRELATION table.

After the relationship is saved, the target ModelObject data is traversed so that the target Actual CI and its attributes will be created. If the maximum depth has not been reached, the target's relationships will be pursued.

The above process is repeated for all relationships until the depth setting is reached. The top level Actual CI processing starts at depth one. This means that you will import Actual CI data at the depth specified, but process relationships for depth minus one.

For example, if you have a depth setting of two for computer systems, first the computer system CIs are imported, then the relationships for the computer system follow, and those target CIs are also imported. But the target CIs' relationships will not follow because depth two is reached when processing the computer system relationship targets.

*ComputerSystem → OperatingSystem* would represent depth two. CIs related to the operating system would not be created.

Integration Composer deletes relationships only if both the source and target CI were processed. Otherwise, it cannot determine whether the relationship that exists in the database was there by following a different path and is therefore still valid. For example, if a relationship exists between an application server and a computer system in the database, and Integration Composer processes only the computer system, there will not be a link to the application server. But Integration Composer should not delete that relationship unless the application server is also processed and there still is no relationship found between the two CIs.

This behavior allows the use of smaller depth settings to still reach the same overall depth. For example, say you needed a depth of 3 for computer system data, but your TADDM topology looked like:

*Business Application → Functional Group → AppServer → ComputerSystem*

In order to have three levels for computer system you would need a depth of 6 when starting from the Business Application.

Instead, if you activated Application and set depth to 3, Integration Composer would reach AppServer. You would also have to activate AppServer for at least a depth of 2 in order to pick up the relationship to ComputerSystem. And then ComputerSystem would have to be activated and set to depth 3 to pick up the additional data you wanted to manage.

Trying to determine what classifications to set to ACTIVE for what depth can be difficult. If you have a TADDM GUID for the topology Integration Composer will be importing CIs from, you can use the TADDM command line API interface to

extract the type of data Integration Composer will see.

The Tivoli Application Dependency Discovery Manager api.sh and api.bat files can be located at: <taddm install directory>/dist/sdk/bin

```
./api.sh -u <userid> -p <password> find -depth 4 -guid  
"A9A6F80AD02D3845BB924D7CFD26615C"
```

For this example, the simplified output could resemble the following:

```
<Application array="1" guid="A9A6F80AD02D3845BB924D7CFD26615C"  
lastModified="1350562340943"  
xsi:type="coll:com.collation.platform.model.topology.app.Application">  
  
<groups array="1" guid="284F0186EFD13A45A45B41E2C951C11D"  
lastModified="1348955766545"  
xsi:type="coll:com.collation.platform.model.topology.app.AppServerFunc  
ionalGroup">  
  
<members array="1" guid="C308DC3407EE347B8A47A7D32D434F22"  
lastModified="1350072328679"  
xsi:type="coll:com.collation.platform.model.topology.app.web.apache.Apa  
cheServer">  
  
<host guid="335F9D19025A3364A5C31FE92D93C92B"  
lastModified="1350247649374"  
  
xsi:type="coll:com.collation.platform.model.topology.sys.linux.LinuxUni  
taryComputerSystem">  
<type>ComputerSystem</type>
```

By observing the XML indentation, you can determine that there are four depths found:

Application → FunctionalGroup → AppServer → ComputerSystem

## Comments

*There are no comments.*

You are in: [IBM Control Desk](#) > [Integrating](#) > [Importing Data Using IBM Tivoli Integration Composer](#) > How Integration Composer marks Actual CIs for deletion

## How Integration Composer marks Actual CIs for deletion

Like | Updated April 4, 2013 by [alucches](#) | Tags: None

IBM Tivoli Integration Composer does not directly delete Actual CIs; however, you can configure it to mark Actual CIs for deletion by setting the following ccmdb.properties file entry to true:

```
ccmdb.enable.actualci.deletion=true
```

When this property is set to true, Integration Composer checks for deleted IBM Tivoli Application Dependency Discovery Manager (TADDM) CIs prior to looking for new and updated CIs. The MAXVARS table contains the time stamp used as the start criteria when searching for deleted CIs:

```
select varvalue from maxvars where varname='CCIITICDELETETS'
```

This value is in milliseconds. (You can use a 'date to millisecond calculator' to help convert this value to a date/time format but make sure it is 13 digits if you modify it.)

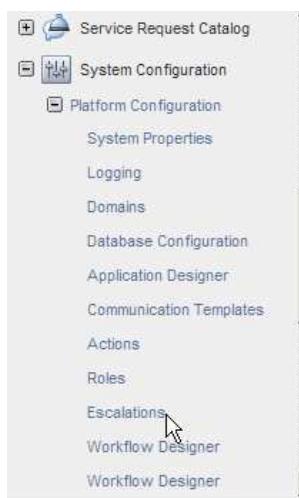
If the CCIITICDELETETS value is null, Integration Composer uses a start time stamp two months prior to the current date and time.

Integration Composer executes the TADDM getChangedClasses API to identify all TADDM classifications that have been deleted CIs since the start date defined by the MAXVARS CCIITICDELETETS value.

For the classifications that exist in the ACTCI table and contain TADDM deleted CIs, the TADDM findChangesForDeltaSyncing API is executed to return a list of GUIDs that were deleted since the start date.

The TADDM GUIDs that were deleted (and not rediscovered) will be added as entries to the IBM SmartCloud Control Desk database table, CCIDELETEDACTCI.

The CCIDELETEACTCI escalation has been created in the Escalations application to delete the Actual CIs found in the CCIDELETEDACTCI table.



If you want to see what will be deleted prior to deletion, deactivate the escalation using the Activate/Deactivate Escalation action. Otherwise, the default is to look every 5 minutes for Actual CIs to delete.

When the Integration Composer delete process completes successfully, it updates the MAXVARS table, setting the VARVALUE to 'YES' where the VARNAME =

'CCIIITICCOMPLETE'. The escalation will not execute unless CCIIITICCOMPLETE is set to YES and is in Active state.

#### Troubleshooting hints for delete processing:

The following entry in the Integration\_Composer/data/properties/logging.properties file will log the details of the delete processing, and should be used if errors occur.

```
log4j.logger.fusion.provider.taddmactualci=DEBUG
```

If the Integration Composer delete processing hangs, receives an exception that the connection timed out, or receives an out of memory exception, it is usually because too much data is being requested from the TADDM change history table.

1. Determine if the search time frame is reasonable and not for a larger duration than necessary.

```
select varvalue from maximo.maxvars where varname='CCIIITICDELETETS'
```

Remember that this value is in milliseconds. If you decide to modify this value, make sure it is a 13 digit number. If you use an epoch converter the value will contain 10 digits; add 3 zeros to the right of that number or use a millisecond converter instead.

2. If the timestamp is valid but for a large interval, you can partition the timestamp so that Integration Composer will do multiple searches against the change history table rather than one. Use the

```
ccmdb.itic.num.of.delete.time.partitions=
```

property to divide the time frame days into partitions. For example, if the time duration is for a year you may want to use a partition value of 12 so that Integration Composer requests only 1 month worth of data at a time.

When the Integration Composer delete process fails for one classification it continues looking for deleted CIs for other classifications, but the search time in the MAXVARS table will not be updated. This means that the next time Integration Composer runs, it will unnecessarily reprocess those classifications that were already successfully processed for deleted CIs. If you have a long search duration this could take several extra hours. If you know which classifications failed it will save you time to use the property,

```
ccmdb.delete.class.<SHORT.CLASSNAME=1>
```

For example, the following prompts Integration Composer to look for deleted Actual CIs within only the 2 specified classifications:

```
ccmdb.delete.class.NET.L2INTERFACE=1  
ccmdb.delete.class.SYS.WINDOWSSERVICE=1
```

Note: You must have at least Integration Composer 7.5.0.1 to use this property.

## Comments

*There are no comments.*

You are in: [IBM Control Desk](#) > [Integrating](#) > [Importing Data Using IBM Tivoli Integration Composer](#) > How Integration Composer supports a partial execution

## How Integration Composer supports a partial execution



Like | Updated April 4, 2013 by [alucches](#) | Tags: *None*

Integration Composer can be configured to process a list of GUIDs read from a file rather than going to IBM Tivoli Application Discovery Dependency Discovery Manager (TADDM) to determine which Actual configuration items (CIs) have changed. The GUIDs must still be of a classification that is set to ACTIVE.

The Integration Composer Actual CI Adapter will read the system property “GuidFileForPartialRun”, and if set, will try to open the file to read in a list of GUIDs for processing. The property should contain the fully qualified file name to read and only one GUID per line. If the property is set and Integration Composer cannot open the file, then an exception will be thrown and Integration Composer will stop processing. If Integration Composer successfully reads the file, a message will be logged containing the number of GUIDs read.

The easiest way to set this property is to copy the executeMapping.bat or .sh and give the new version a name that represents the execution of Integration Composer in this special way. Then, modify the two lines that start with “java” to include the -D option:

```
-DGuildFileForPartialRun="C:\Integration Composer\partial.file"
```

You will continue to use executeMapping.bat/.sh for normal Integration Composer processing and the new .bat/.sh for partial execution.

## Comments

*There are no comments.*

You are in: [IBM Control Desk](#) > [Integrating](#) > [Importing Data Using IBM Tivoli Integration Composer](#) > How Integration Composer determines which TADDM CIs to process

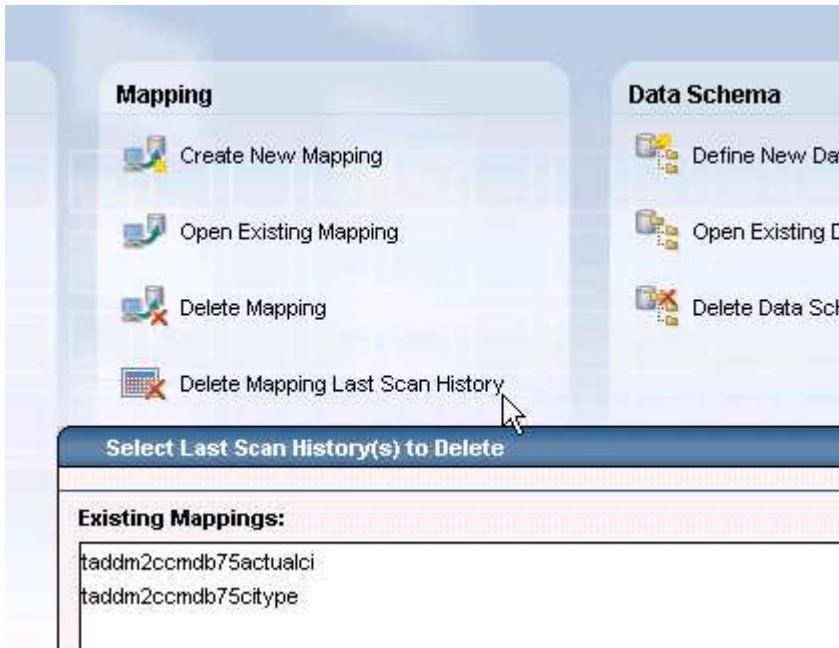
## How Integration Composer determines which TADDM CIs to process

 Like | Updated April 4, 2013 by [alucches](#) | Tags: *None*

After the initial load, IBM Tivoli Integration Composer will want to process IBM Tivoli Application Dependency Discovery Manager (TADDM) configuration items (CIs) that have changed, but only for the ACTIVE classifications. The IBM SmartCloud Control Desk database table, fsnlastscan is used to determine if Integration Composer should do a full or partial load. If there are no records in the fsnlastscan table for the mapping name being executed, then all TADDM CIs will be processed for those activated classifications.

This means that if you want to force Integration Composer to reimport all CIs for the active classifications, simply clear the fnslastscan table for the mapping name you are using. This can be done using the Integration Composer console with the "Delete Mapping Last Scan History" option or by using the following SQL:

```
delete from maximo.fsnlastscan where mappingname='mymappingname'
```



If you want Integration Composer to reprocess only one GUID, you can remove it from the fnslastscan table:

```
delete from maximo.fsnlastscan where mappingname='mymappingname' and sourceid='myguidId'
```

Conversely, if you create a new mapping and do NOT want Integration Composer to process all CIs from TADDM, you can use SQL to rename the old mapping name to the new mapping name so that Integration Composer will continue to process where it left off.

```
update maximo.fsnlastscan set mappingname='newmappingname' where
mappingname='oldmappingname'
```

Although this is helpful to know, realize that there can be beneficial reasons to have Integration Composer reprocess all of the Actual CIs. For instance, if you have upgraded Integration Composer to a major release, there could be updates that should be applied to all Actual CIs.

If there is even just one GUID listed in the fnslastscan table for the mapping name being executed, Integration Composer will check for updated TADDM CIs to process instead of processing all TADDM CIs. This is done in two steps.

1. For the active classifications, the TADDM LastModifiedTime is compared to the LastScanDT column in the ACTCI database table. Actual CIs that have a LastScanDT timestamp older than the TADDM LastModifiedTime are considered updated candidates. TADDM CIs with no matching Actual CI are considered new and will be imported.
2. The TADDM LastModifiedTime represents the last time the CI was discovered, not the timestamp it was actually modified. Since the CI could have been discovered but nothing changed, Integration Composer will use the TADDM change history table to validate that updates did take place.

As you can see, the TADDM's change history table plays an important role in this delta processing. If you delete all entries in the change history table, then Integration Composer does not consider any existing Actual CIs as updated, and it processes only new CIs. If the change history table is configured to track every minor update, then Integration Composer considers every fresh discovery as having updated CIs, which causes more processing than necessary. If the change history table contains six years of updates, it will be very slow to query for recent changes and impact Integration Composer performance.

You can configure what TADDM stores as updates in the change history table with the file:

```
<taddm install directory>/dist/etc/changeserver.xml
```

This file already contains good examples on the syntax required to configure TADDM to ignore tracking updates to specific attributes, classes, and packages. It is worth your time to review it.

When retrieving the TADDM GUIDs for the ACTIVE classifications, Integration Composer obtains GUIDs for all subclasses. For example, if AppServer is activated, then Integration Composer can be expected to process ApacheServers, WebServers, CICSRegions, DominoServers, etc. The filter setting affects which Actual CIs will be imported.

For classification filtering (ccmdb.actualci.filtering.level=0), if a non-active classification that is set to -1 is a subclass of an active classification, then the subclass TADDM CIs will be ignored and not imported.

For the authorized promotion scope filtering (filtering level = 2), the TADDM CIs imported must be part of a promotion scope. Furthermore, when using the Promotion Scope filtering it is important to understand that Integration Composer will update already existing Actual CIs only if they are linked to an Authorized CI. An example may help clarify this:

1. Integration Composer is used for the first time to import TADDM CI data as Actual CIs into the SmartCloud Control Desk database using Auth Scope filtering.
2. Integration Composer is executed a second time to import new TADDM CI data and to update existing Actual CIs to match modified TADDM CIs.
  1. If a CI exists in TADDM but not the SmartCloud Control Desk database, then it will be imported.
  2. If a CI was modified in TADDM and there exists both an Actual CI and an Authorized CI, the Actual CI will be updated to reflect the data found in TADDM.
  3. If a CI was modified in TADDM and there exists only an Actual CI, then the Actual CI will NOT be updated. The reasoning here is that since the Actual CI was not promoted into an Authorized CI, it is not being managed. And therefore, there is no need to keep the Actual CI up-to-date until it is promoted to an Authorized CI.

After establishing the initial list of GUIDs to process, Integration Composer uses the depth setting to import the TADDM CIs that are related to the top level CIs. You define the depth setting within the ccmdb.properties file. The default depth is used only if no other depth applies to the active classification. A subclass will obtain its parent depth unless explicitly overridden. Integration Composer will log which classifications and depths will be processed, so you can review this data in the fusion.log.

The following two DEBUG properties provide additional details of Actual CI processing:

```
log4j.logger.fusion.provider.cmdbapi=DEBUG  
log4j.logger.fusion.provider.taddmactualci=DEBUG
```

## Comments

*There are no comments.*

You are in: [IBM Control Desk](#) > [Integrating](#) > [Importing Data Using IBM Tivoli Integration Composer](#) > Supported properties within the ccmdb.properties file

## Supported properties within the ccmdb.properties file



[Like](#) | Updated April 4, 2013 by [alucches](#) | Tags: *None*

The Integration Adapter for IBM Tivoli Application Dependency Discovery Manager (TADDM) Actual CI Adapter reads the `Integration_Composer/data/properties/provider/ccmdb.properties` file to optionally modify its default behavior. Some properties discussed here may not appear in the version of your property file because they were provided to help work around specific situations. If a property was not available in IBM Tivoli Integration Composer 7.5.0 then the release in which it was first made available will be listed in the description.

### `ccmdb.itic.status.frequency=<default value: 500>`

Integration Composer can be configured to print incremental status messages to help determine how long the Actual CI mapping execution will take to complete. The output status message will include the total number of top level CIs to be processed and how many of those top level CIs have been processed so far. You can determine the completion percentage from this information.

It will also include the total number of Actual CIs processed so far as well as the number of Actual CIs processed during that frequency interval. You can use this to determine the average number of CIs processed per top level Actual CI. Also, since the status message contains a timestamp, you can calculate the average amount of time Integration Composer is spending to process each CI.

The value of this property represents the number of top level CIs for the TADDM Adapter to process prior to printing a status message. The default value is 500 top level CIs.

If this property value is set to 0 then no status messages will be printed. If this property is deleted or commented out or the value is set to null then the default value of 500 top level Actual CIs will be used.

Note that the numbers printed by the status message represent the Actual CIs processed from TADDM while the Integration Composer summary outputs the number of records inserted, updated, or deleted from the target database tables. These numbers may not match.

This property has been available prior to 7.5.0.

### `ccmdb.enable.actualci.deletion=<true|false>`

The deletion property is used to indicate if Integration Composer should flag Actual CIs for deletion when the CI no longer exists in TADDM. This processing occurs prior to Integration Composer's normal mapping execution. If this property does not exist the default behavior is not to do delete processing.

This property has been available prior to 7.5.0.

### `ccmdb.itic.num.of.delete.time.partitions=<numeric value>`

This optional property was made available to work around situations where Integration Composer delete processing failed with a TADDM timeout exception while reading the change history data. The value will be used to divide the number of days between now and the last time Integration Composer successfully completed the deletion processing. For example, if the last time Integration Composer marked Actual CIs for deletion was 2 months ago and the partition is set to 4 then the duration used to search for deleted TADDM CIs would be 15 days.

This property was made available with Integration Composer 7.5.0.1 and above.

### `ccmdb.delete.class.<SHORT.CLASSNAME=1>`

This optional property was made available to work around situations where Integration Composer delete processing cannot complete successfully due to TADDM timeout exceptions while reading the change history data. There can be

multiple properties starting with prefix “ccmdb.delete.class.” containing a classification name. When one or more of these properties are set the Integration Composer delete process will only search for deleted TADDM CIs of those classification types listed. This would be used if Integration Composer successfully processed most classifications for deletion but failed for a few classifications. You could then use this to force only the failed classifications to reprocess while also using the “num.of.delete.time.partitions” property to make the TADDM search duration shorter.

This property was made available with Integration Composer 7.5.0.1 and above.

#### **ccmdb.actualci.filtering.level=<0|2>**

This is a required property and must be set for Integration Composer to process the Actual CI mapping, there is no default setting for this property if it does not exist Integration Composer will exit. If Integration Composer 7.5.0 was a fresh install this property value was set to 2, if Integration Composer 7.5.0 was installed as an upgrade this property value was initially set to 0 so processing would resemble the old Integration Composer version.

A value of 0 will cause Integration Composer to search for properties in this file starting with “ccmdb.classification.depth.”. Actual CIs will NOT be imported for those classifications set to “-1”. It’s valid for this property to be set to 0 with no classifications set to be filtered out.

The recommended value of 2 will cause Integration Composer to only import Actual CIs and attributes found in the promotion scopes. If multiple promotion scopes exist then Integration Composer will use the super set. It is not valid for this property to be set to 2 if no promotion scope exists.

This property was made available with Integration Composer 7.5.0 and above.

#### **ccmdb.classification.depth.xxx.xxxx=<numeric value>**

This optional property can be used as a way to filter out Actual CIs of a specific type by setting a value to “-1”.

While Integration Composer is processing a top level CI to the max depth, when it reaches a related CI of a type that should be skipped it will stop processing that branch. This means CIs related to the skipped classification type will also not be imported.

This property can also be used to override the default depth setting which is set with property:

ccmdb.classification.default.depth For example, if you normally only needed to import at a depth of 2 but for Application CI types you required a depth of 3 you could use this property to achieve that.

Note that since 7.5.0.1 HF 2 a subclass will be processed at the super class's depth unless the subclass is specifically set to a different depth. So if Application was set to depth 3 the subclass of VApp would also be processed at depth 3.

If Integration Composer 7.5.0 was a fresh install then the ccmdb.properties contained a default list of classifications set to -1 so they would not be imported. If Integration Composer 7.5.0 was installed as an upgrade then the filtering will be identical to that of the older version of Integration Composer.

The following classifications are recommended to be filtered out:

```
ccmdb.classification.depth.APP.CONFIGFILE=-1
ccmdb.classification.depth.APP.DB.DB2.DB2DATABASECONFIGVALUE=-1
ccmdb.classification.depth.APP.DB.DB2.DB2INSTANCECONFIGVALUE=-1
ccmdb.classification.depth.APP.DB.DB2.DB2SYSTEMCONFIGVALUE=-1
ccmdb.classification.depth.APP.PROCESSPOOL=-1
ccmdb.classification.depth.CORE.LOGICALCONTENT=-1
ccmdb.classification.depth.DEV.DISKDRIVE=-1
ccmdb.classification.depth.DEV.DISKPARTITION=-1
ccmdb.classification.depth.DEV.MEDIAACCESSDEVICE=-1
ccmdb.classification.depth.DEV.STORAGEVOLUME=-1
ccmdb.classification.depth.SYS.AIXSOFTWARECOMPONENT=-1
ccmdb.classification.depth.SYS.DATAFILE=-1
ccmdb.classification.depth.SYS.SOFTWARECOMPONENT=-1
```

```
ccmdb.classification.depth.SYS.WINDOWSSERVICE ==-1
ccmdb.classification.depth.SYS.ZOS.ZREPORTFILE==1
```

This property has been available prior to 7.5.0.

#### **ccmdb.classification.default.depth=<default value: 3>**

This property will be used as the depth for all active top level classifications unless overridden by the "ccmdb.classification.depth" property discussed above. If this property is missing a default depth of 3 will be used. It is invalid to set this property to a negative number.

This property has been available prior to 7.5.0.

#### **ccmdb.taddm.exclude.filter=0**

By default, Integration Composer will query TADDM to determine if it supports the 'excluding' clause. If supported, Integration Composer will use this as part of the query to retrieve top level CI data when filtering out any of the default classifications listed above. TADDM versions 7.2.1 and above support this option.

The following query is used to determine if TADDM supports the 'excluding' clause:

```
"select * excluding preferences from UserPreference"
```

Using the TADDM excluding clause helps performance because the excluded classifications will be excluded by TADDM rather than by Integration Composer.

This property has been available prior to 7.5.0.

#### **ccmdb.taddm.locationtag.filter=<format example: CustomerTag1|CustomerTag2>**

This optional property will only work with TADDM release 7.2.1.1 and higher. This can be used to filter the imported CIs based on the TADDM LocationTag attribute value. With the example above, only CIs where the top level CI is owned by either CustomerTag1 or CustomerTag2 will be imported. This processing assumes that any related CI to the imported top level CI is also valid for these LocationTag values.

This property was made available with Integration Composer 7.5.0 and above.

#### **ccmdb.enable.explicit.relationships=<true|false>**

This property is used to import explicit relationships from TADDM. Additional TADDM API calls are required to import these relationships which will affect Integration Composer performance. The default setting is false. If set to true the following relationships would be imported.

```
core.Dependency
app.dependencies.IpDependency
app.dependencies.ServiceDependency
app.dependencies.SystemDependency
app.dependencies.TransactionalDependency
dev.BasedOnExtent
dev.RealizesExtent
```

Realize that these relationships will be imported based on the Actual CIs processed. If Actual CI 'abc' is processed then Integration Composer will search where 'abc' is either the source or target of an explicit relationship.

This property has been available prior to 7.5.0.

#### **ccmdb.explicit.relationship.DEV.REALIZEEXTENT=1**

This optional property is used to modify the default explicit relationship list. If property `ccmdb.enable.explicit.relationships` equals true then the seven explicit relationships listed above will be imported unless this property is also found. If this property is used the default list is ignored and only explicit relationship with the prefix "ccmdb.explicit.relationship." will be imported. Therefore if you just wanted to add one explicit to the list you must have a property for the original 7 plus the new one:

```
ccmdb.explicit.relationship.APP.DEPENDENCIES.APPLICATIONTOAPPLICATIONDEPENDENCY
ccmdb.explicit.relationship.CORE.DEPENDENCY
ccmdb.explicit.relationship.APP.DEPENDENCIES.IPDEPENDENCY
```

This property has been available prior to 7.5.0.

#### **`ccmdb.itic.num.of.threads=<thread count:cached CI data i.e. 5:20>`**

By default Integration Composer will use multiple threads to retrieve the top level CI data from TADDM. This optional property can be used to specify the maximum number of threads to be created and how much CI data can be cached at any one time.

A warning message will be logged if this property is used and the NO\_CACHE\_LOAD option is not part of the following lines in the fusion.properties file.

```
mxe.fusion.referencecache.Actual_Target_CI=1000,Guid,ALTERNATE_KEY,NO_CACHE_LOAD
mxe.fusion.referencecache.Actual_CI=1000,Guid,ALTERNATE_KEY,NO_CACHE_LOAD
```

If the NO\_CACHE\_LOAD option is used and this property is not set then the default number of threads will be 10 for 64 bit operating systems and 5 for 32 bit operating systems. The default number of cached top level CI data will be 50 for 64 bit and 25 for 32 bit.

(Note that system property "os.arch" is used to make this determination and since this is not always consistent a 64 bit machine may get thread setting for a 32 bit machine but if that happens this property can be used to make the modifications.)

This property was made available with Integration Composer 7.5.0 and above.

#### **`ccmdb.itic.thread.max.wait.time=<milliseconds i.e. 600000>`**

This optional property controls how long Integration Composer will wait for TADDM to return data to the thread. The data Integration Composer is waiting for would be from the executeQuery API asking for a top level CI for a specific depth. The default value is 600000 milliseconds (10 minutes). If this time is reached and TADDM has not returned data then Integration Composer will stop all processing. (10 minutes is the default for Integration Composer 7.5.0.1 but the default was just 1 minute in Integration Composer 7.5.0 making it more likely that you would need this property.)

This property was made available with Integration Composer 7.5.0 and above.

#### **`ccmdb.enable.skip.unavailable=<true|false>`**

This optional property can be used to stop Integration Composer from creating Actual CIs with an ACTCINUM value of "UNAVAILABLE". If set to true and Integration Composer processes a TADDM CI containing no value for the Label or DisplayName attribute then a warning message will be logged and Integration Composer will skip that CI until a Label or DisplayName value is available.

A message will be posted containing the GUID name of those CIs skipped.

The Integration Composer Summary will contain an additional line to post the number skipped:

Number of skipped TADDM CIs: 2

Once set the ACTCINUM is never modified but the ACTCINAME will be modified to reflect the value of the CI's Label or DisplayName attribute. The ACTCINAME is usually what is displayed on the SCCD console but many users would prefer to skip CIs discovered at a level 1 until they were discovered at a higher level so that they contain additional data.

This property was made available in Integration Composer 7.5.0.1 Hot Fix 2.

