Section 10: Performance & Troubleshooting

Q1. How do you check Maximo logs?

Answer:
Maximo logs are usually found in the application server logs (WebSphere/WebLogic).
Common log files:
- SystemOut.log (main log)
- SystemErr.log (errors)

Debugging steps:
1. Enable logging levels in Logging application (maximo.root.logger, integration.logger, etc.)
2. Reproduce issue
3. Check log messages for stack trace

Q2. What tools are used to monitor Maximo performance?

Answer:
- Maximo Logging Application: Custom log levels
- DB monitoring tools: Check slow queries
- Application Server Monitoring: JVM heap, GC, thread dumps
- Performance Advisor / Health Check Reports

Q3. What should you do if a Work Order is not saving?

Answer:
- Check mandatory fields
- Verify field-level validation scripts
- Review automation scripts or workflows tied to WO
- Check database constraints (duplicate key, null values)
- Review SystemOut.log for validation errors

Q4. What should you do if an MIF message is stuck?

Answer:
1. Go to Integration > External Systems > Message Tracking
2. Check status (Error, Waiting, Retry)
3. Open Message Reprocessing application
4. Review error details (mapping issue, endpoint down)
5. Fix error and retry processing

Example: If endpoint URL is down, reprocess after service is up.

Q5. What should you do if Automation Script is not working?

Answer:
- Check if script is active in the Automation Script application
- Add service.log("debug message") to see if script executes
- Verify launch point event (ONUPDATE, ONADD, etc.)
- Check SystemOut.log for exceptions
- Make sure correct MBO/attribute name is used

Q6. What steps do you take to improve Maximo performance?

Answer:
1. Database tuning
   - Index frequently used attributes (e.g., WONUM, SITEID)
   - Optimize queries

2. Application tuning
   - Limit Start Center result sets (no >100 records in result set portlets)
   - Archive old records (use Escalations)
   - Disable unused cron tasks

3. Infrastructure tuning
   - Increase JVM heap size
   - Enable caching
   - Use clustering for load balancing

Q7. What should you do if a user cannot log in to Maximo?

Answer:
- Check if user is active in Security > Users
- Verify password is not expired
- If using LDAP, check directory authentication
- Check license assignment
- Review SystemOut.log for authentication errors

Q8. How do you troubleshoot slow queries in Maximo?

Answer:
- Enable SQL logging (mxe.db.logSQL)
- Run query directly in DB (check execution plan)
- Add indexes on high-frequency filters

- Optimize relationships (avoid nested joins)

Q9. What do you do if Start Center is loading slowly?

Answer:
- Check result set queries (limit records)
- Optimize KPIs and charts
- Reduce heavy queries with joins
- Cache data where possible

Q10. What is the difference between Hard Stop and Soft Stop errors in Maximo?

Answer:
- Hard Stop: Error message that blocks transaction (e.g., missing mandatory field)
- Soft Stop (Warning): Warning message, but user can proceed

Q11. What is the difference between Logging levels (DEBUG, INFO, WARN, ERROR)?

Answer:
- DEBUG: Detailed logs (used for troubleshooting)
- INFO: Normal application messages
- WARN: Warnings that may not block process
- ERROR: Errors that stop transaction

Q12. Scenario Question - A user complains that when approving a Work Order, it takes 30 seconds. How do you

Sample Answer:
"I will first check the logs to see if any automation script or workflow is delaying the approval.
Then I will check the database query execution for Work Order status update.
If a custom validation script is running, I will optimize it.
I will also verify if any integration publish channel is firing during approval and slowing down.
Finally, I will test with logs set to DEBUG to pinpoint the bottleneck."