#### **ccmdb.enable.depth.for.non.top.level.classes=<true|false>**

This optional property will cause Integration Composer to follow relationships for ACTIVE non-top level classifications.

Normally Integration Composer will NOT process relationships for ACTIVE non-top level classifications. This property will modify that behavior, all ACTIVE classification will be traversed to the depth specified.

There should be very few cases where this property is required. In most situations you should start importing from a top level class and allow the non-top level CI classes be imported based on their relationship with a top level class. With this property set to true if you activate a non-top level classification that is related to an ACTIVE top level classification you will cause Integration Composer to process Actual CIs multiple times which will degrade performance. Use this property with caution.

## **Comments**

*There are no comments.*

You are in: [IBM Control Desk](#) > [Integrating](#) > [Importing Data Using IBM Tivoli Integration Composer](#) > Integration Composer assets reconciliation using Alternate Keys and NRS GUID

## Integration Composer assets reconciliation using Alternate Keys and NRS GUID

 Like | Updated October 25, 2013 by [alucches](#) | Tags: *None*

### Introduction

IBM Tivoli Integration Composer moves and transforms data from discovery tool databases into the Maximo database as deployed assets. Integration Composer relies on designated alternate key values to determine whether the deployed asset already exists in the Maximo database. If the deployed asset already exists, the non key properties are updated if necessary. If the deployed asset does not exist in the Maximo database, a new record is inserted.

The algorithm limited to alternate key values may produce multiple records of the same deployed asset in the Maximo database. The Tivoli Naming Reconciliation Service (NRS), a component of Data Integration Service (DIS), provides centralized control to identify these assets. Once an asset has been processed by an application using the service, a GUID (Globally Unique Identifier) is assigned to the asset.

Integration Composer uses the data it has about the deployed asset to register and get a GUID and uses the GUID to determine whether the deployed asset already exists in the Maximo database. The NRS GUID is stored as part of the deployed asset data.

### NRS Attribute Descriptions

**NRSHostsystem** - Not a string but the **GUID** of the ComputerSystem that is virtualizing this one.

**NRSManagedSystemName** - The name used to uniquely identify the agent that manages a specific resource.

**NRSMManufacturer** - The manufacturer of the asset.

**NRSModel** - The model number of the physical computer system, as it is provided by the manufacturer of the device.

**NRSName** - The value in this property is the name of the “Function” (Router and Printer) instance like ‘myRouter’.

**NRSPriarymacaddress** - The MAC address of the Network Adapter in the physical computer system.

**NRSSerialnumber** - The serial number of the physical computer system, as it is provided by the manufacturer of the device.

**NRSSignature** - The primary IP address, or, if there is no IP stack, then SNA\_HOST.

**NRSSystemboarduuid** - The burned-in, Globally Unique Identifier (GUID) of the computer’s motherboard.

**NRSVmId** - The ID allocated to a running virtual machine by the vmkernel. This corresponds to the VM ID in the virtual machine table.

### Naming Rules

NRS generates a GUID based on the Naming Rule with the highest priority provided. 0 has the highest priority. These properties are specified in the mapping and are prefixed with NRS.

| NRS Properties                                 | Priority |
|--|----------|
| Signature                                      | 0        |
| (no-VM ID), manufacturer, model, serial Number | 1        |
| System board UUID                              | 2        |
| Primary Mac Address                            | 3        |
| Host System, VMID                              | 4        |
| Managed System Name                            | 5        |
| VM ID, manufacturer, model, serial Number      | 6        |
| VM UUID  | 7        |

## Integration Composer Reconciliation using Alternate Keys and NRS GUID

### Process existing instance, instance found by alternate keys, no NRS GUID is recorded

- a. An asset with the same combination of alternate keys exists in the target database. No NRS GUID is recorded for the target instance.
- b. New data may provide enough information to generate an NRS GUID.
- c. Check whether the GUID belongs to another instance in the target database. If an NRS GUID already exists, a duplicate instance of that asset exists. The existing duplicate instance and all its child instances will be deleted from the target database.
- d. Update the target instance found by alternate keys

### Process existing instance, instance not found by alternate keys but found by NRS GUID

- a. This means that Integration Composer sees this instance as new based on alternate keys.
- b. Check whether the GUID belongs to another instance in the target database. If the GUID already exists, the instance being processed is the same asset as the one that already exists in the target database, but the alternate key values are different. Integration Composer will not insert duplicate instances of the same asset in the target database. It will update the instance in the database, including the alternate keys.

### Process new instance (instance not found by alternate keys and not found by NRS GUID)

A new asset will be created in target database.

### Process existing instance, found by alternate keys with an NRS GUID in the target

- a. New data may cause generation of a new NRS GUID for the existing instance.
- b. If the NRS GUID has changed and the new NRS GUID belongs to an existing instance, delete the existing instance with that NRS GUID. All its child instances are deleted as well.
- c. Update the target instance found by alternate keys.

## Comments

*There are no comments.*



You are in: [IBM Control Desk](#) > [Integrating](#) > [Importing Data Using IBM Tivoli Integration Composer](#) > Integration Composer FAQ

## Integration Composer FAQ

 Like | Updated December 13, 2013 by [alucches](#) | Tags: None

**Q:** When I execute the mapping I get this error:

"Exception in thread "main" java.lang.NoClassDefFoundError: sun.tools.javac.Main"

What is wrong and how do I fix it?

**A:** Integration Composer mapping execution required IBM Java SDK to be installed and pointed at by init.bat (or .sh):  
set JAVA\_HOME=C:\Program Files\IBM\Java50 (this must be actual path to the root folder of Java SDK installation)

The required versions of Java SDK are:

| Integration Composer version | Java SDK version          |
|------------------------------|---------------------------|
| Integration Composer 7.2.X   | IBM Java SDK, Version 5.0 |
| Integration Composer 7.5.X   | IBM Java SDK, Version 6.0 |

**Q:** How can I turn on the debugging in Integration Composer to collect more diagnostic information?

**A:** There are many debugging options available in Integration Composer. They are listed in logging.properties file. Set the ones you need to DEBUG. For example to turn the SQL debugging on:

log4j.logger.maximo.sql=DEBUG

Please make sure the following settings allow capturing sufficient amount of log information. The recommended values are as follows (your actual need may require a higher MaxBackupIndex value):

log4j.appenders.A2.MaxFileSize=20MB

log4j.appenders.A2.MaxBackupIndex=20

**Q:** How can I turn the performance monitor on in Integration Composer?

**A:** Turn on performance monitor by uncommenting the following lines in the fusion.properties file:

perfmon.logfrequency=5

perfmon.threshold.sql=10

This will generate perfmon\_\*.log files that you can send to IBM for evaluation by the Integration Composer support team.

**Q:** What TADDM .jar files do I have to copy to Integration Composer folder to be able to run CI adapters?

**A:** You have to copy the following files from TADDM server to <Integration Composer>\lib folder

<TADDM>\dist\ sdk\lib\taddm-api-client.jar

<TADDM>\dist\ sdk\lib\platform-model.jar

Also make sure init.bat (or .sh) contains this line and it is uncommented:

```
set CMDBAPI=%COLLATION_HOME%\lib\taddm-api-client.jar;%COLLATION_HOME%\lib\platform-model.jar
```

**Q:** I am getting the following error when I execute the mapping. How do I fix it?

java.lang.StringIndexOutOfBoundsException: String index out of range: 32

**A:** If the line in the expression contains reference to the source attribute, the line cannot include the TAB character.

(TAB)String type = "COMPUTER"; is OK

(TAB)String type = 'Node.Node type'; is NOT OK

**Q:** I see the following error in the Integration Composer log file when mapping is executed. What is wrong and how do I fix it?

Error: SQLCODE=-407, SQLSTATE=23502, SQLERRMC=TBSPACEID=3, TABLEID=150, COLNO=10, DRIVER=4.11.69

**A:** To find out in what column the null value was attempted to be inserted into, run this query on Maximo database:

```
SELECT C.TABSCHEMA, C.TABNAME,  
       C.COLNAME  
  FROM SYSCAT.TABLES AS T,  
       SYSCAT.COLUMNS AS C  
 WHERE T.TBSPACEID = n1  
   AND T.TABLEID = n2  
   AND C.COLNO = n3  
   AND C.TABSCHEMA = T.TABSCHEMA  
   AND C.TABNAME = T.TABNAME
```

where n1, n2 and n3 are TBSPACEID, TABLEID and COLNO from the error message.

Then correct the corresponding mapping expression to make sure it produces non-null value.

**Q:** How can I write messages to the console and fusion.log from within the mapping expression?

**A:** You can use this statement:

```
com.mro.fusion.util.logging.LogManager.logInfo("The record with ID= " + id + "cannot be found!");
```

**Q:** How can I FTP files to Integration Composer support team?

**A:**

ftp ftp.emea.ibm.com

Login as anonymous and Use your Email Address as the password

Cd toibm/Tivoli

bin

Put <name of file>

Please see [Integration Composer IBM Endpoint Manager and IBM Endpoint Manager SUA Adapter FAQ](#) for answers related to IEM and IEM SUA adapter questions.

## Comments

*There are no comments.*

You are in: [IBM Control Desk](#) > [Integrating](#) > [Importing Data Using IBM Tivoli Integration Composer](#) > Integration Composer IBM Endpoint Manager and IBM Endpoint Manager SUA Adapter FAQ

## Integration Composer IBM Endpoint Manager and IBM Endpoint Manager SUA Adapter FAQ

 Like | Updated December 13, 2013 by [alucches](#) | Tags: *None*

**Q:** How do I configure Tivoli Endpoint Manager for Software Use Analysis 1.3 for use with Integration Composer?

**A:** Refer to this article to configure Tivoli Endpoint Manager for Software Use Analysis 1.3

[http://pic.dhe.ibm.com/infocenter/tivihelp/v50r1/topic/com.ibm.sccd.doc/import\\_asset/r\\_bigfix\\_mapping.html](http://pic.dhe.ibm.com/infocenter/tivihelp/v50r1/topic/com.ibm.sccd.doc/import_asset/r_bigfix_mapping.html)

**Q:** How do I configure IBM Endpoint Manager for Software Use Analysis 2.X for use with Integration Composer?

**A:** Refer to this article to configure IBM Endpoint Manager for Software Use Analysis 2.X:

[http://pic.dhe.ibm.com/infocenter/tivihelp/v50r1/index.jsp?topic=%2Fcom.ibm.sccd.doc%2Fimport\\_asset%2Ft\\_configuration\\_tasks\\_tem20.html](http://pic.dhe.ibm.com/infocenter/tivihelp/v50r1/index.jsp?topic=%2Fcom.ibm.sccd.doc%2Fimport_asset%2Ft_configuration_tasks_tem20.html)

**Q:** How do I configure IBM Endpoint Manager 9.0 for use with Integration Composer?

**A:** Refer to this article to configure IBM Endpoint Manager 9.0:

[http://pic.dhe.ibm.com/infocenter/tivihelp/v50r1/index.jsp?topic=%2Fcom.ibm.sccd.doc%2Fimport\\_asset%2Ft\\_configuration\\_tasks\\_tem20.html](http://pic.dhe.ibm.com/infocenter/tivihelp/v50r1/index.jsp?topic=%2Fcom.ibm.sccd.doc%2Fimport_asset%2Ft_configuration_tasks_tem20.html)

**Q:** How do I add properties to the IBM Endpoint Manager 9.0 Integration Composer schema?

**A:** "additional.properties" attribute in IBM Endpoint Manager.properties file identifies the additional IBM Endpoint Manager (IBM Endpoint Manager) properties that should be loaded into the IBM Tivoli Integration Composer IBM Endpoint Manager schema.

This is an optional property. If the property is not set, only the out-of-the-box properties, as documented in the "Integration adapter mapping tables" section of the SmartCloud Control Desk infoCenter, are added to the Data Source and retrieved from IBM Endpoint Manager for each computer.

The format of this property is as follows:

propertyKey1|propertyKey2|....

Each propertyKey identifies an additional property defined in IBM Endpoint Manager that you wish to add to the Integration Composer IBM Endpoint Manager schema. Separate each property key with a vertical bar character ( | ).

There are three forms that may be used to identify a property:

1) PID Triplet form: site-id,analysis-id,property-id

Here you specify the site ID, analysis identifier, and property identifier separated by commas. Concatenated together, these three IDs uniquely identify a property within IBM Endpoint Manager.

Example: To add the "SCSI Devices - Windows" property from the BES Inventory and License Site using this form, specify:

additional.properties=3093,35,17

## 2) Site ID and Property Name form: site-id,property-name

Here you specify the unique identifier for the site and the name for the property.

Example: To add the "SCSI Devices - Windows" property from the BES Inventory and License Site using this form, specify:

```
additional.properties=3093,SCSI Devices - Windows
```

## 3) Site Name and Property Name form: site-name,property-name

Here you specify the name for the site and the name for the property.

Example: To add the "SCSI Devices - Windows" property from the BES Inventory and License Site using this form, specify:

```
additional.properties=BES Inventory and License,SCSI Devices - Windows
```

The following list identifies IBM Endpoint Manager Content Site Identifiers and Names.

|       |  |
|-------|--|
| -1    | ====> ActionSite (Master Action Site)      |
| 1     | ====> BES Support                          |
| 3093  | ====> BES Inventory and License            |
| 3107  | ====> BES Asset Discovery                  |
| 6013  | ====> Patches for ESX3                     |
| 8032  | ====> BigFix DSS Software Asset Management |
| 8344  | ====> Patches for ESXi                     |
| 8346  | ====> Virtual Endpoint Manager             |
| 9278  | ====> TAMIT Integration                    |
| 11203 | ====> IBM Software Inventory               |

Uncomment the following line to specify the additional properties to load from IBM Endpoint Manager:

```
//additional.properties=3093,SCSI Devices - Windows |3093,17,1|BES Inventory and License,SCSI Devices - Windows
```

**Q:** I get the following error when create data source for TEM SUA 2.X. What is wrong and how can I fix this error?

Data schema retrieval failed.

```
com.mro.fusion dblInterface.jdbc.JDBCConnection incompatible with  
com.mro.fusion dblInterface.temSUA.TEMSUAConnection
```

**A:** Wrong connection method is being used. The following table lists the allowed connection methods:

| Adapter                | Connection Method                |
|------------------------|----------------------------------|
| TEM SUA 1.3            | Microsoft SQL Server JDBC Driver |
| TEM SUA 2.X            | IBM Endpoint Manager and SUA API |
| IBM Endpoint Manager 9 | IBM Endpoint Manager and SUA API |

**Q:** I get the following error when create data source for TEM SUA 2.X. What is wrong and how can I fix this error?

Internal error

Server returned HTTP response code: 400 for URL: <http://hostname:9081/api/schemas/computer.json>

**A:** Refer to this SCCD Infocenter article to configure IBM Endpoint Manager for Software Use Analysis 2.X

[http://pic.dhe.ibm.com/infocenter/tivihelp/v50r1/index.jsp?  
topic=%2Fcom.ibm.sccd.doc%2Fimport\\_asset%2Ft\\_configuration\\_tasks\\_tem20.html](http://pic.dhe.ibm.com/infocenter/tivihelp/v50r1/index.jsp?topic=%2Fcom.ibm.sccd.doc%2Fimport_asset%2Ft_configuration_tasks_tem20.html)

Please see [Integration Composer FAQ](#) for answers related to general Integration Composer questions

## Comments

*There are no comments.*

You are in: [IBM Control Desk](#) > [Integrating](#) > Integrating with Rational Team Concert and Rational ClearQuest

# Integrating with Rational Team Concert and Rational ClearQuest

 Like | Updated August 4, 2015 by charglen | Tags: None

## Overview

To support DevOps activities, you can optionally integrate IBM Control Desk 7.6, 7.5 (formerly IBM SmartCloud Control Desk; the product was renamed in version 7.5.3), or Tivoli Service Request Manager 7.2.1 with Rational Team Concert 3.0 or higher and Rational ClearQuest 7.1.2 or 8.0.0.

Enabling this integration allows users to associate Control Desk **Problem** records with Rational Team Concert or Rational ClearQuest **defects**, providing a link between your help desk, support, operations and development teams.

It is possible to associate other types of Control Desk records such as Changes, Incidents, or Work Orders to other types of work items in Rational Team Concert such as tasks, stories, or plan items in IBM Control Desk 7.5.1 or higher. If this behavior is required, see [Integrating with other record types](#), before proceeding with installation and configuration of this integration.

In IBM Control Desk 7.5.1 and higher, the integration has the following enhanced features:

- Support for more than one Service Provider per deployment.
- OAuth authentication is performed using an IBM certified Google API, as opposed to the OAuth solution implemented in the original Tivoli Service Request Manager integration.
- Support for non-Jazz based Service Providers. The original integration supported only Jazz based tools.
- Better alignment with [Open Services for Lifecycle Collaboration \(OSLC\)](#) standards.
- Support for additional authentication schemes besides OAuth including basic auth, HTTPS, and single sign-on.

You can upgrade this integration if it was installed and used in Service Request Manager 7.2.1 or IBM Control Desk 7.5. However, some manual upgrade and migration steps are required. Therefore, it is **strongly recommended** that you use the integration provided in IBM Control Desk 7.5.1 or higher.

## Installation

\*In IBM Control Desk 7.6, this integration is installed automatically during fresh install or upgrade, but must be configured and enabled.

\*In IBM Control Desk 7.5.1, 7.5.2, and 7.5.3 this integration can be installed from the Integrations section of the product Launch Pad, then configured and enabled.

In IBM Control Desk 7.5 and Tivoli Service Request Manager 7.2.1, the integration packages are provided on the [ISM Library](#).

\*Recommended install scenario.

## Documentation

To configure the integration in IBM Control Desk 7.5.1 or higher, see the [Configuring OSLC Integrations](#) documentation in IBM Knowledge Center.

For earlier versions, you may consult the Configuration section of the [OSLC for Change Management 2.0 Guide](#) to configure the integration for your environment.

## Additional Information

### Configuring single sign-on

This page contains additional information on how to configure the integration to use single sign-on.

### Troubleshooting the Integration

This page contains additional information about troubleshooting the Rational Team Concert and Rational ClearQuest integration.

### Custom attribute mapping configuration

This page contains information on how to map values from IBM Control Desk tickets to custom attributes in Rational Team Concert.

### Integrating with other record types

This page contains information about how to associate Change, Incident, Work Order or other types of records in IBM Control Desk 7.5.1 to Tasks, Stories, Plan Items or other types of work items Rational Team Concert or Rational ClearQuest.

## Comments

*There are no comments.*

You are in: IBM Control Desk > Integrating > Integrating with Rational Team Concert and Rational ClearQuest > Configuring single sign-on

## Configuring single sign-on

 Like | Updated August 5, 2015 by cfjohnst | Tags: None

This page contains additional information on how to configure the Rational Team Concert integration to use single sign-on.

**Note:** Single sign-on is not supported in Rational ClearQuest. See [Request For Enhancement RATLC01063887](#).

### Overview

By default, IBM Control Desk uses an OAuth endpoint to connect to the Rational products in this integration. This means that users will be prompted for credentials to Rational Team Concert or Rational ClearQuest the first time they attempt to view, select, or create a defect during their IBM Control Desk session.

If you do not want users to be prompted for credentials to Rational Team Concert after logging into IBM Control Desk, you can configure the integration to use single sign-on (SSO).

To achieve SSO, both Rational Team Concert and IBM Control Desk must be installed on WebSphere Application Server and configured to use the same LDAP registry. It is recommended to use Tivoli Directory Server, which is packaged with IBM Control Desk.

### Configuration

1. Any products that are not installed on WebSphere Application Server must be migrated to WebSphere Application Server.
2. You must configure all products to use the same LDAP registry for authentication.

For information about how to configure IBM Control Desk to use LDAP security, see the [LDAP Authentication](#) topic in the information center.

If you need more information about configuring IBM Control Desk to use LDAP, see these resources:

- Blog post on [Configuring LDAP Federated Repositories for TPAE Maximo](#)
- Whitepaper on [Connecting TPAE to LDAP](#)

For information about how to configure Rational Team Concert 4.0 to use LDAP security, see the [Configuring Jazz applications for LDAP](#) article on Jazz.net. See the section starting with "Configuring the Jazz server".

**Note:** Users in the LDAP registry will need to be granted access to the appropriate project areas in Rational Team Concert before they will be able to view, select, or create defects from within IBM Control Desk.

3. If both products are installed on the same WebSphere Application Server, you can skip this step. However, if your IBM Control Desk and Rational Team Concert are installed on separate WebSphere Application Servers, some additional configuration is needed to achieve single sign-on:

Consult the Rational Team Concert information center topic on [Deploying with single sign-on](#) on WebSphere Application Server.

4. Create a new Rational Team Concert endpoint within IBM Control Desk and update the provider record to use the new endpoint:

- a) Go to Integration > End Points and create a new endpoint.
- b) Give it a name and description and select HTTP for the Handler.
- c) Fill in the endpoint properties as show below:

| Properties for End Point RTCTEST |            | Filter          | 1 - 9 of 9      | Allow Override?                     |
|----------------------------------|------------|-----------------|-----------------|-------------------------------------|
| Property                         | Value      | Encrypted Value | Allow Override? |                                     |
| CONNECTTIMEOUT                   |            |                 |                 | <input checked="" type="checkbox"/> |
| COOKIES                          | LtpaToken2 |                 |                 | <input checked="" type="checkbox"/> |
| HEADERS                          |            |                 |                 | <input checked="" type="checkbox"/> |
| HTTPEXIT                         |            |                 |                 | <input checked="" type="checkbox"/> |
| HTTPMETHOD                       | GET        |                 |                 | <input checked="" type="checkbox"/> |
| PASSWORD                         |            |                 |                 | <input checked="" type="checkbox"/> |
| READTIMEOUT                      |            |                 |                 | <input checked="" type="checkbox"/> |
| URL                              |            |                 |                 | <input checked="" type="checkbox"/> |
| USERNAME                         |            |                 |                 | <input checked="" type="checkbox"/> |

- d) Save the changes to the endpoint.
- e) Run the following database query to update the end point to use with the Rational Team Concert Provider:

```
update oslcprovider set endpointname='RTCHTTP' where providername='SCCDRTCPROVIDER';  
(Replace RTCHTTP with the name of the new end point you created.)
```

f) Restart MXServer in the WebSphere Application Server administrator console. You should now be able to view, select, and create defects within IBM Control Desk without being prompted for credentials to Rational Team Concert.

## Comments

*There are no comments.*

You are in: IBM Control Desk > Integrating > Integrating with Rational Team Concert and Rational ClearQuest > Troubleshooting the Integration

## Troubleshooting the Integration



Like | Updated June 1, 2013 by cfjohnst | Tags: None

This page contains additional information about troubleshooting the Rational Team Concert and Rational ClearQuest integration.

### Troubleshooting SSL and Certificate Errors

If the Rational Team Concert or Rational ClearQuest server requires an SSL connection, you may see `SSLHandshakeException` or `CertPathBuilderException` errors when attempting to configure the OSLC integration.

To resolve this issue, the SSL certificate from Rational Team Concert or Rational ClearQuest must be imported into the SmartCloud Control Desk or Tivoli Service Request Manager server's trust store.

On Websphere Application Server:

1. Login to the Websphere Application Server administrator console.
2. Go to Security > SSL certificate and key management.
3. Select Key stores and certificates.
4. Select the trust store, usually `CellDefaultTrustStore`.
5. Select Signer certificates.
6. Select Retrieve from port.
7. Enter the host, SSL port, and a name for the certificate entry for the Rational Team Concert or Rational ClearQuest server.
8. Select Retrieve from port. The certificate information should appear if it was retrieved successfully.
9. Select OK and choose to Save the configuration. Now you can continue with the OSLC integration configuration.

On Weblogic:

1. Retrieve the certificate from the Rational Team Concert or Rational ClearQuest server, and save it on the admin workstation. Note the location of the certificate file for the next step.
2. Run the following command on the Weblogic server: `<weblogic_install_dir>/jdk160_18/jre/bin/keytool.exe -import -alias <alias> -file <certificate_file> -keystore <weblogic_install_dir>/jdk160_18/jre/lib/security/cacerts`
3. Enter the keystore password. The default password is `changeit`.
4. When prompted, enter `y` to choose to add the certificate to the trust store.
5. Restart the Weblogic server. Now you can continue with the OSLC integration configuration.

### Troubleshooting OAuth Issues with Rational Team Concert

If the integration is configured with Rational Team Concert 3.0 or 3.0.1, the `OAUTH_VERSION` in the `OSLC_DEFAULT_OAUTH` End Point should be set to "1.0".

In later versions of Rational Team Concert, you may see a "parameter\_rejected" error when configuring the OAuth Access Token. To fix this problem, set the `OAUTH_VERSION` in the `OSLC_DEFAULT_OAUTH` End Point to "1.0a".

[View Record List](#) > `OSLC_DEFAULT_OAUTH`

| End Point                | Handler:   | Consumed By:            |
|--------------------------|--|-------------------------|
| <code>OSLC_DEFAL</code>  | <code>OAUTH endpoint which is used to implement the OAUTH f</code> | <code>OSLC_DEFAL</code> |
| <code>INTEGRATION</code> |  |                         |

**Properties for End Point `OSLC_DEFAULT_OAUTH`**

| Property                       | Value  | Encrypted Value | Allow Override?                     |
|--------------------------------|--|-----------------|-------------------------------------|
| <code>ACCESS_TOKEN_URL</code>  | <code>http://[REDACTED]:9080/ccm/oauth-acc</code>  |                 | <input checked="" type="checkbox"/> |
| <code>AUTHORIZATION_URL</code> | <code>http://[REDACTED]:9080/ccm/oauth-autl</code> |                 | <input checked="" type="checkbox"/> |
| <code>CONSUMER_KEY</code>      | <code>258f621fc07a47a0b032cc1581ba781d</code>      |                 | <input checked="" type="checkbox"/> |
| <code>CONSUMER_SECRET</code>   | <code>[REDACTED]</code>                            |                 | <input checked="" type="checkbox"/> |
| <code>OAUTH_DESCRIPTION</code> | <code>OSLC_DEFAULT_OAUTH</code>                    |                 | <input checked="" type="checkbox"/> |
| <code>OAUTH_VERSION</code>     | <code>1.0a</code>                                  |                 | <input checked="" type="checkbox"/> |
| <code>REQUEST_TOKEN_URL</code> | <code>http://[REDACTED]:9080/ccm/oauth-req</code>  |                 | <input checked="" type="checkbox"/> |

## Comments

There are no comments.

You are in: IBM Control Desk > Integrating > Integrating with Rational Team Concert and Rational ClearQuest > Custom attribute mapping configuration

## Custom attribute mapping configuration

 Like | Updated August 5, 2015 by cjhohnst | Tags: None

This page contains information about how to map values from IBM SmartCloud Control Desk 7.5.1 or higher tickets to custom attributes in Rational Team Concert 4.0.1 or higher.

**Note:** This configuration cannot be done if either product is at an earlier version.

### Overview

Most OSLC Providers like Rational Team Concert have shape documents which describe the resources they provide.

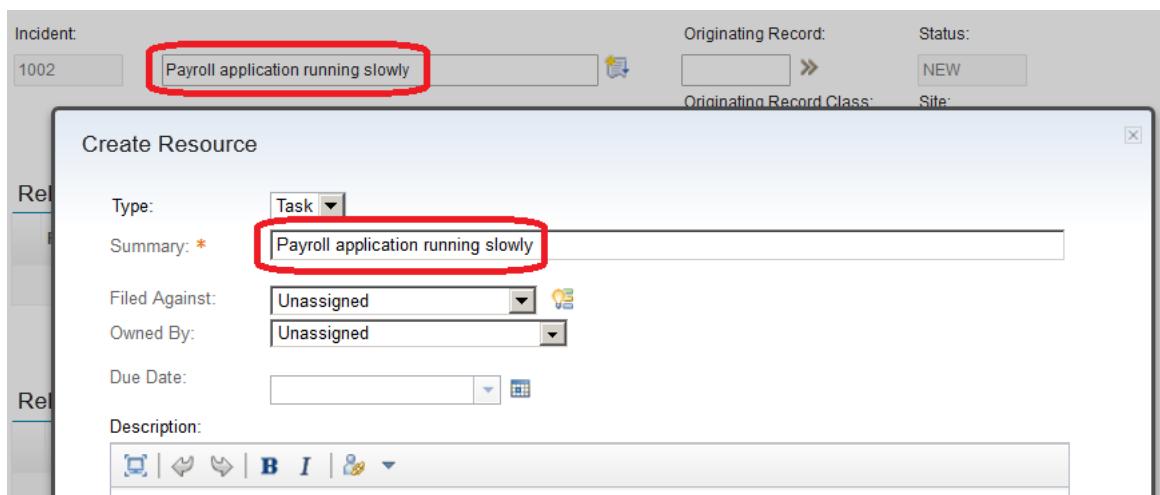
By default, this integration makes use of the standard [Change Management 2.0 shape document](#) to describe work items in the Rational products. In the OSLC Providers application, you can view the Change Management shape document by using the Add/Modify Resource Types action. You can also use this application to map attributes from IBM Control Desk tickets to properties listed in the shape document. If such a mapping is created, the defect will be pre-filled with the values you specify from IBM Control Desk when you choose to create a defect from the Problem ticket.

This example shows how the summary of the ticket can be mapped to the summary of the defect.

1. Go to Integration > OSLC Providers.
2. Open the SCCDRTCProvider.
3. Select the create interaction in the OSLC Interactions table.
4. In the Interaction Mappings table, notice that the Problem summary is mapped to the defect summary.

| Interaction Mappings   |                          |                                    |
|--|--------------------------|------------------------------------|
| Source Mapping Expression  | Target Resource Property | Target Resource Property Namespace |
| :description   | title                    | http://purl.org/dc/terms/          |
| <b>Details</b> <div style="display: flex; justify-content: space-between;"> <div style="flex: 1;"> <p>* Source Mapping Expression:</p> <input type="text" value=":description"/> </div> <div style="flex: 1;"> <p>Target Resource Property:</p> <input type="text" value="title"/> </div> </div> <p>* Target Resource Property Namespace:</p> <input type="text" value="http://purl.org/dc/terms/"/> <p>Resource Property is URI?</p> <input type="checkbox"/> |                          |                                    |

This means that when you choose to Create a defect in the Problem application, the Problem description is pre-filled in the defect title.



The screenshot shows the Rational Team Concert interface for creating a new resource. The 'Summary' field is highlighted with a red box and contains the text "Payroll application running slowly". Other fields visible include 'Type' (set to 'Task'), 'Filed Against' (set to 'Unassigned'), 'Owned By' (set to 'Unassigned'), and 'Description' (with rich text editor icons).

If you add custom attributes to work items in Rational Team Concert, those attributes will not be in the standard Change Management 2.0 shape document, which means you cannot map IBM Control Desk values to your custom attributes. If you want to map to custom attributes, you must retrieve an updated shape document from Rational Team Concert and import it into IBM Control Desk.

**Note:** This approach is not recommended if you are integrating one IBM Control Desk with both Rational Team Concert and Rational ClearQuest. In that case, the common Change Management 2.0 shape document should be used for both.

### Configuration

1. After custom attributes are added in Rational Team Concert, retrieve the new shape document.

- a) Go to the Service Provider catalog, typically [https://<rtc\\_host>:9443/ccm/oslc/workitems/catalog](https://<rtc_host>:9443/ccm/oslc/workitems/catalog).
- b) Look for the Project Area where you added custom attributes and request the services.xml link for that provider using a tool like Firefox Poster. Set the OSLC-Core-Version header to 2.0.
- c) Look for the creation factory with usage set to `<oslc:usage rdf:resource="http://open-services.net/ns/cm#defect"/>`.
- d) Inside that creation factory, you will see an `<oslc:resourceShape>` tag which points a URL that contains the shape document.
- e) Request the shape document from the URL, for example, from [https://<rtc\\_host>:9443/ccm/oslc/context/\\_5wuzkEkZEeKeZ\\_KnLx0K\\_Q/shapes/workitems/defect](https://<rtc_host>:9443/ccm/oslc/context/_5wuzkEkZEeKeZ_KnLx0K_Q/shapes/workitems/defect)
- f) Save the XML that is returned in a file on the IBM Control Desk administrative workstation.

2. Rational Team Concert 4.0.1 has a defect where custom attributes always get exposed with a value-type of Resource. IBM Control Desk cannot map to properties with a value-type of Resource, so you must change the value-type of the custom attribute in the shape document before importing it into IBM Control Desk. A fix for this defect is planned for Rational Team Concert 4.0.4.

a) Open the shape document you saved in Step 1, Part f.

b) Find the custom attribute you added by searching for the name of the attribute. You should find an entry like this:

```
<oslc:property>
  <oslc:Property
  rdf:about="https://myserver.com:9443/ccm/oslc/context/_A_QmZL0DEeKUFOQTAt6IxQ/shapes/workitems/task/property/CustomAttribute">
    <oslc:valueType rdf:resource="http://open-services.net/ns/core#Resource"/>
    <oslc:representation rdf:resource="http://open-services.net/ns/core#Either"/>
    <oslc:readOnly rdf:datatype="http://www.w3.org/2001/XMLSchema#boolean">false</oslc:readOnly>
    <oslc:propertyDefinition rdf:resource="http://jazz.net/xmlns/prod/jazz/rtc/ext/1.0/CustomAttribute"/>
    <oslc:occurs rdf:resource="http://open-services.net/ns/core#Zero-or-one"/>
    <oslc:name rdf:datatype="http://www.w3.org/2001/XMLSchema#string">CustomAttribute</oslc:name>
    <oslc:defaultValue></oslc:defaultValue>
    <dcterms:title rdf:parseType="Literal">CustomAttribute</dcterms:title>
  </oslc:Property>
</oslc:property>
```

c) Find the <oslc:valueType> tag. Change the value of the rdf:resource to be the correct type. For example, if the custom attribute added in Rational Team Concert was a string, the line:

```
<oslc:valueType rdf:resource="http://open-services.net/ns/core#Resource"/>
```

should be replaced with:

```
<oslc:valueType rdf:resource="http://www.w3.org/2001/XMLSchema#string"/>
```

A list of valid value-types can be found in the [OSLC Core Specification](#).

d) Repeat steps b and c for all custom attributes that were added in Rational Team Concert.

e) Save the changes to the shape document.

3. Import the shape document in IBM Control Desk.

- a) Go to Integration > OSLC Providers.
- b) Select the Add/Modify Resource Types action.
- c) Expand the SCCDCR resource type.
- d) Select Import.
- e) Browse for the shape document file and choose OK.

4. Now you can map IBM Control Desk attributes to custom attributes in Rational Team Concert.

- a) Go to Integration > OSLC Providers.
- b) Open the SCCDRTCPROVIDER.
- c) Select the create interaction in the OSLC Interactions table.
- d) Under the Interactions Mapping table, select New Row.
- e) In the Source Mapping Expression field, choose the value you want to pre-fill into the defect from IBM Control Desk.
- f) In the Target Resource Property field, choose the custom attribute you want to map to.
- g) Save the changes and attempt to create a new defect. You should see that the custom attribute is being pre-filled with the value you specified from IBM Control Desk.

## Comments

*There are no comments.*

You are in: [IBM Control Desk](#) > [Integrating](#) > [Integrating with Rational Team Concert and Rational ClearQuest](#) > [Integrating with other record types](#)

## Integrating with other record types

 Like | Updated August 5, 2015 by [cjohnst](#) | Tags: *None*

This page contains information about how to associate Change, Incident, Work Order or other types of records in IBM SmartCloud Control Desk 7.5.1 or higher to Tasks, Stories, Plan Items or other types of work items in Rational Team Concert or Rational ClearQuest.

**Note:** This configuration cannot be done if IBM Control Desk is at an earlier version or if Tivoli Service Request Manager is being used.

### Overview

The Rational Team Concert and Rational ClearQuest integration delivered in IBM Control Desk 7.5.1 or higher makes it simple to associate Problem records with Defect work items, by automatically configuring the product for you. However, it is possible to configure IBM Control Desk to link other types of tickets or records, such as Changes, Incidents or Work Orders to other types of Rational Team Concert or Rational ClearQuest work items, such as Tasks, Stories, or Plan Items.

If this is the desired behavior, you do not need to install this integration. You only need to follow the instructions below to configure IBM Control Desk for your particular use case.

### Configuring IBM Control Desk

This section takes you through the four steps required to configure IBM Control Desk to integrate with other record types:

1. Import the Change Request OSLC shape document into IBM Control Desk.\*
2. Create a new End Point to connect IBM Control Desk to your work item provider, in this case, Rational Team Concert or Rational ClearQuest.\*
3. Create a new OSLC Provider for your work item provider.\*
4. Create new Selection Dialog and Creation Dialog OSLC Interactions between IBM Control Desk and your work item provider.

\*In IBM Control Desk 7.6 or higher, the Change Request OSLC shape document is installed by default. Default end points and OSLC Providers are installed as well. You may reuse those, or create your own by following the steps below. If the default end points and OSLC Providers are used, you will need to update them with your environment specific information such as host names, ports, and credentials.

### Before you begin

Before proceeding with the configuration, you need to obtain the following information from the work item provider administrator:

1. The Rational Team Concert or Rational ClearQuest administrator credentials.
2. The Access Token, Request Token, and Authorization URLs for OAuth authentication.
  1. For Rational Team Concert, the typical values are (substitute <host> and <port> with your Rational Team Concert host name and port number):
    1. Access Token URL: <https://<host>:<port>/ccm/oauth-access-token>
    2. Request Token URL: <https://<host>:<port>/ccm/oauth-request-token>
    3. Authorization URL: <https://<host>:<port>/ccm/oauth-authorize>
  2. For Rational ClearQuest, the typical values are (substitute <host> with your Rational ClearQuest host name):
    1. Access Token URL: <http://<host>/cqweb/oauth-access-token/7.0.0>
    2. Request Token URL: <http://<host>/cqweb/oauth-request-token/7.0.0>

3. Authorization URL: <http://<host>/cqweb/oauth-authorization/7.0.0>
3. The consumer key and consumer secret to be used for OAuth authentication. The Rational Team Concert or Rational ClearQuest administrator will need to create a new consumer key and consumer secret for you.
4. The Service Provider List and Base URL of the work item OSLC Provider.
  1. For Rational Team Concert, the typical values are (substitute <host> and <port> with your Rational Team Concert host name and port number):
    1. Service Provider List URL: <https://<host>:<port>/ccm/oslc/workitems/catalog>
    2. Base URL: <https://<host>:<port>/ccm>
  2. For Rational ClearQuest, the typical values are (substitute <host> with your Rational ClearQuest host name):
    1. Service Provider List URL: <http://<host>/cqweb/oslc/repo/7.0.0>
    2. Base URL: <http://<host>/cqweb>

## Importing the Change Request OSLC shape document

You need to import the Change Request OSLC shape document into IBM Control Desk. This document describes the resources that are available in the work item provider.

1. Attached to this wiki page is a file called [shape\\_cr.xml](#). Save this file on the IBM Control Desk administrative workstation and note the location of the file.
2. Log in to IBM Control Desk as an integration administrator.
3. Go to the Integration > OSLC Providers application.
4. In the left hand navigator, under More Actions, select Add/Modify Resource Types.
5. Under the Resource Types table, click the New Row button.
6. In the Resource Type field, enter an ID and description for the Change Request type, such as CR and Change Request.
7. In the Resource Type URI field, enter: <http://open-services.net/ns/cm#ChangeRequest>
8. In the Import Shape Document field, click the Browse button, and navigate to the [shape\\_cr.xml](#) file you saved in Step 1. Select the [shape\\_cr.xml](#) file and click Open.
9. Click the Import button. You should see the Shape Document field is now populated.
10. Click OK to close the Add/Modify Resource Types dialog.

## Creating a new End Point

You need to create a new End Point so that IBM Control Desk knows how to connect to your work item provider.

1. Log in to IBM Control Desk as an integration administrator.
2. Go to the Integration > End Points application.
3. Create a new End Point.
4. Enter an ID and description for your work item provider, such as RTC and Rational Team Concert.
5. In the Handler field, select OAUTH.
6. Enter the Access Token URL, Request Token URL, and Authorization URL you obtained from the work item provider administrator in the ACCESSTOKENURL, REQUESTTOKENURL, and AUTHORIZATION URL Value fields.
7. Enter the consumer key and consumer secret you obtained from the work item provider administrator in the CONSUMERKEY Value and CONSUMERSECRET Encrypted Value fields.
8. Save the record.

The screenshot shows the 'End Point' configuration screen. At the top, there are two tabs: 'List View' and 'End Point'. The 'End Point' tab is selected. Below the tabs, there are three buttons: 'Handler: OAUTH', 'Consumed By: INTEGRATION', and a magnifying glass icon for search. The main area displays the 'Properties for End Point RTCTEST' table.

| Property         | Value   | Encrypted Value | Allow Override?                     |
|------------------|---|-----------------|-------------------------------------|
| ACCESTOKENURL    | <a href="https://rativo.tivlab.austin.ibm.com:9443/ccm/oauth-access-to">https://rativo.tivlab.austin.ibm.com:9443/ccm/oauth-access-to</a>   |                 | <input type="checkbox"/>            |
| AUTHORIZATIONURL | <a href="https://rativo.tivlab.austin.ibm.com:9443/ccm/oauth-authorize">https://rativo.tivlab.austin.ibm.com:9443/ccm/oauth-authorize</a>   |                 | <input type="checkbox"/>            |
| CONSUMERKEY      | ac33a01af1ed4a2d9dfab35c0cf9d0e   |                 | <input type="checkbox"/>            |
| CONSUMERSECRET   | *****   |                 | <input type="checkbox"/>            |
| COOKIES          |   |                 | <input checked="" type="checkbox"/> |
| HEADERS          | Accept-Language   |                 | <input checked="" type="checkbox"/> |
| HTTPMETHOD       | GET   |                 | <input checked="" type="checkbox"/> |
| REQUESTTOKENURL  | <a href="https://rativo.tivlab.austin.ibm.com:9443/ccm/oauth-request-tk">https://rativo.tivlab.austin.ibm.com:9443/ccm/oauth-request-tk</a> |                 | <input type="checkbox"/>            |
| URL              |   |                 | <input checked="" type="checkbox"/> |

### Creating a new OSLC Provider

You need to create a new OSLC Provider record for your work item provider.

1. Go to the Integration > OSLC Providers application.
2. Create a new OSLC Provider.
3. Enter an ID and description for your work item provider, such as RTC and Rational Team Concert.
4. In the End Point field, select the End Point you created in the previous section.
5. In the Public URI field, enter the Base URL you received from the work item provider administrator.
6. In the Service Provider List URI field, enter the Service Provider List URL you received from the work item provider administrator.
7. Save the record.

The screenshot shows the 'OSLC Provider' application interface. At the top left is a 'List View' button. The main area displays provider configuration for 'Rational Team Concert'. It includes fields for 'Provider' (RTCTEST), 'Public URI' (<https://rativo.tivlab.austin.ibm.com:9443/ccm>), 'EndPoint' (RTCTEST), and 'Service Provider List URI' (<https://rativo.tivlab.austin.ibm.com:9443/ccm/oslcworkitems/c>). Below this is a section titled 'OSLC Interactions' with a table header: Interaction, Description, Interaction Type, Resource Type, Usage URI, Service Provider URI. The table body contains the message: '...No rows to display...'.

### Creating a new Selection Dialog OSLC Interaction

You need to use the OSLC Interaction wizard to create a new interaction between IBM Control Desk and your work item provider.

For the purposes of this example, we want to associate Incident records in IBM Control Desk with Task work items in Rational Team Concert. However, you can choose any record type in IBM Control Desk or any work item type in Rational Team Concert.

1. In the OSLC Providers application, open the OSLC Provider you created in the previous section.
2. In the left hand navigator, under More Actions, select Create OSLC Interaction. This will begin Step 1 of the OSLC Interaction wizard.
3. Enter Interaction field, enter an ID and Description for the new interaction, such as SELECT and Select Tasks.
4. In the Interaction Type field, select SELECTIONDIALOG / Selection Dialog.
5. In the Resource Type field, select the Change Request resource type that you previously imported.
  1. At this step, if you are prompted to login to Rational Team Concert or Rational ClearQuest, log in as an administrator.
  2. At this step, if you receive a certificate error, you need to follow the [troubleshooting steps](#) to import the work item provider SSL certificate.
6. In the Usage URI field, select the work item type you want to use in your work item provider, in this case, <http://open-services.net/ns/cm#task>.
7. Click Next. This will begin Step 2 of the OSLC Interaction wizard.
8. In the Association Property field, select the type of link that should be created in Rational Team Concert or Rational ClearQuest to link back to the Incident record in IBM Control desk, in this case, affectedByDefect.
9. Click Next. This will begin Step 3 of the OSLC Interaction wizard.
10. In the Application field, select the record type you want to associate with Tasks, in this case, INCIDENT.

11. In the Application tab field, select the tab of the Incident application where you want your users to be able to associate Tasks with Incidents, in this case, Related Records (relatedrec) tab.
12. In the Application Security Groups table, select all the security groups who should have the ability to associate Tasks with Incidents.
13. Click Complete.

Now your users can select existing tasks in Rational Team Concert and associate them with IBM Control Desk Incidents.

If you also want your users to be able to create tasks in Rational Team Concert from IBM Control Desk, repeat Steps 1-13 above, but in Step 3, enter CREATE and Create Tasks and in Step 4, choose CREATIONDIALOG / Creation Dialog.

### OSLC Interaction Wizard: Step 1

#### OSLC Interaction for Provider RTCTEST

---

#### Define Interaction and Select Usage URI: Step 1

- Specify whether the interaction is for creating a resource in a provider, for associating data with a resource in a provider, or for querying a resource from a provider. Then, specify a resource type. Usage URIs for the resource type are retrieved from the provider application so that you can select a URL for the interaction. [More information](#)

Interaction:

|      |                             |  |
|------|-----------------------------|--|
| TASK | Rational Team Concert Tasks |  |
|------|-----------------------------|--|

Interaction Type:

|             |                  |
|-------------|------------------|
| SELECTIONDI | Selection Dialog |
|-------------|------------------|

#### Resource Type

---

Resource Type:

|    |                |  |                    |   |
|----|----------------|--|--------------------|---|
| CR | Change Request |  | Resource Type URI: | <a href="http://open-services.net/ns/cm#ChangeRequest">http://open-services.net/ns/cm#ChangeRequest</a> |
|----|----------------|--|--------------------|---|

#### Usage URI

---

Usage URI:

|   |  |
|---|--|
| <a href="http://open-services.net/ns/cm#task">http://open-services.net/ns/cm#task</a> |  |
|---|--|

### OSLC Interaction Wizard: Step 2

## OSLC Interaction for Provider RTCTEST

### Select Service Provider for OSLC Interaction TASK: Step 2

#### Service Provider Details

- ?
- You can specify that all service providers in the provider application are available for the interaction or you can specify a URI for a single service provider for the interaction. [More information](#)

Use All Service Providers?

Service Provider URI:

#### Association Property

- ?
- To generate a link from the provider application to your application data, specify an association property. [More information](#)

Association Property:

Association Property Namespace:

### OSLC Interaction Wizard: Step 3

## OSLC Interaction for Provider RTCTEST

### Select Application for OSLC Interaction TASK: Step 3

#### Application Details

 To automatically update the user interface, specify the application tab and the button label. [More information](#)

\*Application:

|          |   |
|----------|---|
| INCIDENT |  Incidents |
|----------|---|

Application Tab:

|            |   |
|------------|---|
| relatedrec |  |
|------------|---|

Mapping Object:

|          |
|----------|
| INCIDENT |
|----------|

Create Interaction Tab, Table, and Push Button in Application?

|                                     |
|-------------------------------------|
| <input checked="" type="checkbox"/> |
|-------------------------------------|

Push Button Label:

|      |
|------|
| TASK |
|------|

#### Application Security Groups Authorized to Launch Interaction

 Filter      1-5 of 33  

| <input type="checkbox"/>            | Security Group                | Description                         |
|-------------------------------------|-------------------------------|-------------------------------------|
| <input checked="" type="checkbox"/> | MAXADMIN                      | Maximo Administrators (Super Us...) |
| <input type="checkbox"/>            | PMRELEASEDEPLOYMENTSPECIALIST | Deployment Specialist               |
| <input type="checkbox"/>            | PMRELEASEADMIN                | Release Administrator               |
| <input type="checkbox"/>            | PMRELEASEDEPLOYER             | Release Deployer                    |
| <input type="checkbox"/>            | PMRELEASEMGR                  | Release Manager                     |

#### Using the Integration

Now when users log in and go to the Incident Application, they will see a new table where they can Select and Associate Rational Team Concert tasks. Note that you may want to use Application Designer to change the tab, table, and button labels.

The screenshot shows a user interface for managing tasks. At the top, there is a search bar with the word "task" and a red rectangular box highlighting the search term. Below the search bar is a toolbar with icons for Filter, Sort (down arrow), Search (magnifying glass), and other navigation functions. The main area displays a table with three columns: Description, Linked Resource URL, and Provider. The "Description" column contains two empty input fields. The "Linked Resource URL" column also contains two empty input fields. The "Provider" column has a header with a sorting arrow pointing up. A message "...No rows to display..." is centered in the table area. At the bottom right, there are two buttons: "SELECT" and "CREATE", which are enclosed in a red rectangular box.

## Comments

*There are no comments.*

You are in: [IBM Control Desk](#) > [Integrating](#) > Enabling the launch-in-context feature

## Enabling the launch-in-context feature



Like | Updated August 30, 2013 by charglen | Tags: [integration](#), [launch-in-context](#), [smartcloud\\_control\\_desk](#)

IBM SmartCloud Control Desk allows you to launch in context directly to the user interfaces of other products such as Tivoli Application Dependency Discovery Manager. You must deploy the WIM.ear file on your application server to enable this feature.

To enable the launch-in-context feature, complete the following steps:

1. Open a command prompt on the system that hosts WebSphere Application Server, and change the directory to WAS\_HOME\bin.
2. Log on to the wsadmin shell by opening a command prompt and issuing the following command:

Windows

```
wsadmin.bat -username <WebSphere Admin User ID> -password <WebSphere Admin Password>
```

UNIX

```
./wsadmin.sh -username <WebSphere Admin User ID> -password <WebSphere Admin Password>
```

3. Deploy the file:

```
wsadmin>set wimAppname "WIM"
wsadmin>set wimCell "ctgCell01"
wsadmin>set wimNode "ctgCellManager01"
wsadmin>set wimServer "dmgr"
wsadmin>set wimEar "/opt/IBM/WebSphere/AppServer/systemApps/wim.ear"
wsadmin>set attrib {}
wsadmin>append attrib "-appname $wimAppname -cell $wimCell -node $wimNode -server $wimServer -
systemApp"
wsadmin>$AdminApp install $wimEar $attrib
```

Note: Substitute path values where appropriate.

4. Save the configuration:

```
wsadmin>$AdminConfig save
```

5. Exit the wsadmin shell by typing exit.

## Comments

*There are no comments.*

You are in: [IBM Control Desk](#) > [Integrating](#) > Integrating with IBM Tivoli Application Dependency Discovery Manager

## Integrating with IBM Tivoli Application Dependency Discovery Manager



Like | Updated October 29, 2013 by [etiberi2](#) | Tags: [assets](#), [cis](#), [integrate](#), [itsm](#), [loosely\\_coupled](#), [oslc](#), [taddm](#), [ui\\_preview](#)

SmartCloud Control Desk 7.5.1.1 can integrate with Tivoli Application Dependency Discovery Manager (TADDM) by acting as an **OSLC Consumer** of data on configuration items (CIs) and assets that TADDM provides as an **OSLC Provider**.

### Value of the integration between SmartCloud Control Desk and TADDM

The business goal for this scenario is to provide SmartCloud Control Desk users, including service desk analysts, with details about their configuration items and assets from other IT products such as TADDM.

The integration:

- Makes IT resource information from other products such as TADDM readily available to users in the context of their work without having to change tools.
- Provides IT resource information in real-time.
- Reduces the time needed to configure and maintain large amounts of Asset and CI data within SmartCloud Control Desk.
- The IT resource information can help with the isolation, diagnosis, and routing of incidents and problem tickets.

### The technology used in the integration

The technology that makes this integration possible is Open Services for Lifecycle Collaboration (OSLC). OSLC is an open community that is defining standards for integration between applications and tools. This section describes some of the basics about OSLC, provides links to education material and other publicly-available information on this and related topics. In addition, this section describes the SmartCloud Control Desk support for OSLC and how you can leverage OSLC for your integration.

Note: As SmartCloud Control Desk and IBM Maximo Asset Management share a common process automation engine base, some of the content in the Maximo wiki and SCCD wiki is shared. The links below go to the Maximo wiki.

[OSLC Introduction](#)

[Maximo/SCCD Support for OSLC](#)

### Documentation explaining details of the OSLC integration between SmartCloud Control Desk and TADDM

For specifics on the OSLC integration between SmartCloud Control Desk (as OSLC Consumer) and TADDM (as OSLC Provider), see the following resources:

1. SmartCloud Control Desk product documentation: [Viewing CI and Asset Data and Event Details with OSLC Integrations](#) (<http://ibm.co/1hxoypX>). See Chapter 2.

Note: This SmartCloud Control Desk guide is referenced in the end to end guide below.

2. End to end guide on configuring SmartCloud Control Desk and TADDM for the integration in the Cross Product Integration wiki:

[Scenario 7 - OSLC Integration Scenario - How to configure and use SCCD UI Preview](#)

- [Topology](#)
- [Installation process](#)
- [Integration process](#)

- [Troubleshooting](#)

Note: These resources contain information also about SmartCloud Control Desk being an OSLC Consumer of IBM Tivoli Monitoring data.

3. [CI to OSLC resource type mappings](#)
4. [Asset to OSLC resource type mappings](#)

## Comments

*There are no comments.*

You are in: [IBM Control Desk](#) > [Integrating](#) > [Integrating with IBM Tivoli Application Dependency Discovery Manager](#) > Asset to OSLC resource type mappings

## Asset to OSLC resource type mappings

 Like | Updated September 27, 2013 by [etiberi2](#) | Tags: [class](#), [classify](#), [configuration\\_item](#), [sccd](#), [smartcloud\\_control\\_desk](#)

# Asset to OSLC resource mapping table

The first table provides a list of Best Practice Asset Classifications and the OSLC resource types that they map to. The second table shows a list of Asset Classifications for which no OSLC resource type mapping exists.

The Best Practice Asset Classifications are optional content. If you load the Best Practice Asset Classifications after installing SmartCloud Control Desk 7.5.1.1, you might want to load the mappings for these classifications.

Table 1. Asset Classifications mapped to OSLC Resource Types

| SmartCloud Control Desk             |              | OSLC RESOURCE  |              |
|-------------------------------------|--------------|----------------|--------------|
| ASSET CLASSIFICATION                | MBO FIELD    | TYPE           | PROPERTY     |
| 43211500: Computer                  | manufacturer | ComputerSystem | manufacturer |
|                                     | itemnum      | ComputerSystem | model        |
|                                     | serialnum    | ComputerSystem | serialNumber |
| 43211501: Computer servers          | manufacturer | ComputerSystem | manufacturer |
|                                     | itemnum      | ComputerSystem | model        |
|                                     | serialnum    | ComputerSystem | serialNumber |
| 43211502: High end computer servers | manufacturer | ComputerSystem | manufacturer |
|                                     | itemnum      | ComputerSystem | model        |
|                                     | serialnum    | ComputerSystem | serialNumber |
| 43211503: Notebook computers        | manufacturer | ComputerSystem | manufacturer |
|                                     | itemnum      | ComputerSystem | model        |
|                                     | serialnum    | ComputerSystem | serialNumber |
| 43211504: PDAs                      | manufacturer | ComputerSystem | manufacturer |
|                                     | itemnum      | ComputerSystem | model        |
|                                     | serialnum    | ComputerSystem | serialNumber |
| 43211505: POS terminal              | manufacturer | ComputerSystem | manufacturer |
|                                     | itemnum      | ComputerSystem | model        |
|                                     | serialnum    | ComputerSystem | serialNumber |
| 43211506: Thin client computers     | manufacturer | ComputerSystem | manufacturer |
|                                     | itemnum      | ComputerSystem | model        |
|                                     | serialnum    | ComputerSystem | serialNumber |
| 43211507: Desktop computers         | manufacturer | ComputerSystem | manufacturer |
|                                     | itemnum      | ComputerSystem | model        |
|                                     | serialnum    | ComputerSystem | serialNumber |

| SmartCloud Control Desk                       |              | OSLC RESOURCE  |              |
|---|--------------|----------------|--------------|
| ASSET CLASSIFICATION                          | MBO FIELD    | TYPE           | PROPERTY     |
| 43211508: Personal computers                  | manufacturer | ComputerSystem | manufacturer |
|   | itemnum      | ComputerSystem | model        |
|   | serialnum    | ComputerSystem | serialNumber |
| 43211509: Tablet computers                    | manufacturer | ComputerSystem | manufacturer |
|   | itemnum      | ComputerSystem | model        |
|   | serialnum    | ComputerSystem | serialNumber |
| 43211510: Mainframe console or dumb terminals | manufacturer | ComputerSystem | manufacturer |
|   | itemnum      | ComputerSystem | model        |
|   | serialnum    | ComputerSystem | serialNumber |
| 43211512: Mainframe computers                 | manufacturer | ComputerSystem | manufacturer |
|   | itemnum      | ComputerSystem | model        |
|   | serialnum    | ComputerSystem | serialNumber |

Table 2. Asset classifications for which no OSLC resource type mapping exists

| SmartCloud Control Desk                          |           | OSLC RESOURCE |          |
|--|-----------|---------------|----------|
| ASSET CLASSIFICATION                             | MBO FIELD | TYPE          | PROPERTY |
| 43000000: IT                                     |           | n/a           |          |
| 43200000: Components                             |           | n/a           |          |
| 43201400: System Cards                           |           | n/a           |          |
| 43201402: Memory Module card                     |           | n/a           |          |
| 43201404: Network interface card                 |           | n/a           |          |
| 43201539: Console controller mainframe           |           | n/a           |          |
| 43201540: Channel converter                      |           | n/a           |          |
| 43201541: Channel to channel interface mainframe |           | n/a           |          |
| 43201542: Control unit                           |           | n/a           |          |
| 43201543: Coupler facility mainframe             |           | n/a           |          |
| 43201544: Interface bus converter or controller  |           | n/a           |          |
| 43201558: Fibre channel controller               |           | n/a           |          |
| 43201618: Computer rack                          |           | n/a           |          |
| 43201800: Media Storage device                   |           | n/a           |          |
| 43201802: Hard disk array                        |           | n/a           |          |
| 43201803: Hard disk drive                        |           | n/a           |          |

| SmartCloud Control Desk  |           | OSLC RESOURCE |          |
|--|-----------|---------------|----------|
| ASSET CLASSIFICATION   | MBO FIELD | TYPE          | PROPERTY |
| 43201806: Tape arrays  |           | n/a           |          |
| 43201807: Tape drive   |           | n/a           |          |
| 43210000: Computer equipment                                     |           | n/a           |          |
| 43211900: Display  |           | n/a           |          |
| 43212100: Computer printer                                       |           | n/a           |          |
| 43212105: Laser printers   |           | n/a           |          |
| 43222500: Network security                                       |           | n/a           |          |
| 43222501: Firewall network security equipment                    |           | n/a           |          |
| 43222600: Network service  |           | n/a           |          |
| 43222605: Network gateway  |           | n/a           |          |
| 43222609: Network routers  |           | n/a           |          |
| 43222610: Network service concentrators or hubs                  |           | n/a           |          |
| 43222627: Integrated services digital network ISDN access device |           | n/a           |          |
| 43223306: Network system cabinet or enclosure                    |           | n/a           |          |
| 43230000: Software   |           | n/a           |          |
| 43231500: Application Software                                   |           | n/a           |          |
| 43233000: Operating System                                       |           | n/a           |          |
| 43233002: Network operation system software                      |           | n/a           |          |
| 43233004: Operating system software                              |           | n/a           |          |

## Comments

*There are no comments.*

You are in: [IBM Control Desk](#) > [Integrating](#) > [Integrating with IBM Tivoli Application Dependency Discovery Manager](#) > CI to OSLC resource type mappings

## CI to OSLC resource type mappings

 Like | Updated September 27, 2013 by [etiberi2](#) | Tags: [class](#), [classify](#), [configuration\\_item](#), [scsd](#), [smartcloud\\_control\\_desk](#)

## CI to OSLC Resource mapping table

This table provides a list of Best Practice CI Classifications and the OSLC resource types that they map to. All classifications in the table are preloaded at product installation.

By default, only a subset of the classifications can be promoted from Actual CIs to Authorized CIs. These classifications are considered the Simple Best Practice CI classifications, and are designated in the CI CLASSIFICATION column with an asterisk (\*).

If you want the ability to promote any of the classifications in the table from Actual CIs to Authorized CIs, you must upgrade to the Comprehensive Best Practice CI classifications. You should do this upgrade before you import any data. If you upgrade to the Comprehensive set, the OSLC resource type mappings that are loaded at product installation must be reloaded. For instructions, download the guide titled "Viewing CI and Asset Data and Event Details with OSLC Integration" from Fix Central. Go to the topic, "Upgrading to Comprehensive Best Practice CI Classifications" in Chapter 2.

For instructions on downloading the guide from Fix Central, see the Product Documentation section of <http://www.ibm.com/support/docview.wss?&uid=swg21647115>.

Table 1. CI classifications to OSLC resource types

| SmartCloud Control Desk |                                |                      | OSLC RESOURCE  |                 |
|-------------------------|--------------------------------|----------------------|----------------|-----------------|
| CI CLASSIFICATION       | CLASS SPEC ATTRIBUTE           | RELATIONSHIP         | TYPE           | PROPERTY        |
| CI.ACLFUNCTION          | n/a                            |                      | n/a            |                 |
| CI.ACTIVITY             | n/a                            |                      | n/a            |                 |
| *CI.AIXCOMPUTERSYSTEM   | COMPUTERSYSTEM_FQDN            |                      | ComputerSystem | fqdn            |
|                         | COMPUTERSYSTEM_MANUFACTURER    |                      | ComputerSystem | manufacturer    |
|                         | COMPUTERSYSTEM_MODEL           |                      | ComputerSystem | model           |
|                         | COMPUTERSYSTEM_NAME            |                      | ComputerSystem | shortHostname   |
|                         | COMPUTERSYSTEM_SERIALNUMBER    |                      | ComputerSystem | serialNumber    |
|                         | COMPUTERSYSTEM_SIGNATURE       |                      | ComputerSystem | ipAddress       |
|                         | COMPUTERSYSTEM_SYSTEMBOARDUUID |                      | ComputerSystem | systemBoardUUID |
|                         | COMPUTERSYSTEM_VMID            |                      | ComputerSystem | vmid            |
|                         |                                | RELATION.VIRTUALIZES | ComputerSystem | dependsOn       |
| *CI.AIXOS               | n/a                            |                      | n/a            |                 |
| CI.APACHEMODULE         | SOFTWAREMODULE_FILENAME        |                      | SoftwareModule | fileName        |

| SmartCloud Control Desk      |                         |                     | OSLC RESOURCE   |                       |
|------------------------------|-------------------------|---------------------|-----------------|-----------------------|
| CI CLASSIFICATION            | CLASS SPEC ATTRIBUTE    | RELATIONSHIP        | TYPE            | PROPERTY              |
|                              | SOFTWAREMODULE_NAME     |                     | SoftwareModule  | name                  |
|                              |                         | RELATION.DEPLOYEDTO | SoftwareModule  | deployedTo            |
| CI.APACHESERVER              | APPERVER_NAME           |                     | SoftwareServer  | name                  |
|                              | APPERVER_VENDORNAME     |                     | SoftwareServer  | manufacturer          |
|                              |                         | RELATION.RUNSON     | SoftwareServer  | runsOn                |
| CI.APACHEWEBCONTAINER        | n/a                     |                     | n/a             |                       |
| CI.APPSERVER                 | APPERVER_NAME           |                     | SoftwareServer  | name                  |
|                              | APPERVER_VENDORNAME     |                     | SoftwareServer  | manufacturer          |
|                              |                         | RELATION.RUNSON     | SoftwareServer  | runsOn                |
| CI.APPSERVERCLUSTER          | n/a                     |                     | n/a             |                       |
| *CI.APPSERVERFUNCTIONALGROUP | n/a                     |                     | n/a             |                       |
| CI.BIGIPVIPFUNCTION          | n/a                     |                     | n/a             |                       |
| CI.BIGIPVLAN                 | n/a                     |                     | n/a             |                       |
| CI.BRIDGE                    | n/a                     |                     | n/a             |                       |
| *CI.BUSINESSAPPLICATION      | ITSYSTEM_NAME           |                     | ServiceInstance | name                  |
|                              |                         | RELATION.CONTAINS   | ServiceInstance | parentServiceInstance |
| CI.BUSINESSPROCESS           | n/a                     |                     | n/a             |                       |
| CI.BUSINESSSERVICE           | n/a                     |                     | n/a             |                       |
| *CI.BUSINESSSYSTEM           | ITSYSTEM_NAME           |                     | ServiceInstance | name                  |
|                              |                         | RELATION.CONTAINS   | ServiceInstance | parentServiceInstance |
| CI.CITRIXAPPLICATION         | SOFTWAREMODULE_FILENAME |                     | SoftwareModule  | fileName              |
|                              | SOFTWAREMODULE_NAME     |                     | SoftwareModule  | name                  |
|                              |                         | RELATION.DEPLOYEDTO | SoftwareModule  | deployedTo            |
| CI.CITRIXFARM                | n/a                     |                     | N/A             |                       |

| SmartCloud Control Desk           |                                |                      | OSLC RESOURCE  |                 |
|-----------------------------------|--------------------------------|----------------------|----------------|-----------------|
| CI CLASSIFICATION                 | CLASS SPEC ATTRIBUTE           | RELATIONSHIP         | TYPE           | PROPERTY        |
| CI.CITRIXSERVER                   | APPERVER_NAME                  |                      | SoftwareServer | name            |
|                                   | APPERVER_VENDORNAME            |                      | SoftwareServer | manufacturer    |
|                                   |                                | RELATION.RUNSON      | SoftwareServer | runsOn          |
| CI.CITRIXZONE                     | n/a                            |                      | n/a            |                 |
| *CI.COMPUTERSYSTEM                | COMPUTERSYSTEM_FQDN            |                      | ComputerSystem | fqdn            |
|                                   | COMPUTERSYSTEM_MANUFACTURER    |                      | ComputerSystem | manufacturer    |
|                                   | COMPUTERSYSTEM_MODEL           |                      | ComputerSystem | model           |
|                                   | COMPUTERSYSTEM_NAME            |                      | ComputerSystem | shortHostname   |
|                                   | COMPUTERSYSTEM_SERIALNUMBER    |                      | ComputerSystem | serialNumber    |
|                                   | COMPUTERSYSTEM_SIGNATURE       |                      | ComputerSystem | ipAddress       |
|                                   | COMPUTERSYSTEM_SYSTEMBOARDUUID |                      | ComputerSystem | systemBoardUUID |
|                                   | COMPUTERSYSTEM_VMID            |                      | ComputerSystem | vmid            |
|                                   |                                | RELATION.VIRTUALIZES | ComputerSystem | dependsOn       |
| *CI.COMPUTERSYSTEMFUNCTIONALGROUP | n/a                            |                      | n/a            |                 |
| CI.DATABASESERVER                 | APPERVER_NAME                  |                      | SoftwareServer | name            |
|                                   | APPERVER_VENDORNAME            |                      | SoftwareServer | manufacturer    |
|                                   |                                | RELATION.RUNSON      | SoftwareServer | runsOn          |
| CI.DB2DATABASE                    | DB2DATABASE_NAME               |                      | Database       | name            |
|                                   |                                | RELATION.CONTAINS    | Database       | dbInstance      |
| CI.DB2INSTANCE                    | APPERVER_NAME                  |                      | SoftwareServer | name            |
|                                   | APPERVER_VENDORNAME            |                      | SoftwareServer | manufacturer    |
|                                   |                                | RELATION.RUNSON      | SoftwareServer | runsOn          |
| CI.DB2MODULE                      | SOFTWAREMODULE_FILENAME        |                      | SoftwareModule | fileName        |
|                                   | SOFTWAREMODULE_NAME            |                      | SoftwareModule | name            |

| SmartCloud Control Desk |                                |                      | OSLC RESOURCE  |                 |
|-------------------------|--------------------------------|----------------------|----------------|-----------------|
| CI CLASSIFICATION       | CLASS SPEC ATTRIBUTE           | RELATIONSHIP         | TYPE           | PROPERTY        |
|                         |                                | RELATION.DEPLOYEDTO  | SoftwareModule | deployedTo      |
| CI.DB2SCHEMA            | n/a                            |                      | n/a            |                 |
| CI.DB2SYSTEM            | n/a                            |                      | n/a            |                 |
| CI.DNSSERVICE           | n/a                            |                      | n/a            |                 |
| CI.EXCHANGESERVER       | APP SERVER _ NAME              |                      | SoftwareServer | name            |
|                         | APP SERVER _ VENDORNAME        |                      | SoftwareServer | manufacturer    |
|                         |                                | RELATION.RUNON       | SoftwareServer | runsOn          |
| *CI.FILESYSTEM          | n/a                            |                      | n/a            |                 |
| CI.FIREWALL             | n/a                            |                      | n/a            |                 |
| *CI.FQDN                | n/a                            |                      | n/a            |                 |
| CI.FUNCTION             | n/a                            |                      | n/a            |                 |
| *CI.FUNCTIONALGROUP     | n/a                            |                      | n/a            |                 |
| CI.HMC                  | n/a                            |                      | n/a            |                 |
| *CI.HPUXCOMPUTERSYSTEM  | COMPUTERSYSTEM_FQDN            |                      | ComputerSystem | fqdn            |
|                         | COMPUTERSYSTEM_MANUFACTURER    |                      | ComputerSystem | manufacturer    |
|                         | COMPUTERSYSTEM_MODEL           |                      | ComputerSystem | model           |
|                         | COMPUTERSYSTEM_NAME            |                      | ComputerSystem | shortHostname   |
|                         | COMPUTERSYSTEM_SERIALNUMBER    |                      | ComputerSystem | serialNumber    |
|                         | COMPUTERSYSTEM_SIGNATURE       |                      | ComputerSystem | ipAddress       |
|                         | COMPUTERSYSTEM_SYSTEMBOARDUUID |                      | ComputerSystem | systemBoardUUID |
|                         | COMPUTERSYSTEM_VMID            |                      | ComputerSystem | vmid            |
|                         |                                | RELATION.VIRTUALIZES | ComputerSystem | dependsOn       |
| *CI.HPUXOS              | n/a                            |                      | n/a            |                 |
| CI.IISMODULE            | SOFTWAREMODULE_FILENAME        |                      | SoftwareModule | fileName        |

| SmartCloud Control Desk |                          |                     | OSLC RESOURCE  |              |
|-------------------------|--------------------------|---------------------|----------------|--------------|
| CI CLASSIFICATION       | CLASS SPEC ATTRIBUTE     | RELATIONSHIP        | TYPE           | PROPERTY     |
|                         | SOFTWAREMODULE_NAME      |                     | SoftwareModule | name         |
|                         |                          | RELATION.DEPLOYEDTO | SoftwareModule | deployedTo   |
| CI.IISWEBSERVER         | n/a                      |                     | N/A            |              |
| CI.IISWEBSERVICE        | APPERVER_NAME            |                     | SoftwareServer | name         |
|                         | APPERVER_VENDORNAME      |                     | SoftwareServer | manufacturer |
|                         |                          | RELATION.RUNON      | SoftwareServer | runsOn       |
| *CI.IPADDRESS           | IPADDRESS_STRINGNOTATION |                     | IPAddress      | address      |
| *CI.IPIFACE             | n/a                      |                     | N/A            |              |
| CI.IPLANETSERVER        | APPERVER_NAME            |                     | SoftwareServer | name         |
|                         | APPERVER_VENDORNAME      |                     | SoftwareServer | manufacturer |
|                         |                          | RELATION.RUNON      | SoftwareServer | runsOn       |
| CI.IPLANETWEBCONTAINER  | n/a                      |                     | n/a            |              |
| CI.IPNETWORK            | n/a                      |                     | n/a            |              |
| CI.IPV4ADDRESS          | IPADDRESS_STRINGNOTATION |                     | IPAddress      | address      |
| CI.IPV6ADDRESS          | IPADDRESS_STRINGNOTATION |                     | IPAddress      | address      |
| CI.IVM                  | n/a                      |                     | n/a            |              |
| CI.J2EEAPPLICATION      | SOFTWAREMODULE_FILENAME  |                     | SoftwareModule | fileName     |
|                         | SOFTWAREMODULE_NAME      |                     | SoftwareModule | name         |
|                         |                          | RELATION.DEPLOYEDTO | SoftwareModule | deployedTo   |
| CI.J2EEDOMAIN           | n/a                      |                     | n/a            |              |
| CI.J2EEMODULE           | SOFTWAREMODULE_FILENAME  |                     | SoftwareModule | fileName     |
|                         | SOFTWAREMODULE_NAME      |                     | SoftwareModule | name         |
|                         |                          | RELATION.DEPLOYEDTO | SoftwareModule | deployedTo   |
| CI.J2EERESOURCE         | n/a                      |                     | n/a            |              |

| SmartCloud Control Desk   |                               |                     | OSLC RESOURCE  |               |
|---------------------------|-------------------------------|---------------------|----------------|---------------|
| CI CLASSIFICATION         | CLASS SPEC ATTRIBUTE          | RELATIONSHIP        | TYPE           | PROPERTY      |
| CI.J2EE SERVER            | APP SERVER _ NAME             | RELATION.RUNSON     | SoftwareServer | name          |
|                           | APP SERVER _ VENDORNAME       |                     | SoftwareServer | manufacturer  |
|                           |                               |                     | SoftwareServer | runsOn        |
| CI.JBOSS CLUSTER          | n/a                           |                     | n/a            |               |
| CI.JBOSS DOMAIN           | n/a                           |                     | n/a            |               |
| CI.JBOSSEJB MODULE        | SOFTWAREMODULE _ FILENAME     | RELATION.DEPLOYEDTO | SoftwareModule | fileName      |
|                           | SOFTWAREMODULE _ NAME         |                     | SoftwareModule | name          |
|                           |                               |                     | SoftwareModule | deployedTo    |
| CI.JBOSS J2EE APPLICATION | SOFTWAREMODULE _ FILENAME     | RELATION.DEPLOYEDTO | SoftwareModule | fileName      |
|                           | SOFTWAREMODULE _ NAME         |                     | SoftwareModule | name          |
|                           |                               |                     | SoftwareModule | deployedTo    |
| CI.JBOSS SERVER           | APP SERVER _ NAME             | RELATION.RUNSON     | SoftwareServer | name          |
|                           | APP SERVER _ VENDORNAME       |                     | SoftwareServer | manufacturer  |
|                           |                               |                     | SoftwareServer | runsOn        |
| CI.JBOSS WEB MODULE       | SOFTWAREMODULE _ FILENAME     | RELATION.DEPLOYEDTO | SoftwareModule | fileName      |
|                           | SOFTWAREMODULE _ NAME         |                     | SoftwareModule | name          |
|                           |                               |                     | SoftwareModule | deployedTo    |
| CI.L2 INTERFACE           | n/a                           |                     | n/a            |               |
| CI.LDAP SERVICE           | n/a                           |                     | n/a            |               |
| *CI.LINUXCOMPUTERSYSTEM   | COMPUTERSYSTEM _ FQDN         | RELATION.DEPLOYEDTO | ComputerSystem | fqdn          |
|                           | COMPUTERSYSTEM _ MANUFACTURER |                     | ComputerSystem | manufacturer  |
|                           | COMPUTERSYSTEM _ MODEL        |                     | ComputerSystem | model         |
|                           | COMPUTERSYSTEM _ NAME         |                     | ComputerSystem | shortHostname |
|                           | COMPUTERSYSTEM _ SERIALNUMBER |                     | ComputerSystem | serialNumber  |

| SmartCloud Control Desk      |                                |                      | OSLC RESOURCE  |                 |
|------------------------------|--------------------------------|----------------------|----------------|-----------------|
| CI CLASSIFICATION            | CLASS SPEC ATTRIBUTE           | RELATIONSHIP         | TYPE           | PROPERTY        |
|                              | COMPUTERSYSTEM_SIGNATURE       |                      | ComputerSystem | ipAddress       |
|                              | COMPUTERSYSTEM_SYSTEMBOARDUUID |                      | ComputerSystem | systemBoardUUID |
|                              | COMPUTERSYSTEM_VMID            |                      | ComputerSystem | vmid            |
|                              |                                | RELATION.VIRTUALIZES | ComputerSystem | dependsOn       |
| *CI.LINUXOS                  | n/a                            |                      | n/a            |                 |
| CI.LOADBALANCER              | n/a                            |                      | n/a            |                 |
| CI.LOTUS.DOMINOAPPLICATION   | DOMINODATABASE_FILENAME        |                      | Database       | name            |
|                              |                                | RELATION.PROVIDES    | Database       | dbInstance      |
| CI.LOTUS.DOMINODATABASE      | DOMINODATABASE_FILENAME        |                      | Database       | name            |
|                              |                                | RELATION.PROVIDES    | Database       | dbInstance      |
| CI.LOTUS.DOMINOLIBRARY       | DOMINODATABASE_FILENAME        |                      | Database       | name            |
|                              |                                | RELATION.PROVIDES    | Database       | dbInstance      |
| CI.LOTUS.DOMINOSERVER        | APP SERVER_NAME                |                      | SoftwareServer | name            |
|                              | APP SERVER_VENDORNAME          |                      | SoftwareServer | manufacturer    |
|                              |                                | RELATION.RUNSON      | SoftwareServer | runsOn          |
| CI.LOTUS.OTHERDATABASE       | DOMINODATABASE_FILENAME        |                      | Database       | name            |
|                              |                                | RELATION.PROVIDES    | Database       | dbInstance      |
| CI.MANAGEMENT                | n/a                            |                      | n/a            |                 |
| CI.MQALIASQUEUE              | MQQUEUE_NAME                   |                      | SoftwareModule | fileName        |
|                              | MQQUEUE_NAME                   |                      | SoftwareModule | name            |
|                              |                                | RELATION.MANAGES     | SoftwareModule | deployedTo      |
| CI.MQCHANNEL                 | n/a                            |                      | n/a            |                 |
| CI.MQCLIENTCONNECTIONCHANNEL | n/a                            |                      | n/a            |                 |
| CI.MQCLUSTERRECEIVERCHANNEL  | n/a                            |                      | n/a            |                 |

| SmartCloud Control Desk      |                       |                  | OSLC RESOURCE  |              |
|------------------------------|-----------------------|------------------|----------------|--------------|
| CI CLASSIFICATION            | CLASS SPEC ATTRIBUTE  | RELATIONSHIP     | TYPE           | PROPERTY     |
| CI.MQCLUSTERSENDERCHANNEL    | n/a                   |                  | n/a            |              |
| CI.MQLOCALQUEUE              | MQQUEUE_NAME          |                  | SoftwareModule | fileName     |
|                              | MQQUEUE_NAME          |                  | SoftwareModule | name         |
|                              |                       | RELATION.MANAGES | SoftwareModule | deployedTo   |
| CI.MQMODELQUEUE              | MQQUEUE_NAME          |                  | SoftwareModule | fileName     |
|                              | MQQUEUE_NAME          |                  | SoftwareModule | name         |
|                              |                       | RELATION.MANAGES | SoftwareModule | deployedTo   |
| CI.MQQUEUE                   | MQQUEUE_NAME          |                  | SoftwareModule | fileName     |
|                              | MQQUEUE_NAME          |                  | SoftwareModule | name         |
|                              |                       | RELATION.MANAGES | SoftwareModule | deployedTo   |
| CI.MQQUEuemanager            | APP SERVER_NAME       |                  | SoftwareServer | name         |
|                              | APP SERVER_VENDORNAME |                  | SoftwareServer | manufacturer |
|                              |                       | RELATION.RUNON   | SoftwareServer | runsOn       |
| CI.MQRECEIVERCHANNEL         | n/a                   |                  | n/a            |              |
| CI.MQREMOTEQUEUE             | MQQUEUE_NAME          |                  | SoftwareModule | fileName     |
|                              | MQQUEUE_NAME          |                  | SoftwareModule | name         |
|                              |                       | RELATION.MANAGES | SoftwareModule | deployedTo   |
| CI.MQREQUESTERCHANNEL        | n/a                   |                  | n/a            |              |
| CI.MQSENDERCHANNEL           | n/a                   |                  | n/a            |              |
| CI.MQSERVERCHANNEL           | n/a                   |                  | n/a            |              |
| CI.MQSERVERCONNECTIONCHANNEL | n/a                   |                  | n/a            |              |
| CI.MYSAPAPPSERVER            | APP SERVER_NAME       |                  | SoftwareServer | name         |
|                              | APP SERVER_VENDORNAME |                  | SoftwareServer | manufacturer |
|                              |                       | RELATION.RUNON   | SoftwareServer | runsOn       |

| SmartCloud Control Desk           |                         |                     | OSLC RESOURCE  |              |
|-----------------------------------|-------------------------|---------------------|----------------|--------------|
| CI CLASSIFICATION                 | CLASS SPEC ATTRIBUTE    | RELATIONSHIP        | TYPE           | PROPERTY     |
| CI.ORACLEAPPCLUSTER               | n/a                     |                     | n/a            |              |
| CI.ORACLEDATABASE                 | ORACLEDATABASE_NAME     |                     | Database       | name         |
|                                   |                         | RELATION.CONTAINS   | Database       | dbInstance   |
| CI.ORACLEINSTANCE                 | APPERVER_NAME           |                     | SoftwareServer | name         |
|                                   | APPERVER_VENDORNAME     |                     | SoftwareServer | manufacturer |
|                                   |                         | RELATION.RUNON      | SoftwareServer | runsOn       |
| CI.ORACLELISTENER                 | n/a                     |                     | n/a            |              |
| CI.ORACLEMODULE                   | SOFTWAREMODULE_FILENAME |                     | SoftwareModule | fileName     |
|                                   | SOFTWAREMODULE_NAME     |                     | SoftwareModule | name         |
|                                   |                         | RELATION.DEPLOYEDTO | SoftwareModule | deployedTo   |
| *CI.OS                            | n/a                     |                     | n/a            |              |
| CI.PRINTER                        | n/a                     |                     | n/a            |              |
| CI.ROUTER                         | n/a                     |                     | n/a            |              |
| CI.ORACLESCHHEMA                  | n/a                     |                     | n/a            |              |
| CI.ORACLESERVER                   | n/a                     |                     | n/a            |              |
| CI.SERVICE                        | n/a                     |                     | n/a            |              |
| CI.SMSSITESERVER                  | APPERVER_NAME           |                     | SoftwareServer | name         |
|                                   | APPERVER_VENDORNAME     |                     | SoftwareServer | manufacturer |
|                                   |                         | RELATION.RUNON      | SoftwareServer | runsOn       |
| *CI.SOFTWAREIMAGE                 | n/a                     |                     | n/a            |              |
| CI.SOFTWAREMODULE                 | SOFTWAREMODULE_FILENAME |                     | SoftwareModule | fileName     |
|                                   | SOFTWAREMODULE_NAME     |                     | SoftwareModule | name         |
|                                   |                         |                     | SoftwareModule | deployedTo   |
| *CI.SOFTWAREMODULEFUNCTIONALGROUP | n/a                     |                     | n/a            |              |

| SmartCloud Control Desk |                                |                      | OSLC RESOURCE  |                 |
|-------------------------|--------------------------------|----------------------|----------------|-----------------|
| CI CLASSIFICATION       | CLASS SPEC ATTRIBUTE           | RELATIONSHIP         | TYPE           | PROPERTY        |
| *CI.SOLARISOS           | n/a                            |                      | n/a            |                 |
| CI.SQLSERVER            | APPERVER_NAME                  |                      | SoftwareServer | name            |
|                         | APPERVER_VENDORNAME            |                      | SoftwareServer | manufacturer    |
|                         |                                | RELATION.RUNON       | SoftwareServer | runsOn          |
| CI.SQLSERVERDATABASE    | CI.SQLSERVERDATABASE           |                      | Database       | name            |
|                         |                                | RELATION.CONTAINS    | Database       | dbInstance      |
| CI.SQLSERVERMODULE      | SOFTWAREMODULE_FILENAME        |                      | SoftwareModule | fileName        |
|                         | SOFTWAREMODULE_NAME            |                      | SoftwareModule | name            |
|                         |                                | RELATION.DEPLOYEDTO  | SoftwareModule | deployedTo      |
| *CI.SUNCOMPUTERSYSTEM   | COMPUTERSYSTEM_FQDN            |                      | ComputerSystem | fqdn            |
|                         | COMPUTERSYSTEM_MANUFACTURER    |                      | ComputerSystem | manufacturer    |
|                         | COMPUTERSYSTEM_MODEL           |                      | ComputerSystem | model           |
|                         | COMPUTERSYSTEM_NAME            |                      | ComputerSystem | shortHostname   |
|                         | COMPUTERSYSTEM_SERIALNUMBER    |                      | ComputerSystem | serialNumber    |
|                         | COMPUTERSYSTEM_SIGNATURE       |                      | ComputerSystem | ipAddress       |
|                         | COMPUTERSYSTEM_SYSTEMBOARDUUID |                      | ComputerSystem | systemBoardUUID |
|                         | COMPUTERSYSTEM_VMID            |                      | ComputerSystem | vmid            |
|                         |                                | RELATION.VIRTUALIZES | ComputerSystem | dependsOn       |
| CI.SYBASEDATABASE       | SYBASEDATABASE_NAME            |                      | Database       | name            |
|                         |                                | RELATION.CONTAINS    | Database       | dbInstance      |
| CI.SYBASEMODULE         | SOFTWAREMODULE_FILENAME        |                      | SoftwareModule | fileName        |
|                         | SOFTWAREMODULE_NAME            |                      | SoftwareModule | name            |
|                         |                                | RELATION.DEPLOYEDTO  | SoftwareModule | deployedTo      |
| CI.SYBASESERVER         | APPERVER_NAME                  |                      | SoftwareServer | name            |

| SmartCloud Control Desk   |                                |                      | OSLC RESOURCE  |                 |
|---------------------------|--------------------------------|----------------------|----------------|-----------------|
| CI CLASSIFICATION         | CLASS SPEC ATTRIBUTE           | RELATIONSHIP         | TYPE           | PROPERTY        |
|                           | APP SERVER _ VENDORNAME        |                      | SoftwareServer | manufacturer    |
|                           |                                | RELATION.RUNSON      | SoftwareServer | runsOn          |
| CI.SYSTEMCONTROLLER       | n/a                            |                      | n/a            |                 |
| CI.SYSTEMPCCOMPUTERSYSTEM | COMPUTERSYSTEM_FQDN            |                      | ComputerSystem | fqdn            |
|                           | COMPUTERSYSTEM_MANUFACTURER    |                      | ComputerSystem | manufacturer    |
|                           | COMPUTERSYSTEM_MODEL           |                      | ComputerSystem | model           |
|                           | COMPUTERSYSTEM_NAME            |                      | ComputerSystem | shortHostname   |
|                           | COMPUTERSYSTEM_SERIALNUMBER    |                      | ComputerSystem | serialNumber    |
|                           | COMPUTERSYSTEM_SIGNATURE       |                      | ComputerSystem | ipAddress       |
|                           | COMPUTERSYSTEM_SYSTEMBOARDUUID |                      | ComputerSystem | systemBoardUUID |
|                           | COMPUTERSYSTEM_VMID            |                      | ComputerSystem | vmid            |
|                           |                                | RELATION.VIRTUALIZES | ComputerSystem | dependsOn       |
| *CI.UNITARYCOMPUTERSYSTEM | COMPUTERSYSTEM_FQDN            |                      | ComputerSystem | fqdn            |
|                           | COMPUTERSYSTEM_MANUFACTURER    |                      | ComputerSystem | manufacturer    |
|                           | COMPUTERSYSTEM_MODEL           |                      | ComputerSystem | model           |
|                           | COMPUTERSYSTEM_NAME            |                      | ComputerSystem | shortHostname   |
|                           | COMPUTERSYSTEM_SERIALNUMBER    |                      | ComputerSystem | serialNumber    |
|                           | COMPUTERSYSTEM_SIGNATURE       |                      | ComputerSystem | ipAddress       |
|                           | COMPUTERSYSTEM_SYSTEMBOARDUUID |                      | ComputerSystem | systemBoardUUID |
|                           | COMPUTERSYSTEM_VMID            |                      | ComputerSystem | vmid            |
|                           |                                | RELATION.VIRTUALIZES | ComputerSystem | dependsOn       |
| *CI.UNIXFILESYSTEM        | n/a                            |                      | n/a            |                 |
| CI.VIOS                   | n/a                            |                      | n/a            |                 |
| CI.VIPFUNCTION            | n/a                            |                      | n/a            |                 |

| SmartCloud Control Desk  |                             |                      | OSLC RESOURCE  |               |
|--------------------------|-----------------------------|----------------------|----------------|---------------|
| CI CLASSIFICATION        | CLASS SPEC ATTRIBUTE        | RELATIONSHIP         | TYPE           | PROPERTY      |
| CI.VIRTUALCOMPUTERSYSTEM | COMPUTERSYSTEM_FQDN         |                      | ComputerSystem | fqdn          |
|                          | COMPUTERSYSTEM_MANUFACTURER |                      | ComputerSystem | manufacturer  |
|                          | COMPUTERSYSTEM_MODEL        |                      | ComputerSystem | model         |
|                          | COMPUTERSYSTEM_NAME         |                      | ComputerSystem | shortHostname |
|                          | COMPUTERSYSTEM_SERIALNUMBER |                      | ComputerSystem | serialNumber  |
|                          | COMPUTERSYSTEM_VMID         |                      | ComputerSystem | vmid          |
|                          |                             | RELATION.VIRTUALIZES | ComputerSystem | dependsOn     |
| CI.VLAN                  | n/a                         |                      | n/a            |               |
| *CI.VMWARECOMPUTERSYSTEM | COMPUTERSYSTEM_FQDN         |                      | ComputerSystem | fqdn          |
|                          | COMPUTERSYSTEM_MANUFACTURER |                      | ComputerSystem | manufacturer  |
|                          | COMPUTERSYSTEM_MODEL        |                      | ComputerSystem | model         |
|                          | COMPUTERSYSTEM_NAME         |                      | ComputerSystem | shortHostname |
|                          | COMPUTERSYSTEM_SERIALNUMBER |                      | ComputerSystem | serialNumber  |
|                          | COMPUTERSYSTEM_SIGNATURE    |                      | ComputerSystem | ipAddress     |
|                          | COMPUTERSYSTEM_VMID         |                      | ComputerSystem | vmid          |
|                          |                             | RELATION.VIRTUALIZES | ComputerSystem | dependsOn     |
| *CI.VMWAREESX            | n/a                         |                      | n/a            |               |
| CI.WEBCONTAINER          | n/a                         |                      | n/a            |               |
| CI.WEBLOGICADMINSERVER   | APP SERVER_NAME             |                      | SoftwareServer | name          |
|                          | APP SERVER_VENDORNAME       |                      | SoftwareServer | manufacturer  |
|                          |                             | RELATION.RUNSON      | SoftwareServer | runsOn        |
| CI.WEBLOGICCLUSTER       | n/a                         |                      | n/a            |               |
| CI.WEBLOGICDOMAIN        | n/a                         |                      | n/a            |               |
| CI.WEBLOGICEJBMODULE     | SOFTWAREMODULE_FILENAME     |                      | SoftwareModule | fileName      |

| SmartCloud Control Desk       |                         |                     | OSLC RESOURCE  |              |
|-------------------------------|-------------------------|---------------------|----------------|--------------|
| CI CLASSIFICATION             | CLASS SPEC ATTRIBUTE    | RELATIONSHIP        | TYPE           | PROPERTY     |
|                               | SOFTWAREMODULE_NAME     |                     | SoftwareModule | name         |
|                               |                         | RELATION.DEPLOYEDTO | SoftwareModule | deployedTo   |
| CI.WEBLOGICJ2EEAPPLICATION    | SOFTWAREMODULE_FILENAME |                     | SoftwareModule | fileName     |
|                               | SOFTWAREMODULE_NAME     |                     | SoftwareModule | name         |
|                               |                         | RELATION.DEPLOYEDTO | SoftwareModule | deployedTo   |
| CI.WEBLOGICSERVER             | APPERVER_NAME           |                     | SoftwareServer | name         |
|                               | APPERVER_VENDORNAME     |                     | SoftwareServer | manufacturer |
|                               |                         | RELATION.RUNON      | SoftwareServer | runsOn       |
| CI.WEBLOGICWEBCONTAINER       | n/a                     |                     | n/a            |              |
| CI.WEBLOGICWEBMODULE          | SOFTWAREMODULE_FILENAME |                     | SoftwareModule | fileName     |
|                               | SOFTWAREMODULE_NAME     |                     | SoftwareModule | name         |
|                               |                         | RELATION.DEPLOYEDTO | SoftwareModule | deployedTo   |
| CI.WEBMODULE                  | SOFTWAREMODULE_FILENAME |                     | SoftwareModule | fileName     |
|                               | SOFTWAREMODULE_NAME     |                     | SoftwareModule | name         |
|                               |                         | RELATION.DEPLOYEDTO | SoftwareModule | deployedTo   |
| CI.WEBSERVER                  | APPERVER_NAME           |                     | SoftwareServer | name         |
|                               | APPERVER_VENDORNAME     |                     | SoftwareServer | manufacturer |
|                               |                         | RELATION.RUNON      | SoftwareServer |              |
| CI.WEBSERVICE                 | n/a                     |                     | n/a            |              |
| CI.WEBSPHERECELL              | n/a                     |                     | n/a            |              |
| CI.WEBSPHEREDEPLOYMENTMANAGER | APPERVER_NAME           |                     | SoftwareServer | name         |
|                               | APPERVER_VENDORNAME     |                     | SoftwareServer | manufacturer |
|                               |                         | RELATION.RUNON      | SoftwareServer | runsOn       |
| CI.WEBSPHEREEJBMODULE         | SOFTWAREMODULE_FILENAME |                     | SoftwareModule | fileName     |

| SmartCloud Control Desk     |                             |                     | OSLC RESOURCE  |               |
|-----------------------------|-----------------------------|---------------------|----------------|---------------|
| CI CLASSIFICATION           | CLASS SPEC ATTRIBUTE        | RELATIONSHIP        | TYPE           | PROPERTY      |
|                             | APPERVER_VENDORNAME         |                     | SoftwareServer | ame           |
|                             |                             | RELATION.RUNSON     | SoftwareServer | runsOn        |
| CI.WEBSPHEREJ2EEAPPLICATION | SOFTWAREMODULE_FILENAME     |                     | SoftwareModule | fileName      |
|                             | SOFTWAREMODULE_NAME         |                     | SoftwareModule | name          |
|                             |                             | RELATION.DEPLOYEDTO | SoftwareModule | deployedTo    |
| CI.WEBSPHERENAMEDENDPOINT   | n/a                         |                     | n/a            |               |
| CI.WEBSPHERENODE            | APPERVER_NAME               |                     | SoftwareServer | name          |
|                             | APPERVER_VENDORNAME         |                     | SoftwareServer | manufacturer  |
|                             |                             | RELATION.RUNSON     | SoftwareServer | runsOn        |
| CI.WEBSPHERENODEAGENT       | APPERVER_NAME               |                     | SoftwareServer | name          |
|                             | APPERVER_VENDORNAME         |                     | SoftwareServer | manufacturer  |
|                             |                             | RELATION.RUNSON     | SoftwareServer | runsOn        |
| CI.WEBSPHERESERVER          | APPERVER_NAME               |                     | SoftwareServer | name          |
|                             | APPERVER_VENDORNAME         |                     | SoftwareServer | manufacturer  |
|                             |                             | RELATION.RUNSON     | SoftwareServer | runsOn        |
| CI.WEBSPHEREWEBMODULE       | SOFTWAREMODULE_FILENAME     |                     | SoftwareModule | fileName      |
|                             | SOFTWAREMODULE_NAME         |                     | SoftwareModule | name          |
|                             |                             | RELATION.DEPLOYEDTO | SoftwareModule | deployedTo    |
| *CI.WINDOWSCOMPUTERSYSTEM   | COMPUTERSYSTEM_FQDN         |                     | ComputerSystem |               |
|                             | COMPUTERSYSTEM_MANUFACTURER |                     | ComputerSystem | fqdn          |
|                             | COMPUTERSYSTEM_MODEL        |                     | ComputerSystem | manufacturer  |
|                             | COMPUTERSYSTEM_NAME         |                     | ComputerSystem | shortHostname |
|                             | COMPUTERSYSTEM_SERIALNUMBER |                     | ComputerSystem | serialNumber  |
|                             | COMPUTERSYSTEM_SIGNATURE    |                     | ComputerSystem | ipAddress     |

| SmartCloud Control Desk |                                |                      | OSLC RESOURCE  |                 |
|-------------------------|--------------------------------|----------------------|----------------|-----------------|
| CI CLASSIFICATION       | CLASS SPEC ATTRIBUTE           | RELATIONSHIP         | TYPE           | PROPERTY        |
|                         | COMPUTERSYSTEM_SYSTEMBOARDUUID |                      | ComputerSystem | systemBoardUUID |
|                         | COMPUTERSYSTEM_VMID            |                      | ComputerSystem | vmid            |
|                         |                                | RELATION.VIRTUALIZES | ComputerSystem | dependsOn       |
| *CI.WINDOWSFILESYSTEM   | n/a                            |                      | n/a            |                 |
| *CI.WINDOWSSOS          | n/a                            |                      | n/a            |                 |
| CI.ZOS.CICSREGION       | APPERVER_NAME                  |                      | SoftwareServer | name            |
|                         | APPERVER_VENDORNAME            |                      | SoftwareServer | manufacturer    |
|                         |                                | RELATION.RUNON       | SoftwareServer | runsOn          |
| CI.ZOS.DB2SUBSYSTEM     | APPERVER_NAME                  |                      | SoftwareServer | name            |
|                         | APPERVER_VENDORNAME            |                      | SoftwareServer | manufacturer    |
|                         |                                | RELATION.RUNON       | SoftwareServer | runsOn          |
| CI.ZOS.IMSSUBSYSTEM     | APPERVER_NAME                  |                      | SoftwareServer | name            |
|                         | APPERVER_VENDORNAME            |                      | SoftwareServer | manufacturer    |
|                         |                                | RELATION.RUNON       | SoftwareServer | runsOn          |
| *CI.ZOS.LPAR            | COMPUTERSYSTEM_FQDN            |                      | ComputerSystem | fqdn            |
|                         | COMPUTERSYSTEM_MANUFACTURER    |                      | ComputerSystem | manufacturer    |
|                         | COMPUTERSYSTEM_MODEL           |                      | ComputerSystem | model           |
|                         | COMPUTERSYSTEM_NAME            |                      | ComputerSystem | shortHostname   |
|                         | COMPUTERSYSTEM_SERIALNUMBER    |                      | ComputerSystem | serialNumber    |
|                         | COMPUTERSYSTEM_SIGNATURE       |                      | ComputerSystem | ipAddress       |
|                         | COMPUTERSYSTEM_SYSTEMBOARDUUID |                      | ComputerSystem | systemBoardUUID |
|                         | COMPUTERSYSTEM_VMID            |                      | ComputerSystem | vmid            |
|                         |                                | RELATION.VIRTUALIZES | ComputerSystem | dependsOn       |
| CI.ZOS.MQSUBSYSTEM      | APPERVER_NAME                  |                      | SoftwareServer | name            |

| SmartCloud Control Desk   |                                |                      | OSLC RESOURCE  |                 |
|---------------------------|--------------------------------|----------------------|----------------|-----------------|
| CI CLASSIFICATION         | CLASS SPEC ATTRIBUTE           | RELATIONSHIP         | TYPE           | PROPERTY        |
|                           | APP SERVER _ VENDORNAME        |                      | SoftwareServer | manufacturer    |
|                           |                                | RELATION.RUNSON      | SoftwareServer | runsOn          |
| *CI.ZOS.ZLINUXOS          | n/a                            |                      | n/a            |                 |
| *CI.ZOS.ZOS               | n/a                            |                      | n/a            |                 |
| CI.ZOS.ZVMGUEST           | COMPUTERSYSTEM_FQDN            |                      | ComputerSystem | fqdn            |
|                           | COMPUTERSYSTEM_MANUFACTURER    |                      | ComputerSystem | manufacturer    |
|                           | COMPUTERSYSTEM_MODEL           |                      | ComputerSystem | model           |
|                           | COMPUTERSYSTEM_NAME            |                      | ComputerSystem | shortHostname   |
|                           | COMPUTERSYSTEM_SERIALNUMBER    |                      | ComputerSystem | serialNumber    |
|                           | COMPUTERSYSTEM_VMID            |                      | ComputerSystem | vmid            |
|                           |                                | RELATION.VIRTUALIZES | ComputerSystem | dependsOn       |
| *CI.ZSERIESCOMPUTERSYSTEM | COMPUTERSYSTEM_FQDN            |                      | ComputerSystem | fqdn            |
|                           | COMPUTERSYSTEM_MANUFACTURER    |                      | ComputerSystem | manufacturer    |
|                           | COMPUTERSYSTEM_MODEL           |                      | ComputerSystem | model           |
|                           | COMPUTERSYSTEM_NAME            |                      | ComputerSystem | shortHostname   |
|                           | COMPUTERSYSTEM_SERIALNUMBER    |                      | ComputerSystem | serialNumber    |
|                           | COMPUTERSYSTEM_SIGNATURE       |                      | ComputerSystem | ipAddress       |
|                           | COMPUTERSYSTEM_SYSTEMBOARDUUID |                      | ComputerSystem | systemBoardUUID |
|                           | COMPUTERSYSTEM_VMID            |                      | ComputerSystem | vmid            |
|                           |                                | RELATION.VIRTUALIZES | ComputerSystem | dependsOn       |

## Comments

*There are no comments.*

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## Integrating with IBM Tivoli Monitoring

 Like | Updated October 29, 2013 by [etiberi2](#) | Tags: [assets](#), [cis](#), [integrate](#), [itm](#), [itsm](#), [loosely\\_coupled](#), [oslc](#), [smartcloud](#), [tivoli\\_monitoring](#), [ui\\_preview](#)

SmartCloud Control Desk 7.5.1.1 can integrate with Tivoli Monitoring by acting as an **OSLC Consumer** of data on configuration items (CIs) and assets that Tivoli Monitoring provides as **OSLC Provider**.

## Value of the integration between SmartCloud Control Desk and Tivoli Monitoring

The business goal for this scenario is to provide SmartCloud Control Desk users, including service desk analysts, with details about their configuration items and assets from other IT products such as Tivoli Monitoring.

The integration:

- Makes IT resource information from Tivoli Monitoring readily available to users in the context of their work without having to change tools.
- Provides IT resource information in real-time.
- Reduces the time needed to configure and maintain large amounts of Asset and CI data within SmartCloud Control Desk.
- The IT resource information can help with the isolation, diagnosis, and routing of incidents and problem tickets.

## The technology used in the integration

The technology that makes this integration possible is Open Services for Lifecycle Collaboration (OSLC). OSLC is an open community that is defining standards for integration between applications and tools. This section describes some of the basics about OSLC, provides links to education material and other publicly-available information on this and related topics. In addition this section describes the SmartCloud Control Desk support for OSLC and how you can leverage OSLC for your integration.

Note: As SmartCloud Control Desk and IBM Maximo Asset Management share a common process automation engine base, some of the content in the Maximo wiki and SmartCloud Control Desk wiki is shared. The links below go to the Maximo wiki.

[OSLC Introduction](#)

[Maximo/SCCD Support for OSLC](#)

## Documentation explaining details of the OSLC integration between SmartCloud Control Desk and Tivoli Monitoring

1. SCCD product documentation: [Viewing CI and Asset Data and Event Details with OSLC Integrations](#) (<http://ibm.co/1hxoypX>). See Chapter 2.

Note: This SmartCloud Control Desk guide is referenced in the end to end guide below.

2. End to end guide on configuring SmartCloud Control Desk and TADDM for the integration in the Cross Product Integration wiki:

[Scenario 7 - OSLC Integration Scenario - How to configure and use SCCD UI Preview](#)

- Topology
- Installation process
- Integration process
- Troubleshooting

Note: These resources also contain information about SmartCloud Control Desk as an OSLC Consumer of IBM Tivoli Application Dependency Discovery (TADDM) data.

3. [CI to OSLC resource type mappings](#)
4. [Asset to OSLC resource type mappings](#)

## Comments

*There are no comments.*

You are in: [IBM Control Desk](#) > [Integrating](#) > Integrating with Tivoli Netcool OMNIbus

## Integrating with Tivoli Netcool OMNIbus

 Like | Updated March 10, 2014 by etiberi2 | Tags: [cis](#), [event](#), [integrate](#), [itsm](#), [loosely\\_coupled](#), [omnibus](#), [oslc](#), [sccd](#), [smartcloud](#)

SmartCloud Control Desk can integrate with IBM Tivoli Netcool/OMNIbus by acting as an **OSLC Consumer** of data on configuration items (CIs) that Tivoli Netcool/OMNIbus provides as an **OSLC Provider**.

## Value of the integration between SmartCloud Control Desk and Tivoli Netcool/OMNIbus

The business goal for this scenario is to provide SmartCloud Control Desk users, including service desk analysts, with monitoring event details about their CIs from Tivoli Netcool/OMNIbus.

The integration:

- Makes event information available to ticket analysts in the context of their SmartCloud Control Desk work without having to switch tools.
- Supplements the ticket analyst's view to help them route tickets more quickly, reducing mean time to resolution.
- The IT resource information can help with the isolation, diagnosis, and routing of incidents and problem tickets.

## The technology used in the integration

The technology that makes this integration possible is Open Services for Lifecycle Collaboration (OSLC). OSLC is an open community that is defining standards for integration between applications and tools. This section describes some of the basics about OSLC, provides links to education material and other publicly-available information on this and related topics. In addition this section describes the SmartCloud Control Desk support for OSLC and how you can leverage OSLC for your integration.

Note: As SmartCloud Control Desk and IBM Maximo Asset Management share a common process automation engine base, some of the content in the Maximo wiki and SmartCloud Control Desk wiki is shared. The links below go to the Maximo wiki.

[OSLC Introduction](#)

[Maximo/SCCD Support for OSLC](#)

## Documentation explaining details of the OSLC integration between SmartCloud Control Desk and OMNIbus

For specifics on the OSLC integration between SmartCloud Control Desk (as OSLC Consumer) and OMNIbus (as OSLC Provider), see the following resources:

1. SmartCloud Control Desk product documentation: **[Viewing CI and Asset Data and Event Details with OSLC Integrations](#)** (<http://ibm.co/1hxoypX>) See Chapter 3.

Note: This SmartCloud Control Desk guide is referenced in the end to end guide below.

2. End to end guide on configuring SmartCloud Control Desk and Tivoli Netcool/OMNIbus for the integration in the Cross Product Integration wiki:

[Scenario 8 - OSLC Integration Scenario - How to configure SCCD to view OMNIbus event details](#)

- [Topology](#)
- [Installation Process](#)
- [Integration Process](#)
- [Troubleshooting](#)

3. [Cls to OMNIbus event mappings](#)
4. [Using custom event properties from Tivoli Netcool OMNIbus](#)

## Additional configuration for Tivoli Netcool/OMNIbus 7.4 fix pack 3

By default, the OSLC integration with Tivoli Netcool/OMNIbus offered in SmartCloud Control Desk 7.5.1.1 is configured to integrate with Tivoli Netcool/OMNIbus v7.4 fix pack 2. If you are using Tivoli Netcool/OMNIbus v7.4 fix pack 3 or later, and you have configured Tivoli Netcool/OMNIbus to register event collection identifier patterns in JazzSM Registry Services, then the following additional configuration steps are required in SmartCloud Control Desk to integrate with Tivoli/Netcool OMNIbus. These steps are in addition to the documentation in step 1 above.

### Remove the CCIEVENTS interaction from the SCCDCIGRP query interaction group

1. Go to Integration > OSLC Providers.
2. Select the Add/Modify Interaction Group action.
3. In the Interaction Groups table, make sure the SCCDCIGRP row is selected.
4. In the Interactions in Interaction Group SCCDCIGRP table, select the delete icon to delete the Interaction called CCIEVENTS.
5. Click OK to close the dialog.

### Uncheck the option Generate Preview Dialog? in the SCCDOMNIBUS OSLC Provider

1. Go to Integration > OSLC Providers.
2. Open the SCCDOMNIBUS OSLC Provider.
3. Uncheck the option, Generate Preview Dialog.
4. Click Save.

## Comments

*There are no comments.*

You are in: [IBM Control Desk](#) > [Integrating](#) > [Integrating with Tivoli Netcool OMNIbus](#) > CIs to OMNIbus event mappings

## CIs to OMNIbus event mappings

 Like | Updated September 27, 2013 by [etiberi2](#) | Tags: [configuration\\_item](#), [event](#), [omnibus](#), [resource\\_type](#), [sccd](#), [smartcloud\\_control\\_desk](#)

# CI to Tivoli Netcool/OMNIbus Event mapping table

This table provides a list of CI classifications and the Tivoli® Netcool/OMNIbus Event types that they map to.

Table 1. CI classifications to Event resource types

| SmartCloud Control Desk  |                          | RESOURCE |           |
|--------------------------|--------------------------|----------|-----------|
| CI CLASSIFICATION        | CLASS SPEC ATTRIBUTE     | TYPE     | PROPERTY  |
| CI.AIXCOMPUTERSYSTEM     | COMPUTERSYSTEM_FQDN      | Event    | node      |
|                          | COMPUTERSYSTEM_SIGNATURE | Event    | nodeAlias |
| CI.AIXOS                 | OPERATINGSYSTEM_FQDN     | Event    | node      |
| CI.COMPUTERSYSTEM        | COMPUTERSYSTEM_FQDN      | Event    | node      |
|                          | COMPUTERSYSTEM_SIGNATURE | Event    | nodeAlias |
| CI.HPUXCOMPUTERSYSTEM    | COMPUTERSYSTEM_FQDN      | Event    | node      |
|                          | COMPUTERSYSTEM_SIGNATURE | Event    | nodeAlias |
| CI.HPUXOS                | OPERATINGSYSTEM_FQDN     | Event    | node      |
| CI.IPADRESS              | IPADDRESS_STRINGNOTATION | Event    | nodeAlias |
| CI.IPV4ADDRESS           | IPADDRESS_STRINGNOTATION | Event    | nodeAlias |
| CI.IPV6ADDRESS           | IPADDRESS_STRINGNOTATION | Event    | nodeAlias |
| CI.LINUXCOMPUTERSYSTEM   | COMPUTERSYSTEM_FQDN      | Event    | node      |
|                          | COMPUTERSYSTEM_SIGNATURE | Event    | nodeAlias |
| CI.LINUXOS               | OPERATINGSYSTEM_FQDN     | Event    | node      |
| CI.OS                    | OPERATINGSYSTEM_FQDN     | Event    | node      |
| CI.SOLARISOS             | OPERATINGSYSTEM_FQDN     | Event    | node      |
| CI.SUNCOMPUTERSYSTEM     | COMPUTERSYSTEM_FQDN      | Event    | node      |
|                          | COMPUTERSYSTEM_SIGNATURE | Event    | nodeAlias |
| CI.SYSTEMPCOMPUTERSYSTEM | COMPUTERSYSTEM_FQDN      | Event    | node      |
|                          | COMPUTERSYSTEM_SIGNATURE | Event    | nodeAlias |
| CI.UNITARYCOMPUTERSYSTEM | COMPUTERSYSTEM_FQDN      | Event    | node      |
|                          | COMPUTERSYSTEM_SIGNATURE | Event    | nodeAlias |
| CI.VIRTUALCOMPUTERSYSTEM | COMPUTERSYSTEM_FQDN      | Event    | node      |

| SmartCloud Control Desk         |                          | RESOURCE |           |
|---------------------------------|--------------------------|----------|-----------|
| CI CLASSIFICATION               | CLASS SPEC ATTRIBUTE     | TYPE     | PROPERTY  |
| <b>CI.VMWARECOMPUTERSYSTEM</b>  | COMPUTERSYSTEM_FQDN      | Event    | node      |
|                                 | COMPUTERSYSTEM_SIGNATURE | Event    | nodeAlias |
| <b>CI.WINDOWSCOMPUTERSYSTEM</b> | COMPUTERSYSTEM_FQDN      | Event    | node      |
|                                 | COMPUTERSYSTEM_SIGNATURE | Event    | nodeAlias |
| <b>CI.WINDOWSOS</b>             | OPERATINGSYSTEM_FQDN     | Event    | node      |
| <b>CI.ZOS.LPAR</b>              | COMPUTERSYSTEM_FQDN      | Event    | node      |
|                                 | COMPUTERSYSTEM_SIGNATURE | Event    | nodeAlias |
| <b>CI.ZOS.ZLINUXOS</b>          | OPERATINGSYSTEM_FQDN     | Event    | node      |
| <b>CI.ZOS.ZOS</b>               | OPERATINGSYSTEM_FQDN     | Event    | node      |
| <b>CI.ZOS.ZVMGUEST</b>          | COMPUTERSYSTEM_FQDN      | Event    | node      |
| <b>CI.ZSERIESCOMPUTERSYSTEM</b> | COMPUTERSYSTEM_FQDN      | Event    | node      |
|                                 | COMPUTERSYSTEM_SIGNATURE | Event    | nodeAlias |

## Comments

*There are no comments.*

You are in: [IBM Control Desk](#) > [Integrating](#) > [Integrating with Tivoli Netcool OMNIbus](#) > Using custom event properties from Tivoli Netcool OMNIbus

## Using custom event properties from Tivoli Netcool OMNIbus



Like | Updated October 17, 2013 by [cjohnst](#) | Tags: *None*

### Overview

By default, Tivoli Netcool/OMNIbus provides an [event definition](#) which contains only the core columns and the Netcool/OMNIbus required properties. Often, additional event properties are available inside Netcool/OMNIbus, and it is possible to modify the event definition in Netcool/OMNIbus to expose these additional event properties to SmartCloud Control Desk.

You may want to display these additional event properties in SmartCloud Control Desk or configure SmartCloud Control Desk to query for events using additional event properties that you have defined. This page explains how this can be accomplished.

### Pre-Requisites

You have already configured the Tivoli Netcool/OMNIbus integration in SmartCloud Control Desk and are able to view event details for CIs.

See [Integrating with Tivoli Netcool OMNIbus](#) for information on how to configure the Tivoli Netcool OMNIbus integration.

### Configuration

Follow the steps below to update the event definition in Tivoli Netcool/OMNIbus with your additional properties and import the updated event definition into SmartCloud Control Desk.

1. Edit the event definition in Tivoli Netcool/OMNIbus to expose the additional event properties you want to display or query in SmartCloud Control Desk. See the following references in the Tivoli Netcool/OMNIbus Infocenter for additional information on how to edit the event definition:
  1. See the [default event definition](#) for a list of properties Netcool/OMNIbus exposes by default.
  2. The event resource definition is contained in the `resourcecfg.json` file under `$OMNIHOME/etc/restos`.
  3. See the [default content](#) of the `resourcecfg.json` file.
  4. After the `resourcecfg.json` file is updated, restart the ObjectServer for the changes to take effect.
2. Once the event definition is updated in Netcool/OMNIbus, you need to obtain the updated definition from Netcool/OMNIbus in RDF/XML format.
  1. Using a tool such as a web browser or a REST client, request the event definition using this URL from Netcool/OMNIbus, replacing `<host>` and `<port>` with your specific Netcool/OMNIbus host name and port number: `http://<host>:<port>/objectserver/oslc/shape?type=Event&create=false`
  2. Save the RDF/XML to a file on your local workstation. Note the location of the file for step 3.
3. In SmartCloud Control Desk, import the RDF/XML file you obtained in step 2.
  1. Login to SmartCloud Control Desk and go to **Integration > OSLC Providers**.
  2. Under More Actions, choose **Add/Modify Resource Types**.
  3. Expand the EVENT resource type.
  4. Under **Import Shape Document**, choose **Browse...** and point to the RDF/XML file you obtained in step 2.
  5. Choose **Import**.

Your event definition is now updated in SmartCloud Control Desk.

### Displaying additional event properties in SmartCloud Control Desk

Now that you have updated the event definition, you can configure SmartCloud Control Desk to display the additional event properties when viewing the details of an event for a CI.

1. Login to SmartCloud Control Desk and go to **Integration > OSLC Providers**.
2. Open the **SCCDOMNIBUS** OSLC Provider.
3. Expand the **CCIEVENTS** OSLC Interaction.
4. In the **Select clause** field, enter a comma-separated list of the event properties that you want to display from Netcool/OMNIbus. By default the summary, severity, and event creation date are displayed using this select clause: `oslcem:summary,oslcem:severity,dcterms:created`. For example, if you wanted to display a new property called `oslcem:customattribute`, you would use this select clause:  
`oslcem:summary,oslcem:severity,dcterms:created,oslcem:customattribute`.
5. Save the changes.

Now you can open a CI, choose View Federated Details to obtain the events associated with the CI, and choose to view event details. The Related Resource dialog will now contain the additional event properties you specified.

## Querying on additional event properties in SmartCloud Control Desk

You may also configure SmartCloud Control Desk to query on the additional event properties in order to find events that are associated with a CI.

1. Analyze your CI data model in SmartCloud Control Desk to determine how it matches with the additional event properties you have added in Tivoli Netcool/OMNIbus. For example, you may determine that for CIs classified as `CI.COMPUTERSYSTEM`, the CI's `COMPUTERSYSTEM_CUSTOMATTRIBUTE` spec value matches the event's `oslcem:customattribute` value in Netcool/OMNIbus.
2. Set up a new mapping from your SmartCloud Control Desk attribute to the Tivoli Netcool/OMNIbus event property.
  1. Go to **Integration > OSLC Providers**.
  2. Under More Actions, select **Configure OSLC Resource Mapping**.
  3. In the **Resource Types and Classifications** table, filter on the event resource type and the CI classification which has the attribute you want to map. For example, `EVENT` and `CI.COMPUTERSYSTEM`. If a mapping from your classification to the `EVENT` resource type does not exist, click New Row to create a new one.
  4. Under the **Resource Properties and Attributes** table, click New Row.
  5. Use the lookup next to the **OSLC Resource Property Name** field, and select your event property. For example, `oslcem:customattribute`.
  6. Use the lookup next to the **Attribute** field, and select your CI classification attribute name. For example, `COMPUTERSYSTEM_CUSTOMATTRIBUTE`.
  7. Choose **OK** to save the changes.
3. Set up a query on the event property.
  1. Go to **Integration > OSLC Providers**.
  2. Open the **SCCDOMNIBUS** OSLC Provider.
  3. Click the **CCIEVENTS** OSLC Interaction.
  4. Under the **Queries** table, choose New Row. Chose Query Type **CUSTOM**, and in the Query Class field enter: `com.ibm.ism.cci.app.ci.CCIOslcQueryClause`.
  5. (Optional) Enter an event property to use to order the event results in the **Order By** field. For example, the events can be ordered by their creation date, with the latest events displayed first, using: `-dcterms:created`.
  6. Under the **Query Parameters** table, choose New Row.
  7. Use the lookup next to the **Property** field, and select the event property you want to query on.
  8. Save the changes.

Now you have a new query configured which will take the `COMPUTERSYSTEM_CUSTOMATTRIBUTE` value from your CI and use it to find events whose `oslcem:customattribute` value matches it.

You might also choose to add additional parameters to your new query. For example, if you only want events with a severity greater than 3, add a new query parameter to your query, select the `oslcem:severity` property, select the operator `GREATERTHAN`, and enter a mapping expression of 3.

You can add as many query parameters as desired to a query, but keep in mind that an event must match all the parameters specified in the query in order to be found and displayed in SmartCloud Control Desk.

## Comments

*There are no comments.*

You are in: [IBM Control Desk](#) > [Integrating](#) > Integrating with Tivoli Provisioning Manager

## Integrating with Tivoli Provisioning Manager



Like | Updated November 22, 2013 by [alucches](#) | Tags: *None*

### **Deploying Software: An example of SmartCloud Control Desk Integration with Tivoli Provisioning Manager**

This article describes how to integrate SmartCloud Control Desk with Tivoli Provisioning Manager so you can automatically deploy software in SmartCloud Control Desk.

## Comments

*There are no comments.*

You are in: [IBM Control Desk](#) > [Integrating](#) > Integrating with SmartCloud Orchestrator

## Integrating with SmartCloud Orchestrator

 [Like](#) | Updated December 20, 2013 by [etiberi2](#) | Tags: [create](#), [incident](#), [machine](#), [provision](#), [request](#), [service](#), [system](#), [ticket](#), [virtual](#), [vm](#)

SmartCloud Control Desk 7.5.1.1 integrates with IBM SmartCloud Orchestrator in the following ways:

| Role          | Use case  |
|---------------|---|
| OSLC Consumer | <a href="#">Deploy virtual system patterns in IBM SmartCloud Orchestrator directly from the SmartCloud Control Desk Self Service Center</a> |
| OSLC Provider | <a href="#">Provide ability to create SmartCloud Control Desk tickets within SmartCloud Orchestrator</a>                                    |

## Comments

*There are no comments.*

You are in: [IBM Control Desk](#) > [Integrating](#) > [Integrating with SmartCloud Orchestrator](#) > Deploying SmartCloud Orchestrator virtual system patterns from the Self Service Center

## Deploying SmartCloud Orchestrator virtual system patterns from the Self Service Center



Like | Updated December 31, 2013 by [etiberi2](#) | Tags: [deployment](#), [provision](#), [software](#), [vms](#)

You can deploy virtual systems from the Self Service Center of IBM SmartCloud Control Desk 7.5.1.1. In this integration scenario, SmartCloud Control Desk is an **OSLC Consumer** and IBM SmartCloud Orchestrator is the **OSLC Provider**.

### Value of integration

The business goal for this scenario is to provide SmartCloud Control Desk self-service users with the ability to deploy applications in the cloud. SmartCloud Control Desk 7.5.1.1 provides a content package that gives users the ability to trigger the deployment of virtual system patterns in the cloud.

The content package provides an offering that is designed to:

- Enable the SmartCloud Control Desk user to trigger the deployment of virtual system patterns in the cloud directly from the Self Service Center to without having to change tools. IBM SmartCloud Orchestrator 2.3 fulfills the service request for deployment.
- Enable the user and administrator to manage the Virtual System Instance and its associated VMs through the CIs and assets.
- Enable the SmartCloud Control Desk user to start, stop, and delete the virtual systems and virtual machines that the user owns from the Self Service Center.
- Enable the SmartCloud Control Desk user to submit additional service requests for the virtual systems and VMs that the user owns.

You can customize the offering to:

- Deploy your own virtual system patterns

**These pages provide guidance on configuring your environment so that you can deploy the default offering, an IBM WebSphere Application Hypervisor virtual system pattern, from the SmartCloud Control Desk Self Service Center.**

### The technology used in the integration

The technology that makes this integration possible is Open Services for Lifecycle Collaboration (OSLC). OSLC is an open community that is defining standards for integration between applications and tools. This section describes some of the basics about OSLC, provides links to education material and other publicly-available information on this and related topics. In addition this section describes the SCCD support for OSLC and how you can leverage OSLC for your integration.

Note: As SmartCloud Control Desk and IBM Maximo Asset Management share a common process automation engine base, some of the content in the Maximo wiki and SCCD wiki is shared. The links below go to the Maximo wiki.

[OSLC Introduction](#)

[Maximo/SCCD Support for OSLC](#)

### Documentation explaining details of the OSLC integration

For specifics on the OSLC integration between SmartCloud Control Desk (as OSLC Consumer) and SmartCloud Orchestrator (as OSLC Provider), see the following resources:

1. SmartCloud Control Desk product documentation: **Content Package: Catalog Offerings for IBM SmartCloud Orchestrator** (<http://ibm.co/1ghEvo3>).

Note: This guide is referenced in the end to end guide below.

2. End to end guide for configuring SmartCloud Control Desk and SmartCloud Orchestrator for the integration:

[Scenario 9 - OSLC Integration Scenario - Deploy virtual systems from SmartCloud Control Desk Self Service Center](#)

- Topology
- Installation process
- Integration process

## Comments

*There are no comments.*

You are in: [IBM Control Desk](#) > [Integrating](#) > [Integrating with SmartCloud Orchestrator](#) > Create IBM Control Desk tickets from within IBM Cloud Orchestrator

## Create IBM Control Desk tickets from within IBM Cloud Orchestrator



Like | Updated December 11, 2014 by [Fidelma\\_Frahill](#) | Tags: *None*

You can create and view IBM Control Desk incidents and Service Requests directly within other applications such as IBM Cloud Orchestrator.

### Value of integration

Administrators can use this capability to aid in detecting, isolating, and diagnosing problems.

### The technology used in the integration

The ability to link to Control Desk ticket data within other applications is accomplished by using Open Services for Lifecycle Collaboration (OSLC) standard.

OSLC is an open community that is defining standards for integration between applications and tools. This section describes some of the basics about OSLC, provides links to education material and other publicly-available information on this and related topics. In addition this section describes the Control Desk support for OSLC and how you can leverage OSLC for your integration.

Note: As IBM Control Desk and IBM Maximo Asset Management share a common process automation engine base, some of the content in the Maximo wiki and Control Desk wiki is shared. The links below go to the Maximo wiki.

[OSLC Introduction](#)

[Maximo/SCCD Support for OSLC](#)

### Documentation

For specifics on this integration point, see the Control Desk user guide, [Providing ticket data to applications by using OSLC](#).

### Comments

*There are no comments.*

You are in: [IBM Control Desk](#) > [Integrating](#) > Amazon Web Services Integration

## Amazon Web Services Integration

 Like | Updated December 20, 2013 by [charglen](#) | Tags: None

SmartCloud Control Desk Version 7.5.1.1 users can install an optional content package that integrates the product with Amazon Elastic Compute Cloud (EC2).

The components and documentation for this optional feature are available as a content package that can be downloaded from the IBM Integrated Service Management Library: <http://www.ibm.com/software/brandcatalog/ismlibrary/details?catalog.label=1TW10CO01>.

Amazon Elastic Compute Cloud is a public cloud where users can purchase computing services that are based on the amount of capacity that they need. Users can create, stop, start, and delete the virtual machine (VM) instances as required and pay an hourly rate for services that they use.

The integration package lets administrators manage virtual machine deployments in Amazon EC2 through the SmartCloud Control Desk user interface. Administrators can configure SmartCloud Control Desk to provide catalog offerings for virtual machine deployment in Amazon EC2. Users can then request deployment of a virtual machine instance in the cloud and use the VM to run software applications. When the requests are routed through SmartCloud Control Desk, you can apply standard business processes, such as approval requirements, to the deployment work flow.

The content package integrates change and configuration management with cloud management. When an instance is successfully deployed to the cloud, a configuration item (CI) is created, and you can use SmartCloud Control Desk functions to manage problems, incidents, and changes.

After you install and configure the package, SmartCloud Control Desk provides the following features:

- Administrators can create offerings for VM deployments to Amazon EC2 and make these offerings available to SmartCloud Control Desk users.
- In the Activities and Tasks application, administrators can monitor deployments and resolve incidents that are related to deployments.
- In the Configuration Items application, administrators can view data about the VMs that are deployed and use that information to manage computing resources.
- In the Self Service Center or Offering Catalog application, users can request VM deployments to Amazon EC2.
- In the My Resources navigator in the Self Service Center, users can view the status of their requests for VM deployment. After VMs are deployed, users can also use the My Resources navigator to start, stop, and delete the VMs as needed.

The SmartCloud Control Desk Amazon EC2 integration is supported only on WebSphere® Application Server.

For more information, see the

[IBM SmartCloud Control Desk Amazon Web Services Elastic Compute Cloud Integration Guide](#).

## Comments

*There are no comments.*

You are in: [IBM Control Desk](#) > [Integrating](#) > IBM Endpoint Manager for Software Use Analysis Integrations

## IBM Endpoint Manager for Software Use Analysis Integrations

 [Like](#) | Updated September 23, 2015 by [charglen](#) | Tags: *None*

The following topics in this wiki provide information about integrations with IBM Endpoint Manager for Software Use Analysis:

[Best practices for IBM Endpoint Manager for Software Use Analysis](#)

[IBM Endpoint Manager for Software Use Analysis 9.1 and higher database to schema information](#)

You can find more information in IBM Knowledge Center:

[Configuration for IBM Endpoint Manager for Software Use Analysis 1.3 adapter](#)

[Configuration for IBM Endpoint Manager for Software Use Analysis 2.x adapter](#)

[Configuration for IBM Endpoint Manager 9.0 adapter](#)

[IBM Endpoint Manager for Software Use Analysis 1.3 mapping table](#)

[IBM Endpoint Manager for Software Use Analysis 2.x/9.0 mapping table](#)

[IBM Endpoint Manager for Software Use Analysis 2.x database information to schema information](#)

[IBM Endpoint Manager for Software Use Analysis 9.1 or higher database information to schema information](#)

## Comments

*There are no comments.*

You are in: [IBM Control Desk](#) > [Integrating](#) > [IBM Endpoint Manager for Software Use Analysis Integrations](#) > Best practices for IBM Endpoint Manager for Software Use Analysis

## Best practices for IBM Endpoint Manager for Software Use Analysis

 Like | Updated July 31, 2014 by [charglen](#) | Tags: [endpoint\\_manager\\_for\\_software\\_use\\_analysis](#), [integration](#), [integration\\_composer](#)

### Import Software Catalogs into SmartCloud Control Desk before you import data with Integration Composer

Before you run the Integration Composer adapter for IBM Endpoint Manager for Software Use Analysis, it is very important to import the Canonical 2.0 IBM Software Catalog into SmartCloud Control Desk. If you do not import the software catalog first, Integration Composer creates the software catalog entries, but the software hierarchy will be missing, which can affect the reports and license calculations.

For information about importing software catalogs, see [Importing software catalogs](#) in the SmartCloud Control Desk Knowledge Center.

### Avoid concurrent imports of IBM Endpoint Manager for Software Use Analysis into SmartCloud Control Desk and ETL imports

In environments where large amounts of data are processed, avoid running ETL imports on the SUA server at the same time that Integration Composer imports data from IBM Endpoint Manager for Software Use Analysis into SmartCloud Control Desk. Accessing the same data can result in performance issues and data lock.

To avoid concurrent runs, when scheduling ETL imports, IBM Endpoint Manager for Software Use Analysis administrators can leave at least a 24-hour period available for Integration Composer imports.

Integration Composer administrators can also specify a property in the fusion.properties file (`sua.check.etl.status=true`) that prevents execution of the IEM SUA integration adapter when an ETL import is detected.

### Run multiple adapters in the appropriate sequence

If you run multiple Integration Composer adapters to import data into SmartCloud Control Desk, the order in which you run the adapters affects the data in SmartCloud Control Desk.

To retrieve complete information about your environment, first run the IBM Endpoint Manager adapter to create deployed assets for your hardware inventory, and then run the Software Use Analysis adapter to import your software inventory.

Although deployed assets in SmartCloud Control Desk are not deleted by Integration Composer, information about the hardware and software installed on the asset is updated.

For example, you run an adapter and it reports additional physical disks or a different number of installed software products for a deployed asset that already exists in SmartCloud Control Desk. Integration Composer adds the new data for the deployed asset, updates the existing data, and deletes the information about hardware and software inventory that exists in SmartCloud Control Desk but is not reported by the adapter that you just ran.

Because IBM Endpoint Manager for Software Use Analysis adapters often import more extensive data about software inventory than the Tivoli Asset Discovery for Distributed adapter, run the Tivoli Asset Discovery for Distributed adapter first. You do not want the more extensive IBM Endpoint Manager for Software Use Analysis deleted because it is not included in Tivoli Asset Discovery for Distributed.

The following order is recommended when you run multiple adapters:

1. Tivoli Asset Discovery for Distributed (if applicable)
2. IBM Endpoint Manager (to import hardware data)
3. IBM Endpoint Manager SUA (to import software data)

## Troubleshooting hints and tips

### Investigating REST API errors

If errors occur when running IBM Endpoint Manager or IBM Endpoint Manager for Software Use Analysis adapters, you can find the most complete information about the error in the fusion.log file.

If errors are related to REST API calls, the log file includes the error message as reported by SUA and the URL that was used to access the data:

"error": "Don't know how to report on column software\_guid"

and

REQUEST\_URL: http://<host\_name>:<port>/api/schemas/computer.json

You can execute the URL in a web browser to determine whether the REST API call also fails outside of Integration Composer.

The following are the errors that occur most often and their causes:

- IEM API HTTP 401 error

This error is usually caused by one of the following situations:

- User ID or password is incorrect
  - User ID does not have required Master Operator privileges
- "The page you were looking for doesn't exist" error

This error occurs when the IBM Endpoint Manager for Software Use Analysis version that you used is not supported. For more information see [Discovery Tools Supported by SmartCloud Control Desk](#).

### Discrepancies between IBM Endpoint Manager for Software Use Analysis and SmartCloud Control Desk

Discrepancies between software inventory in the IBM Endpoint Manager for Software Use Analysis user interface and SmartCloud Control Desk are possible because IBM Endpoint Manager for Software Use Analysis reports the components of software products but SmartCloud Control Desk reports software releases.

For example, suppose you have a product bundle such as SmartCloud Control Desk that includes multiple components: SmartCloud Control Desk, WebSphere Application Server, DB2, and Integration Composer. IBM Endpoint Manager for Software Use Analysis reports that you have 4 instances of installed software. Integration Composer considers that all 4 components belong to one software instance: SmartCloud Control Desk.

The tally for software counts in IBM Endpoint Manager for Software Use Analysis will not match the tally for software counts in SmartCloud Control Desk because of the difference in the way that the software management tools capture software product instances.

### Duplicate records for deployed assets

Sometimes data imported from different inventory tools can produce duplicate deployed asset records in SmartCloud Control Desk. Duplication can occur if not enough data exists to reconcile the duplicates using Naming Reconciliation Services.

Duplicate records can be created in the following scenarios:

1. If a computer host name or domain changes and there is no accurate serial number or other unique information that identifies the deployed asset, a duplicate record is created with the new host name or domain name.
2. If the same computer is imported from IBM EndPoint Manager and Tivoli Asset Discovery for Distributed and there is no accurate serial number or other unique information that identifies the deployed asset, a duplicate record is created with the same host name and domain name.
3. If the same computer is imported from multiple inventory tools with different host name or domain name and there is no accurate serial number or other unique information that identifies the deployed assets, duplicate records are

created with the same host name and domain name.

## Comments

*There are no comments.*

You are in: [IBM Control Desk](#) > [Integrating](#) > [IBM Endpoint Manager for Software Use Analysis Integrations](#) > IBM Endpoint Manager for Software Use Analysis 9.1 and higher database to schema information

## IBM Endpoint Manager for Software Use Analysis 9.1 and higher database to schema information



[Like](#) | Updated June 1, 2015 by [chargeon](#) | Tags: [None](#)

To retrieve complete information about your environment, first use the IBM® Endpoint Manager adapter to retrieve your hardware inventory and then the Software Use Analysis adapter to retrieve your software inventory and usage.

### Prerequisite

Before you use the IBM Endpoint Manager for Software Use Analysis 9.1 or 9.2 adapter, you must download and install Integration Composer Version 7.5.1.2 or higher.

### Hardware inventory

To import data for your hardware inventory, use the IBM Endpoint Manager 9.0 adapter to import data directly from IBM Endpoint Manager. To retrieve complete data, ensure that all action sites listed in the IBM Endpoint Manager mapping table are enabled and that the corresponding analyses are activated. For more information, see [IBM Endpoint Manager 9.0 db information to schema information](#).

### Software inventory

To import data for your software inventory from Software Use Analysis, use IBM Endpoint Manager for Software Use Analysis 9.1 or 9.2 adapter that is available for Control Desk 7.5.1.2 and higher.

Note: The adapters do not process computers that have a Device Type of "Plugin". Computers with this type are not loaded into the data source or mapped into Deployed Assets.

The application requires additional configuration of computer properties and session settings so that all relevant data can be retrieved:

- In the Session Settings of Software Use Analysis, increase the session timeout value. For large amounts of data, you might need to increase the value to 8 hours.
- For each property listed in the following table, a computer property must be created in the Software Use Analysis web user interface.
- If you want to retrieve any additional computer properties, retrieve them directly from IBM Endpoint Manager.

The following table lists computer properties that must be created in Software Use Analysis:

| Database information      |                                   |                          | Schema information         |                            |
|---------------------------|-----------------------------------|--------------------------|----------------------------|----------------------------|
| Site                      | Analysis                          | Property Name            | Integration Composer Class | Integration Composer field |
| Master Action             | Device Type                       | Device Type              | Computer                   | Device Type                |
| BES Inventory and License | Virtual Machine Guest Information | Virtual IDs of VM Guests | Computer                   | Virtual ids of vm guests   |
| BES Inventory and License | Network Information (Windows)     | MAC Addresses - Windows  | Network Adapter            | Mac address                |
| BES Inventory and License | Network Information (UNIX)        | MAC Addresses - Unix     | Network Adapter            | Mac address                |

### Comments

*There are no comments.*

You are in: [IBM Control Desk](#) > Reporting

## Reporting



[Like](#) | Updated yesterday at 11:51 AM by [BhratPatel](#) | Tags: *None*

The following links provide information about the reporting features of IBM Control Desk.

### IBM Control Desk Standard Reports

The following spreadsheets provide information about the standard, out-of-the-box reports for IBM Control Desk, including report file names, descriptions, applications, and report types.

[Version 7.6.0 BIRT reports](#)

[Version 7.6.0 Cognos reports](#)

### Additional Resources

[Reporting](#): This page on the Maximo Asset Management wiki applies to IBM Control Desk and all other products that are based on Tivoli's process automation engine.

[Cognos reporting for IBM Control Desk](#): This wiki page describes how to integrate IBM Control Desk with Cognos reports.

### Comments

*There are no comments.*

You are in: [IBM Control Desk](#) > [Reporting](#) > Cognos reports

## Cognos reports



[Like](#) | Updated November 6, 2018 by [Laura.Cunniffe.Aricent](#) | Tags: *None*

With IBM® Control Desk v7.6.1, you have access to the Cognos® 11 which includes Cognos Connection, Workspace, Workspace Advanced, Report Studio, and Cognos Administration.

For information about integrating Cognos with IBM Control Desk v7.6.1, see  
the [Cognos information in the Maximo Asset Management wiki](#).

[Downloading Cognos files](#)

[Importing and viewing Cognos reports in Control Desk v7.6.1](#)

## Comments

*There are no comments.*

You are in: [IBM Control Desk](#) > [Reporting](#) > [Cognos reports](#) > Downloading Cognos v11 files

## Downloading Cognos v11 files

 Like | Updated today at 2:16 PM by [BhratPatel](#) | Tags: None

The following table describes the files for the Cognos components that are provided with IBM Control Desk Version 7.6.1. Download the files that are appropriate for the platform and components that you use in your environment. These files are available to customers on [Passport Advantage](#).

| Part Number | Description   |
|-------------|---|
| CNSQ9ML     | IBM Cognos Analytics Server Ltd Use 11.0.11 AIX Multilingual                  |
| CNSR0ML     | IBM Cognos Analytics Server Ltd Use 11.0.11 Linux on System p Multilingual    |
| CNSR1ML     | IBM Cognos Analytics Server Ltd Use 11.0.11 Linux on System p LE Multilingual |
| CNSR2ML     | IBM Cognos Analytics Server Ltd Use 11.0.11 Linux on System z Multilingual    |
| CNSR3ML     | IBM Cognos Analytics Server Ltd Use 11.0.11 Linux x86 Multilingual            |
| CNSR4ML     | IBM Cognos Analytics Server Ltd Use 11.0.11 Oracle Solaris Multilingual       |
| CNSR5ML     | IBM Cognos Analytics Server Ltd Use 11.0.11 Microsoft Windows Multilingual    |
| CNSP9ML     | IBM Cognos Analytics Samples 11.0.11 AIX Multilingual                         |
| CNSQ0ML     | IBM Cognos Analytics Samples 11.0.11 Linux on System p Multilingual           |
| CNSQ1ML     | IBM Cognos Analytics Samples 11.0.11 Linux on System p LE Multilingual        |
| CNSQ2ML     | IBM Cognos Analytics Samples 11.0.11 Linux on System z Multilingual           |
| CNSQ3ML     | IBM Cognos Analytics Samples 11.0.11 Linux x86 Multilingual                   |
| CNSQ4ML     | IBM Cognos Analytics Samples 11.0.11 Oracle Solaris Multilingual              |
| CNSQ5ML     | IBM Cognos Analytics Samples 11.0.11 Microsoft Windows Multilingual           |
| CNSP8ML     | IBM Cognos Framework Manager 11.0.11 Microsoft Windows Multilingual           |
| CNSQ7ML     | IBM Cognos Dynamic Query Analyzer 11.0.11 Linux x86-64 Multilingual           |
| CNSQ8ML     | IBM Cognos Dynamic Query Analyzer 11.0.11 Windows Multilingual                |

## Comments

*There are no comments.*

You are in: [IBM Control Desk](#) > [Reporting](#) > [Cognos reports](#) > Importing and viewing Control Desk reports in Cognos v11

## Importing and viewing Control Desk reports in Cognos v11



Like | Updated November 7, 2018 by [Laura.Cunniffe.Arcent](#) | Tags: *None*

The following instructions explain how to import and view IBM Control Desk reports in Cognos.

**Prerequisite:** Integrate IBM Control Desk with Maximo and integrate Cognos v11 with your env according to [these instructions](#).

Complete the following steps to import the IBM Control Desk reports into Cognos:

1. Access the Db2 console with the admin user and grant the Cognos user access to the following tables:
  - MAXIMO.WOCHANGE
  - MAXIMO.SITEFILTER
  - MAXIMO.SR
  - MAXIMO.ORGFILTER
  - MAXIMO.CI
  - MAXIMO.INCIDENT
  - MAXIMO.MULTIASSETLOCCI
  - MAXIMO.PROBLEM
  - MAXIMO.CLASSSTRUCTURE
2. In the Control Desk packet, locate the folder *cognos\_reporting* including the archive *ICD\_Cognos\_Reports\_761.zip* and copy these files to your Cognos directory: %COGNOS\_HOME%\analytics\deployment
3. Access <http://yourCognosHost:yourCognosPort/bi/?perspective=home>.
4. Click **Manage > Administration console** and allow the popup dialog if necessary.
5. Click the **Configuration** tab.
6. On the left side of the page, select **Content Administration** and click the **New Import** icon on the upper right.
7. Select the *ICD\_Cognos\_Reports\_761* package and click **Next**.
8. In the next import screens, select the two content folders to import:
  - PUBLIC (Report Object Structure templets)
  - publicICD761 (ICD Cognos reports)
9. Click **Next** until you get to the **Select an Action** page.
10. Select **Save and Run Once**. Click **Finish**.
11. Select the **Now** radio button and click **Run**.
12. Click **View the details of this import after closing this dialog**.
13. Refresh to confirm the import completed successfully.
14. Return to the Cognos User Home and click Team Content on the left side. You see the folders PUBLIC and publicICD761. This last one contains your new Cognos reports.

## Comments

*There are no comments.*

You are in: [IBM Control Desk](#) > [Reporting](#) > [Cognos reports](#) > Guidance for Cognos integrations

## Guidance for Cognos integrations



Like | Updated November 15, 2018 by [Laura.Cunniffe.Aricent](#) | Tags: *None*

Use the following information to successfully integrate IBM Control Desk with Cognos.

### For users who do not use the "MAXIMO" database schema

IBM Control Desk Version reports that are shipped for Cognos are built from the Report Object Structure (ROS) based on the database schema "MAXIMO".

If your IBM Control Desk database schema is not "MAXIMO", you must republish the ROS and use Report Studio to reload and save the Cognos reports.

If the imported Cognos reports cannot be run correctly, always try to republish the ROS and reload the report using Report Studio tool.

**Note:** The datasource connection must be MXDB both in the Control Desk and the Cognos configurations.

For more information, see the [Cognos information on the Maximo Asset Management wiki](#).

### Comments

*There are no comments.*

You are in: [IBM Control Desk](#) > [Reporting](#) > [Cognos reports](#) > Cognos v10.2.x archive

## Cognos v10.2.x archive



[Like](#) | Updated October 31, 2018 by [Laura.Cunniffe.Arcent](#) | Tags: *None*

With IBM® Control Desk 7.6, you have access to the Cognos® 10.2.1 BI Server products. These powerful enterprise tools include Cognos Connection, Workspace, Workspace Advanced, Report Studio, and Cognos Administration.

For information about what's new for Cognos in IBM Control Desk 7.6, see [New in Cognos reporting](#) in Control Desk documentation in IBM Knowledge Center.

Integrating IBM Control Desk Version 7.6 with Cognos is a process that involves several tasks:

- installing Cognos
- integrating Cognos with IBM Control Desk
- importing reports and workspaces for IBM Control Desk into Cognos and/or creating your own Cognos reports

Use the following resources to help you install Cognos and integrate it with IBM Control Desk.

## Learn about Cognos reports

| Resource  | Description  |
|---|--|
| <a href="#">Cognos Reports for IBM Control Desk 7.6</a> | Download this Excel spreadsheet to view a listing of Cognos Reports for IBM Control Desk 7.6.  |
| <a href="#">Maximo 76 Cognos Feature Guide</a>          | Provides an overview of Cognos reporting features, the integration architecture, and other information that can help you as you plan your integration.                             |
| <a href="#">Maximo (Tpae) Cognos Content - BI Packs</a> | Provides a document that details the content in the Maximo BI Packs, including the application workspaces and reports, and how you can best apply them in your unique environment. |
| <a href="#">Maximo 76 Cognos BI Recordings</a>          | This page links to Maximo videos on YouTube. The videos provide information that is also useful for IBM Control Desk.  |

## Install Cognos

Before you can integrate IBM Control Desk with Cognos, you must install Cognos.

IBM Control Desk 7.6 includes a limited use license of IBM Cognos Business Intelligence V10.2. Customers can log in to [Passport Advantage](#) and download the Cognos files for IBM Control Desk.

Download the files that are appropriate for the platform and components that you use in your environment. For information about the specific files that are available, see [Downloading Cognos files](#).

For information about installing Cognos, see [Cognos Business Intelligence](#) in IBM Knowledge Center.

## Integrate Cognos with IBM Control Desk

After you install Cognos, you must integrate it with IBM Control Desk. After you complete the integration installation process, you can import the reports that are available for Control Desk into Cognos, and you can create your own reports. The following checklist summarizes the integration tasks that are needed.

| Step | Task                                   | Description   |
|------|--|---|
| 1    | Integrate Cognos with IBM Control Desk | The instructions for the integration are provided in the following guide: <a href="#">Maximo 7.6 Cognos BI Server Integration Installation Instructions</a> |
| 2    | Download the                           | Cognos reports for IBM Control Desk 7.6 are provided in a reports   |

|   |  |  |
|---|--|--|
|   | Cognos reports for IBM Control Desk                    | package in the ISM Library.<br>You can download the Cognos reports from the ISM Library here:<br><a href="#">IBM Control Desk 7.6 Cognos Reports</a><br>For information about the files that you need to download, see<br><a href="#">Downloading Cognos files</a> .                                   |
| 3 | Import the IBM Control Desk reports into Cognos        | To import the reports, follow the instructions in <a href="#">Importing Control Desk reports into Cognos</a> .   |
| 4 | Import the Maximo Asset Management reports into Cognos | Maximo Asset Management reports can be used for products based on Tivoli's process automation engine, including IBM Control Desk.<br>You can download Maximo Asset Management reports/workspaces from the ISM Library here:<br><a href="#">Maximo Asset Management Cognos offerings in ISM Library</a> |

## Additional wiki pages

[Downloading Cognos files](#)

[Importing Control Desk reports into Cognos](#)

[Guidance for Cognos integrations](#)

## Comments

*There are no comments.*

You are in: [IBM Control Desk](#) > [Reporting](#) > [Cognos reports](#) > [Cognos v10.2.x archive](#) > Downloading Cognos 10.2 reports

## Downloading Cognos 10.2 reports

 [Like](#) | Updated today at 2:20 PM by [BhratPatel](#) | Tags: [None](#)

The following table describes the files for the Cognos components that are provided with IBM Control Desk Version 7.6. Download the files that are appropriate for the platform and components that you use in your environment. These files are available to customers on [Passport Advantage](#).

| Part Number | File Name                                | Description   |
|-------------|--|---|
| CIM1LML     | bi_svr_10.2.1_aix_ml.tar.gz              | IBM Cognos Business Intelligence Server 10.2.1 AIX Multilingual                                 |
| CIP34ML     | bi_svr_10.2.1_hpit_ml.tar.gz             | IBM Cognos Business Intelligence Server 10.2.1 HP-UX Itanium Multilingual                       |
| CIM1NML     | bi_svr_10.2.1_lxp_ml.tar.gz              | IBM Cognos Business Intelligence Server 10.2.1 Linux on System p Multilingual                   |
| CIM1PML     | bi_svr_10.2.1_lxz_ml.tar.gz              | IBM Cognos Business Intelligence Server 10.2.1 Linux on System z Multilingual                   |
| CIM1QML     | bi_svr_10.2.1_i86_ml.tar.gz              | IBM Cognos Business Intelligence Server 10.2.1 Linux x86-64 Multilingual                        |
| CIM1RML     | bi_svr_10.2.1_sol_ml.tar.gz              | IBM Cognos Business Intelligence Server 10.2.1 Oracle Solaris Multilingual                      |
| CIM1SML     | bi_svr_32b_10.2.1_win_ml.tar.gz          | IBM Cognos Business Intelligence Server 32-bit 10.2.1 Microsoft Windows Multilingual            |
| CIM1TML     | bi_svr_64b_10.2.1_win_ml.tar.gz          | IBM Cognos Business Intelligence Server 64-bit 10.2.1 Microsoft Windows Multilingual            |
| CIM1UML     | fm_10.2.1_win_ml.tar.gz                  | IBM Cognos Framework Manager 10.2.1 Microsoft Windows Multilingual                              |
| CIM23ML     | bi_smpls_10.2.1_mp_ml.tar.gz             | IBM Cognos Business Intelligence Samples 10.2.1 Multiplatform Multilingual                      |
| CIM1VML     | bi_qsg_10.2.1_ml.tar.gz                  | IBM Cognos Business Intelligence Quick Start Guide 10.2.1 Multilingual                          |
| CIM24ML     | slp_10.2.1_mp_ml.tar.gz                  | IBM Cognos Supplementary Languages Documentation 10.2.1 Multiplatform Multilingual              |
| CIM1YEN     | lcmgr_10.2.1_win_en.tar.gz               | IBM Cognos Lifecycle Manager 10.2.1 Microsoft Windows English                                   |
| CIPW7ML     | coninst_insight_10.2.1_aix_ml.tar.gz     | IBM Cognos Connection Installer for Cognos Insight 10.2.1 AIX Multilingual                      |
| CIPW8ML     | coninst_insight_10.2.1_hpit_ml.tar.gz    | IBM Cognos Connection Installer for Cognos Insight 10.2.1 HP-UX Itanium Multilingual            |
| CIPW9ML     | coninst_insight_10.2.1_lxp_ml.tar.gz     | IBM Cognos Connection Installer for Cognos Insight 10.2.1 Linux on System p Multilingual        |
| CIPX0ML     | coninst_insight_10.2.1_lxz_ml.tar.gz     | IBM Cognos Connection Installer for Cognos Insight 10.2.1 Linux on System z Multilingual        |
| CIPX1ML     | coninst_insight_10.2.1_i86_ml.tar.gz     | IBM Cognos Connection Installer for Cognos Insight 10.2.1 Linux x86-64 Multilingual             |
| CIPX2ML     | coninst_insight_32b_10.2.1_win_ml.tar.gz | IBM Cognos Connection Installer for Cognos Insight 32-bit 10.2.1 Microsoft Windows Multilingual |
| CIPX3ML     | coninst_insight_64b_10.2.1_win_ml.tar.gz | IBM Cognos Connection Installer for Cognos Insight 64-bit 10.2.1 Microsoft Windows Multilingual |
| CIPX4ML     | coninst_insight_10.2.1_sol_ml.tar.gz     | IBM Cognos Connection Installer for Cognos Insight 10.2.1 Oracle Solaris Multilingual           |
| CINZ9ML     | insight_se_32b_10.2.1_win_ml.tar.gz      | IBM Cognos Insight Standard Edition 32-bit 10.2.1 Microsoft Windows Multilingual                |
| CIP00ML     | insight_se_64b_10.2.1_win_ml.tar.gz      | IBM Cognos Insight Standard Edition 64-bit 10.2.1 Microsoft Windows Multilingual                |
| CIM21ML     | dqa_10.2.1_mp_ml.tar.gz                  | IBM Cognos Dynamic Query Analyzer 10.2.1.1 Multiplatform Multilingual                           |

## Comments

There are no comments.

You are in: [IBM Control Desk](#) > [Reporting](#) > [Cognos reports](#) > [Cognos v10.2.x archive](#) > Importing Control Desk reports into Cognos archive

## Importing Control Desk reports into Cognos archive



Like | Updated yesterday at 11:55 AM by [BhratPatel](#) | Tags: None

The following instructions explain how to import IBM Control Desk reports into Cognos.

**Prerequisite:** Download the [IBM Control Desk 7.6 Cognos Reports](#) package.

Complete the following steps to import the IBM Control Desk reports into Cognos:

1. Copy the file that you download to your Cognos directory: for example, < CognosLocation >\c10\deployment>.
2. Launch to Cognos Administration and select the Configuration tab.
3. Select **Content Administration** in the navigation pane.
4. Click **New Import**.
5. Select the **ICD\_Cognos\_Reports** package and click **Next**.
6. In the import screens that follow, select the two contents folders to import:
  - PUBLIC (Report Object Structure templates).
  - publicICD76 (IBM Control Desk Cognos reports).
7. On the action screen, select **Save** and **Run Once**. Then, click **Finish**.
8. Select **Run the report now**.
9. Select **View the details of this import after closing this dialog** and confirm that the import is completed successfully.
10. Go to **My Home**. Navigate to the newly created folder publicICD76. The 8 sub folders under publicICD76 contain all the IBM Control Desk Cognos reports.

## Comments

*There are no comments.*

You are in: [IBM Control Desk](#) > [Reporting](#) > [Cognos reports](#) > [Cognos v10.2.x archive](#) > Guidance for Cognos v10.2 integrations

## Guidance for Cognos v10.2 integrations



[Like](#) | Updated October 30, 2018 by [Laura.Cunniffe.Aricent](#) | Tags: *None*

Use the following information to successfully integrate IBM Control Desk with Cognos.

### For users who do not use the "MAXIMO" database schema

IBM Control Desk Version 7.6 reports that are shipped for Cognos are built from the Report Object Structure (ROS) based on the database schema "MAXIMO".

If your IBM Control Desk database schema is not "MAXIMO", you must republish the ROS and use Report Studio to reload and save the Cognos reports.

If the imported Cognos reports cannot be run correctly, always try to republish the ROS and reload the report using Report Studio tool.

### Comments

*There are no comments.*

You are in: [IBM Control Desk](#) > [Reporting](#) > BIRT reporting

## BIRT reporting



[Like](#) | Updated September 3, 2015 by [charglen](#) | Tags: *None*

Documentation for BIRT reporting is provided on the [BIRT reporting](#) page in the Maximo Asset Management wiki. That documentation applies to products that are based on Tivoli's process automation engine including IBM Control Desk.

## Comments

*There are no comments.*

You are in: [IBM Control Desk](#) > Related Products

## Related Products



[Like](#) | Updated May 13, 2013 by [alucches](#) | Tags: *None*

This section contains information about products and solutions that include SmartCloud Control Desk.

## Comments

*There are no comments.*

You are in: [IBM Control Desk](#) > [Related Products](#) > Data Center Infrastructure Management

## Data Center Infrastructure Management

 [Like](#) | Updated March 3, 2014 by [TomSarasin](#) | Tags: [dcim](#), [emerson](#), [hardware](#), [ibm](#), [infrastructure](#), [maximo](#), [monitoring](#), [network](#), [planning](#), [power](#), [rack](#), [sccd](#), [trellis](#)

Welcome to the **Data Center Infrastructure Management (DCIM) wiki**, a collaborative repository of technical information.

IBM and Emerson Network Power have partnered to provide a complete Data Center Infrastructure Management (DCIM) solution that brings together the ITSM Expertise and Experience from IBM Tivoli and Data Center Infrastructure Management capabilities from Emerson Network Power.

The partnership provides for a DCIM solution where ITSM and Data Center Infrastructure Management are brought together

- Tivoli components for ITSM for asset management, process management, event correlation, business service management and more...
- 
- Emerson components for Data Center infrastructure monitoring and management, hardware planning, power and cooling dependencies and more...

The IBM / Emerson DCIM solution doesn't require that you rip/replace what you currently have or eat the elephant at one time

The solution will fit where you have current gaps and you can grow the solution as your organization needs grow

### Information about the IBM / Emerson DCIM Solution

[IBM and Emerson DCIM Solution Components](#)

### Demo Recording of SCCD-Trellis integration

This multi-part recording shows how SCCD could be configured to control the processes that support Data Center activity where users of both solutions are needed. The recording also hi-lights the integration of Asset data between SCCD and Trellis.

[SCCD\\_Trellis\\_1\\_3min.mp4](#)

[SCCD\\_Trellis\\_2\\_6min.mp4](#)

[SCCD\\_Trellis\\_3\\_8min.mp4](#)

[SCCD\\_Trellis\\_4\\_4min.mp4](#)

[SCCD\\_Trellis\\_5\\_5min.mp4](#)

### Quick Links to other resources

[DCIM Brochure](#)

### Comments

*There are no comments.*



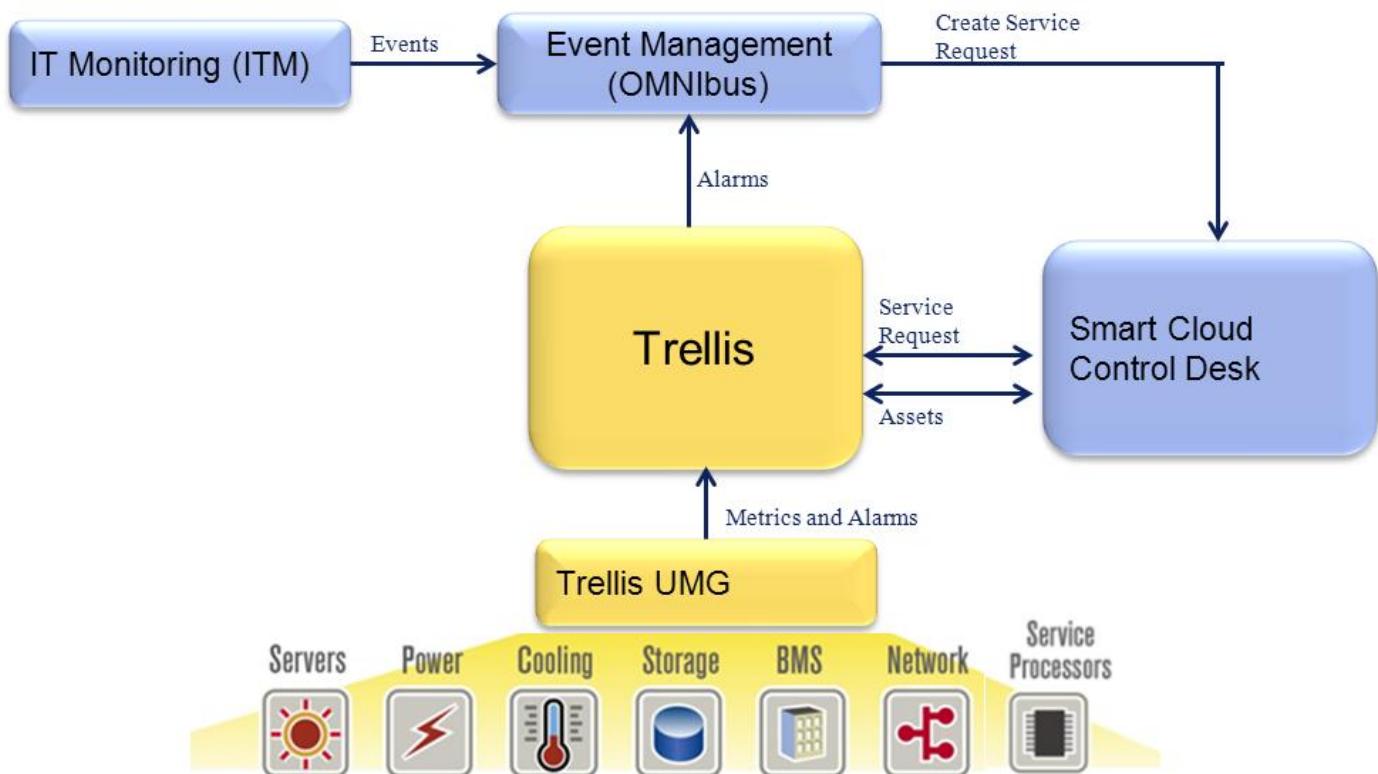
You are in: [IBM Control Desk](#) > [Related Products](#) > [Data Center Infrastructure Management](#) > IBM and Emerson DCIM Solution Components

## IBM and Emerson DCIM Solution Components

 Like | Updated May 20, 2013 by [WayneRiley](#) | Tags: None

### IBM / Emerson DCIM Solution Components

- The IBM / Emerson DCIM partnership utilizes these components to provide a holistic DCIM solution:
- IBM® SmartCloud™ Control Desk** provides a common control center for managing business processes for both digital and physical assets. It gives you an efficient service desk for handling service requests and managing incidents; it provides advanced impact analysis and automated change procedures designed to reduce risk and support integrity of services; and it provides inventory management and software license compliance capabilities. It also helps to manage assets throughout their lifecycle, optimizing usage of digital and physical assets and minimizing compliance risks.
- Emerson Trellis™** offers real-time visibility into the data center infrastructure, providing context for all of the information collected so that data centers might gain an accurate understanding of performance. The Trellis™ platform gathers and aggregates millions of data points from infrastructure devices, filtering and presenting relevant and meaningful data in ways best-suited to the individual data center user while providing accurate, real-time information for inventory, energy consumption and infrastructure dependencies. It is modular, scalable and purpose built to manage all IT & Facilities resources in an efficient manner.
- IBM® Tivoli® Netcool®/OMNIbus** delivers near real-time, consolidated event management across business infrastructure, data centers, complex networks and IT domains. The software provides full management and automation to help you deliver continuous uptime of business services and applications



### Comments

*There are no comments.*

You are in: [IBM Control Desk](#) > Control Desk on Cloud

## Control Desk on Cloud

 [Like](#) | Updated 6/27/19 by [Laura.Cunniffe.Arcent](#) | Tags: *None*

IBM Control Desk on Cloud is a software as a service offering (SaaS) available through Service Engage. It is an integrated service management solution that helps you manage a comprehensive range of IT processes, services, and assets. The product enables a business to optimize the performance of the infrastructure and workforce in alignment with the overall business objectives.

To learn more about IBM Control Desk on Cloud, see [Service Desk](#) on Service Engage.

This section of the wiki provides additional information for IBM Control Desk on Cloud users.

**Let's get started!**: Use the Project Start and Project Configure workbooks to get started.

IBM Control Desk on Cloud is functionally equivalent to IBM Control Desk. For IBM Control Desk documentation, see:  
<https://www.ibm.com/support/knowledgecenter/en/SSWT9A>

## Comments

*There are no comments.*

You are in: [IBM Control Desk](#) > [Control Desk on Cloud](#) > Let's get started!

## Let's get started!



Like | Updated March 20, 2015 by [bienfam1](#) | Tags: *None*

**Contributors:** Melody Bienfang, Meredith Edgerton and Wayne Halverson

Let us help you get started with IBM Control Desk on Cloud.

You want to do your work only once; not waste time doing work over again.

Too many times, we say, "If I had only known..." when we find our self in a place which does not make sense, or does not allow us to move forward and make progress.

That is why you are here. The following links will minimize or negate the "If I had only known..." statements. We are going to give you the information you need so you DO know what to do; when to do it; and how to make smart decisions regarding your journey using IBM Control Desk.

Face it. This is a new product for you and that can be both frightening and a challenge. These links will minimize the fright and challenge and speed your time to production and value. Most of all, these links and the information you will get from them will guide you to success. This is not all sugar on a spoon, so we expect you to engage and own the knowledge you are about to see.

We start simply, with the intent of getting some value from your investment quickly, and then provide you with the knowledge to utilize the functionality you need just as your needs grow for your business.

Success to you and don't hesitate to ask for guidance when you may have a question.

[Project Start](#) - Use this workbook as your guide to getting started with IBM Control Desk on Cloud.

[Project Configure](#) - Use this workbook as your guide to configuring the IBM Control Desk on Cloud.

## Comments

*There are no comments.*

You are in: [IBM Control Desk](#) > Content from ISM Library

## Content from ISM Library

 [Like](#) | Updated June 15, 2017 by [LauraCunniffe](#) | Tags: *None*

This is a list of all the assets originally published in the ISM Library.

| Title   |
|---|
| <a href="#">IBM Control Desk Process Content Pack - Configuration Management</a>        |
| <a href="#">IBM Control Desk ConfigDiff 76</a>  |
| <a href="#">IBM Control Desk Process Content Pack - Change Management</a>               |
| <a href="#">IBM Control Desk 7.5.3 - IBM Endpoint Manager for Software Distribution</a> |
| <a href="#">IBM Control Desk Process Content Pack - Hardware Asset Management</a>       |
| <a href="#">IBM Control Desk Process Content Pack - Service Desk</a>                    |
| <a href="#">IBM Control Desk Process Content Pack - Service Catalog</a>                 |
| <a href="#">IBM Control Desk Process Content Pack - Software Asset Management</a>       |
| <a href="#">IBM Control Desk 7.6 Cognos Reports</a>                                     |
| <a href="#">IBM Control Desk Service Portal on Cloud</a>                                |
| <a href="#">Genesys Computer Telephony Integration for IBM Control Desk 7.5.3.1</a>     |
| <a href="#">Genesys Computer Telephony Integration for SmartCloud Control Desk</a>      |

## Comments

*There are no comments.*

You are in: [IBM Control Desk](#) > [Content from ISM Library](#) > IBM Control Desk Process Content Pack - Configuration Management

## IBM Control Desk Process Content Pack - Configuration Management

 Like | Updated June 23, 2017 by [Francesco Carteri](#) | Tags: None

### Description

This content pack provides production ready configurations to support Configuration Management. This includes roles, security groups, start centers and workflows related to the management of configuration. The content has been tested with other Process Content Packs, but may not operate with other content

### Additional Information

Reference the [IBM SmartCloud Control Desk Process Content Pack - Configuration Management Guide](#) for additional information and setup instructions.

This package can be installed in the following versions of Control Desk:

- SmartCloud Control Desk 7.5.1.1
- SmartCloud Control Desk 7.5.2 SaaS
- IBM Control Desk 7.5.3
- IBM Control Desk 7.5.4 SaaS
- IBM Control Desk 7.6
- IBM Control Desk 7.6 SaaS
- IBM Control Desk 7.6.0.1
- IBM Control Desk 7.6.0.1 SaaS

### Support Information

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This download has been prepared and reviewed by IBM. It is offered "AS IS" to existing customers. Support is not provided for this download.

Append a comment to provide feedback and questions. You can also use the [IBM Control Desk Forum](#) to post a question or view questions on this item.

### Requirements

- [IBM SmartCloud Control Desk 7.5.x, 7.6.x](#)

Note: Complete the product installation post-install steps as defined in the product installation guide. The pack will use the organization, item set, and site created as part of the post-installation steps.

### Version

7.6.0.0

### Reference Number

1TW10CO10H

### IBM Products integration works with

- IBM Control Desk
- IBM SmartCloud Control Desk

### Content type

- ISM Content Installer Pack

## Solution area

- Business Service Management
- IT Service Management

## Industries applied

- None specified.

## Download License

L-JROZ-72S5LA

## Download

**Last Content Update:** October 17, 2016

## Comments

*There are no comments.*

You are in: [IBM Control Desk](#) > [Content from ISM Library](#) > IBM Control Desk ConfigDiff - 76

## IBM Control Desk ConfigDiff - 76

 Like | Updated yesterday at 12:08 PM by [BhratPatel](#) | Tags: [integrations](#), [ism\\_library](#)

### Description

The following package generates a comparison report of different versions of the same database object structure.

### Additional Information

Extract the contents of the package on top of the Control Desk install directory:

Windows: c:/ibm/smp/maximo

Linux: /opt/ibm/smp/maximo

Read this [guide](#) for additional info on how to use the tool.

### Support Information

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Append a comment and rate this item to provide feedback and questions directly to the content submitter. You can also use the [IBM Control Desk](#) forum or community links under the related product resources to reach the Service Management Connect area for the indicated product.

### Version

1.0

### Reference Number

1TW10CO107

### Requirements

- [IBM SmartCloud Control Desk from version 7.2.1 and later](#)

### IBM Products integration works with

- IBM Control Desk

### Content type

- Utility

### Solution area

- IT Service Management

### Industries applied

- None specified

### Download License

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## Download

**Last Content Update:** May 17, 2016

## Comments

*There are no comments.*

You are in: [IBM Control Desk](#) > [Content from ISM Library](#) > IBM Control Desk Process Content Pack - Change Management

## IBM Control Desk Process Content Pack - Change Management

 Like | Updated June 23, 2017 by [Francesco Carteri](#) | Tags: None

### Description

This content pack provides production ready configurations to support Change Management. This includes roles, security groups, start centers and workflows related to the management of changes. The content has been tested with other Process Content Packs, but may not operate with other content.

### Additional Information

Reference the [IBM SmartCloud Control Desk Process Content Pack - Change Management Guide](#) for additional information and setup instructions.

This package can be installed in the following versions of Control Desk

- SmartCloud Control Desk 7.5.1.1
- SmartCloud Control Desk 7.5.2 SaaS
- IBM Control Desk 7.5.3
- IBM Control Desk 7.5.4 SaaS
- IBM Control Desk 7.6
- IBM Control Desk 7.6 SaaS
- IBM Control Desk 7.6.0.1
- IBM Control Desk 7.6.0.1 SaaS

### Support Information

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Append a comment and rate this item to provide feedback and questions directly to the content submitter. You can also use the [IBM Control Desk Forum](#) or community links under the related product resources to reach the Service Management Connect area for the indicated product.

### Version

7.6.0.0

### Reference Number

1TW10CO108

### Requirements

- [IBM SmartCloud Control Desk 7.5.x, 7.6.x](#)

Note: Complete the product installation post-install steps as defined in the product installation guide. The pack will use the organization, item set, and site created as part of the post-installation steps.

### IBM Products integration works with

- IBM Control Desk
- IBM SmartCloud Control Desk

### Content type

- ISM Content Installer Pack

## Solution area

- Business Service Management
- IT Service Management

## Industries applied

- None specified.

## Download License

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## Download

**Last Content Update:** September 19, 2016

## Comments

*There are no comments.*

You are in: [IBM Control Desk](#) > [Content from ISM Library](#) > IBM Control Desk 7.5.3 - IBM Endpoint Manager for Software Distribution

## IBM Control Desk 7.5.3 - IBM Endpoint Manager for Software Distribution



Like | Updated June 23, 2017 by [Francesco Carteri](#) | Tags: *None*

### Description

This Content Package provides the ability to integrate IBM Endpoint Manager with IBM Control Desk to facilitate licensed software deployment to assets and the creation of deployable software offerings.

[Click to see more.](#)

There are three packages in this content package. The first two packages when installed together provide the ability to integrate IBM Control Desk and IBM Endpoint Manager, in addition to providing several options for deploying licensed software to assets.

The third package IBM Endpoint Manager Integration Configuration package contains a configuration tool that will ease the configuration of the integration with IBM Endpoint Manager. It also enables you to build an IBM Control Desk Service Catalog offering to distribute a specified software product in your enterprise app store.

The 3 packages are:

1. Content Installer package containing Offerings and catalog (IBM\_Endpoint\_Manager\_Software\_Distribution.zip). This package contains a set of offerings that allow you to distribute software to multiple assets, distribute multiple software packages to a single asset, and re-image an asset. This is installable through the ISM Content Installer application.
2. The IBM Endpoint Manager Integration Enablement package contains artefacts that are required for the integration, including classifications, job plans, automation scripts, workflows, actions, escalations, endpoints, signature options ([iem\\_swd\\_base.zip](#)). This PMP package is installable through the ISM Solution Installer command.
3. The IBM Endpoint Manager Integration Configuration package helps simplify the setup of the integration with IEM and facilitates software deployment in an enterprise app store ([iemcfg\\_pmp.zip](#)). This PMP package is installable through the ISM Solution Installer command.

Note: This is an English-only package.

### Additional Information

Download the accompanying PDF guide ([iemswd\\_integ\\_guide.pdf](#)), which contains instructions for installing, configuring, and using the content package.

### Support Information

This package is subject to the terms and conditions displayed upon download.

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Append a comment and rate this item to provide feedback and questions directly to the content submitter. You can also use the [IBM Control Desk Forum](#) or community links under the related product resources to reach the Service Management Connect area for the indicated product.

### Version

1.0

## Reference Number

1TW10CO106

## Requirements

- IBM Endpoint Manager for Mobile Devices 9.1
- IBM Tivoli Integration Composer 7.5.3.0 (delivered as a component of IBM Control Desk 7.5.3)

## IBM Products integration works with

- IBM Control Desk
- IBM Endpoint Manager
- IBM SmartCloud Control Desk

## Content type

- ISM Content Installer Pack

## Solution area

- Business Service Management
- IT Service Management

## Industries applied

- None specified.

## Download License

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## Download

Last Content Update: January 12, 2015

## Comments

*There are no comments.*

You are in: [IBM Control Desk](#) > [Content from ISM Library](#) > IBM Control Desk Process Content Pack - Hardware Asset Management

# IBM Control Desk Process Content Pack - Hardware Asset Management

 Like | Updated June 23, 2017 by [Francesco Carteri](#) | Tags: *None*

## Description

This content pack provides production ready configurations to support Hardware Asset Management. This includes roles, security groups, start centers and sub processes related to hardware management. The content has been tested with other Process Content Packs, but may not operate with other content.

[Click to see more.](#)

This content pack provides production ready configurations to support Hardware Asset Management. This includes roles, security groups, start centers and sub processes related to hardware management. The content has been tested with other Process Content Packs, but may not operate with other content. Features include:

- Clearly defined roles for management of the asset life cycle, supported by start centers, security groups and the process flows to enable these roles to effectively work and manage the assets throughout the asset life cycle.
- Integration with service request and incident processes when the Service Catalog and/or Service Desk packs are also installed.
- Asset utilization and inventory monitoring to ensure efficient asset acquisition decisions.
- A full life cycle for asset refresh capability to ensure currency of assets to meet the demands of the business. Planning to Refresh.
- New asset request process.
- Asset break fix process.
- A robust asset disposal process to ensure that assets are efficiently taken out of services and properly disposed of to meet financial, security and regulatory requirements.
- Quick and easy hardware asset management implementation to realize a more rapid time to value.

## Additional Information

Reference the [IBM SmartCloud Control Desk Process Content Pack - Hardware Asset Management Guide](#) for additional information and setup instructions.

This package can be installed in the following versions of Control Desk

- SmartCloud Control Desk 7.5.1.1
- SmartCloud Control Desk 7.5.2 SaaS
- IBM Control Desk 7.5.3
- IBM Control Desk 7.5.4 SaaS
- IBM Control Desk 7.6
- IBM Control Desk 7.6 SaaS
- IBM Control Desk 7.6.0.1
- IBM Control Desk 7.6.0.1 SaaS

## Description

This content pack provides production ready configurations to support Hardware Asset Management. This includes roles, security groups, start centers and sub processes related to hardware management. The content has been tested with other Process Content Packs, but may not operate with other content.

[Click to see more.](#)

This content pack provides production ready configurations to support Hardware Asset Management. This includes roles, security groups, start centers and sub processes related to hardware management. The content has been tested with other Process Content Packs, but may not operate with other content. Features include:

- Clearly defined roles for management of the asset life cycle, supported by start centers, security groups and the process flows to enable these roles to effectively work and manage the assets throughout the asset life cycle.
- Integration with service request and incident processes when the Service Catalog and/or Service Desk packs are also installed.
- Asset utilization and inventory monitoring to ensure efficient asset acquisition decisions.
- A full life cycle for asset refresh capability to ensure currency of assets to meet the demands of the business. Planning to Refresh.
- New asset request process.
- Asset break fix process.
- A robust asset disposal process to ensure that assets are efficiently taken out of services and properly disposed of to meet financial, security and regulatory requirements.
- Quick and easy hardware asset management implementation to realize a more rapid time to value.

[Click to see less.](#)

## Additional Information

Reference the [IBM SmartCloud Control Desk Process Content Pack - Hardware Asset Management Guide](#) for additional information and setup instructions.

This package can be installed in the following versions of Control Desk

- SmartCloud Control Desk 7.5.1.1
- SmartCloud Control Desk 7.5.2 SaaS
- IBM Control Desk 7.5.3
- IBM Control Desk 7.5.4 SaaS
- IBM Control Desk 7.6
- IBM Control Desk 7.6 SaaS
- IBM Control Desk 7.6.0.1
- IBM Control Desk 7.6.0.1 SaaS

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## Support Information

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## Version

7.6.0.0

## Reference Number

1TW10CO109

## Requirements

- IBM Control Desk 7.5.0 and 7.6

Note: Complete the product installation post-install steps as defined in the product installation guide. The pack will use the organization, item set, and site created as part of the post-installation steps.

## IBM Products integration works with

- IBM Control Desk
- IBM SmartCloud Control Desk

## Content type

- ISM Content Installer Pack

## Solution area

- Business Service Management
- IT Service Management

## Industries applied

- None specified.

## Download License

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## Download

Last Content Update: May 17, 2016

## Comments

*There are no comments.*

You are in: [IBM Control Desk](#) > [Content from ISM Library](#) > IBM Control Desk Process Content Pack - Service Catalog

## IBM Control Desk Process Content Pack - Service Catalog



Like | Updated June 23, 2017 by [Francesco Carteri](#) | Tags: *None*

### Description

This content pack provides production ready configurations to support the creation of a Service Catalog. This includes roles, security groups, start centers, workflows, catalogs and offerings to enable users to request offerings, approvals to be managed and the offering fulfillment to be managed. The content has been tested with other Process Content Packs, but may not operate with other content.

[Click to see more.](#)

This content pack provides production ready configurations to support the creation of a Service Catalog. This includes roles, security groups, start centers, workflows, catalogs and offerings to enable users to request offerings, approvals to be managed and the offering fulfillment to be managed. The content has been tested with other Process Content Packs, but may not operate with other content.

The service catalog content included in this content pack for IBM Control Desk provides:

- Sample catalogs to present to user populations.
- Sample offerings for typical requests like system access and requests for new assets like desktops and laptops.
- Workflow to support approval of requests by line managers and/or fulfillment managers.

Content to manage the fulfillment of requests by appropriate groups.

### Additional Information

Reference the [IBM SmartCloud Control Desk Process Content Pack - Service Catalog Guide](#) for additional information and setup instructions.

This package can be installed in the following versions of Control Desk

- SmartCloud Control Desk 7.5.1.1
- SmartCloud Control Desk 7.5.2 SaaS
- IBM Control Desk 7.5.3
- IBM Control Desk 7.5.4 SaaS
- IBM Control Desk 7.6
- IBM Control Desk 7.6 SaaS
- IBM Control Desk 7.6.0.1
- IBM Control Desk 7.6.0.1 SaaS

### Support Information

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### Version

7.6.0.0

### Reference Number

1TW10CO10B

### Requirements

- IBM Control Desk 7.5.4

Complete the product installation post-install steps as defined in the product installation guide. The pack will use the organization, item set, and site created as part of the post-installation steps.

## IBM Products integration works with

- IBM Control Desk
- IBM SmartCloud Control Desk

## Content type

- ISM Content Installer Pack

## Solution area

- Business Service Management
- IT Service Management

## Industries applied

- None specified.

## Download License

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Last Content Update: May 17, 2016

## Comments

*There are no comments.*

You are in: [IBM Control Desk](#) > [Content from ISM Library](#) > IBM Control Desk Process Content Pack - Service Desk

## IBM Control Desk Process Content Pack - Service Desk

 [Like](#) | Updated June 23, 2017 by [Francesco Carteri](#) | Tags: *None*

### Description

This content pack provides production ready configurations to support Service Desk processes for service request and incident management. This includes roles, security groups, start centers and workflows related to service request and incident processes. The content has been tested with other Process Content Packs, but may not operate with other content.

[Click to see more.](#)

This content pack provides production ready configurations to support Service Desk processes for service request and incident management. This includes roles, security groups, start centers and workflows related to service request and incident processes. The content has been tested with other Process Content Packs, but may not operate with other content.

The service desk content included in this content pack is for **IBM Control Desk** and provides:

- A Service Desk analyst role with supporting security group, start center and process workflow to manage service requests, including a hand off to incident management.
- An Incident Analyst role with supporting security group, start center and process workflow to manage incidents, including hand off to problem management, and incident and work order management processes.
- A Service Desk Manager/Incident Manager role with supporting security group, start center and content to oversee and manage the service request and incident management processes.

### Additional Information

Reference the [IBM SmartCloud Control Desk Process Content Pack - Service Desk Guide](#) for additional information and setup instructions.

This package can be installed in the following versions of Control Desk

- SmartCloud Control Desk 7.5.1.1
- SmartCloud Control Desk 7.5.2 SaaS
- IBM Control Desk 7.5.3
- IBM Control Desk 7.5.4 SaaS
- IBM Control Desk 7.6
- IBM Control Desk 7.6 SaaS
- IBM Control Desk 7.6.0.1
- IBM Control Desk 7.6.0.1 SaaS

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### Version

7.6.0.0

### Reference Number

1TW10CO10A

## Requirements

- IBM Control Desk 7.5.4

Note: Complete the product installation post-install steps as defined in the product installation guide. The pack will use the organization, item set, and site created as part of the post-installation steps.

## IBM Products integration works with

- IBM Control Desk
- IBM SmartCloud Control Desk

## Content type

- ISM Content Installer Pack

## Solution area

- Business Service Management
- IT Service Management

## Industries applied

- None specified.

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**Last Content Update:** May 17, 2016

## Comments

*There are no comments.*

You are in: [IBM Control Desk](#) > [Content from ISM Library](#) > IBM Control Desk Process Content Pack - Software Asset Management

## IBM Control Desk Process Content Pack - Software Asset Management

 Like | Updated June 23, 2017 by [Francesco Carteri](#) | Tags: None

### Description

This content pack provides production-ready configurations to support Software Asset Management. This includes start centers, work queues, license management, and service catalog offerings related to software management. The content has been tested with other Process Content Packs, but may not operate with other content.

[Click to see more.](#)

The software asset management content included in this content pack is for **IBM Control Desk**, and designed to provide configurations for visibility and work order management to effectively manage and fulfill software requests.

It includes security groups and start centers for software asset managers and IMAC specialists to view and work entitlements through work orders. Most importantly, this pack will save time compared with configuring the product from scratch.

The pack also provides the ability to quickly fulfill software asset management requests originating from users or the business. The documentation outlines the use cases and processes to take advantage of this content and can be used as user training materials as well as other process content packs.

### Additional Information

Reference the [IBM SmartCloud Control Desk Process Content Pack - Software Asset Management Guide](#) for additional information and setup instructions.

This package can be installed in the following versions of Control Desk

- SmartCloud Control Desk 7.5.1.1
- SmartCloud Control Desk 7.5.2 SaaS
- IBM Control Desk 7.5.3
- IBM Control Desk 7.5.4 SaaS
- IBM Control Desk 7.6
- IBM Control Desk 7.6 SaaS
- IBM Control Desk 7.6.0.1
- IBM Control Desk 7.6.0.1 SaaS

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Append a comment and rate this item to provide feedback and questions directly to the content submitter. You can also use the [IBM Control Desk Forum](#) or community links under the related product resources to reach the Service Management Connect area for the indicated product.

### Version

7.6.0.0

### Reference Number

1TW10CO10C

### Requirements

- [IBM Control Desk 7.5.4, 7.6](#)

Complete the product installation post-install steps as defined in the product installation guide. The pack will use the organization, item set, and site created as part of the post-installation steps.

## **IBM Products integration works with**

- IBM Control Desk
- IBM SmartCloud Control Desk

## **Content type**

- ISM Content Installer Pack

## **Solution area**

- Business Service Management
- IT Service Management

## **Industries applied**

- None specified.

## **Download License**

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## **Download**

**Last Content Update:** May 17, 2016

## **Comments**

*There are no comments.*

You are in: [IBM Control Desk](#) > [Content from ISM Library](#) > IBM Control Desk 7.6 Cognos Reports

## IBM Control Desk 7.6 Cognos Reports



Like | Updated yesterday at 12:19 PM by [BhratPatel](#) | Tags: None

### Description

This Content Package provides the new IBM Control Desk Cognos reports which can be imported and run in IBM Control Desk 7.6. This Integration provides an additional suite of Business Intelligence (BI) tools.

[Click to see more.](#)

This Content Package provides the new IBM Control Desk Cognos reports which can be imported and run in IBM Control Desk 7.6. This Integration provides an additional suite of Business Intelligence (BI) tools.

Use the following steps to import the reports:

- 1.Download ICD Reports for Cognos package from this page;
- 2.Copy the file to your Cognos directory: < CognosLocation >\c10\deployment
- 3.Launch to Cognos Administration and click on the Configuration tab;
- 4.Select "Content Administration" on the left side of the page;
- 5.Select the "New Import" icon;
- 6.Select the "ICD\_Cognos\_Reports" package and click Next;
- 7.In the next import screens, select the two contents folders to import:
  - a) PUBLIC (Report Object Structure templets).
  - b) publicICD76 (ICD Cognos reports).
- 8.On the action screen, select Save and Run Once. Then, click Finish;
- 9..Select "Run the report now";
10. Click the button to 'View the details of this import after closing this dialog' and confirm the import is successfully completed;
- 11.Go to My Home. Drill down on the newly created folder "publicICD76", there are 8 sub folders under it which contains all the ICD cognos reports.

### Additional Information

Visit our [wiki page](#) which contains instructions for installing, configuring, and using the content package.

### Support Information

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This download has been prepared and reviewed by IBM. It is offered "AS IS" to existing customers. Support is not provided for this download.

### Version

1.0

### Reference Number

1TW10CO10D

### Requirements

- IBM Control Desk 7.6
- IBM Cognos BI Server 10.2.1

### IBM Products integration works with

- [IBM Control Desk](#)

## Content type

- None specified

## Solution area

- Analytics
- Business Service Management
- IT Service Management

## Industries applied

- None specified

## Download License

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## Download

Last Content Update: August 3, 2016

## Comments

*There are no comments.*

You are in: [IBM Control Desk](#) > [Content from ISM Library](#) > IBM Control Desk Service Portal on Cloud

## IBM Control Desk Service Portal on Cloud



Like | Updated June 23, 2017 by [Francesco Carteri](#) | Tags: [integrations](#), [ism\\_library](#)

### Description

Service Portal on Cloud is a simplified, streamlined IBM-hosted interface for on-premises IBM Control Desk to manage self-service and tickets. Client data remains in the IBM Control Desk "System of Record" on-premises.

### Support Information

This package is subject to the terms and conditions displayed upon download.

To report a problem with deploying the download file from this entry, entitled customers may contact the country specific IBM / Tivoli support channel listed at [IBM Directory of worldwide contacts](#).

To open a support request, use the product listed under the "IBM Products integration works with" section of the "Details" tab that indicates the main product the integration works with. Inform the solution integration was downloaded from the ISM Library providing the title of the integration and the related product.

You can also append a comment and rate this item to provide feedback and questions directly to the content submitter.

You can also use the [IBM Control Desk Forum](#) or community links under the related product resources to reach the IBM Service Management Connect area for the indicated product.

Specific support information for this integration may follow:

### Version

1.0

### Reference Number

1TW10CO10E

### Requirements

- IBM Control Desk 7.5.3

### IBM Products integration works with

- IBM Control Desk
- IBM SmartCloud Control Desk

### Content type

- Trial Solution

### Solution area

- Business Service Management
- IT Service Management

### Industries applied

- None specified.

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**Last Content Update:** August 3, 2016

## Comments

*There are no comments.*

You are in: [IBM Control Desk](#) > [Content from ISM Library](#) > Genesys Computer Telephony Integration for IBM Control Desk 7.5.3.1

## Genesys Computer Telephony Integration for IBM Control Desk 7.5.3.1



Like | Updated June 23, 2017 by [Francesco Carteri](#) | Tags: [integrations](#), [ism\\_library](#)

### Description

This offering enables integration between IBM Control Desk (ICD) 7.5.3.1 and Genesys CTI (Computer Telephony Integration)

### Support Information

This package is subject to the terms and conditions displayed upon download.

To report a problem with deploying the download file from this entry, entitled customers may contact the country specific IBM / Tivoli support channel listed at [IBM Directory of worldwide contacts](#).

To open a support request, use the product listed under the "IBM Products integration works with" section of the "Details" tab that indicates the main product the integration works with. Inform the solution integration was downloaded from the ISM Library providing the title of the integration and the related product.

You can also append a comment and rate this item to provide feedback and questions directly to the content submitter.

You can also use the [IBM Control Desk Forum](#) or community links under the related product resources to reach the IBM Service Management Connect area for the indicated product.

Specific support information for this integration may follow:

### Version

7.5.3.1

### Reference Number

1TW10CO10G

### Requirements

- SmartCloud Control Desk 7.5.3.1
- Genesys Voice Platform and the Genesys Platform SDK version 7.1+, including the Agent Interaction Library
- Genesys Agent Interaction Library version 7.6.618.00 is required for Genesys 8.1+

### IBM Products integration works with

- IBM Control Desk

### Content type

- Utility

### Solution area

- Enterprise Asset Management
- IT Service Management

### Industries applied

- None specified.

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**Last Content Update:** January 6, 2016

## Comments

*There are no comments.*

You are in: [IBM Control Desk](#) > [Content from ISM Library](#) > Genesys Computer Telephony Integration for SmartCloud Control Desk

## Genesys Computer Telephony Integration for SmartCloud Control Desk

 Like | Updated June 23, 2017 by [Francesco Carteri](#) | Tags: [integrations](#), [ism\\_library](#)

### Description

This offering enables integration between IBM SmartCloud Control Desk (SCCD) 7.5.1.3 and Genesys CTI (Computer Telephony Integration).

### Support Information

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To open a support request, use the product listed under the "IBM Products integration works with" section of the "Details" tab that indicates the main product the integration works with. Inform the solution integration was downloaded from the ISM Library providing the title of the integration and the related product.

You can also append a comment and rate this item to provide feedback and questions directly to the content submitter. You can also use the [IBM Control Desk Forum](#) or community links under the related product resources to reach the IBM Service Management Connect area for the indicated product.

Specific support information for this integration may follow:

### Version

7.5.1.3

### Reference Number

1TW10CO10F

### Requirements

- SmartCloud Control Desk 7.5.1.3
- Genesys Voice Platform and the Genesys Platform SDK version 7.1+, including the Agent Interaction Library

### IBM Products integration works with

- IBM Control Desk
- IBM SmartCloud Control Desk

### Content type

- Utility

### Solution area

- Enterprise Asset Management
- IT Service Management

### Industries applied

- None specified.

### Download License

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**Last Content Update:** December 10, 2016

## Comments

*There are no comments.*