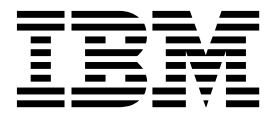


IBM Maximo for Aviation  
Version 7 Release 6

*Installation Guide*



**Note**

Before using this information and the product it supports, read the information in "Notices" on page 19.

This edition applies to version 7, release 6, modification 8 of IBM Maximo for Aviation and to all subsequent releases and modifications until otherwise indicated in new editions.

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# Installing Maximo for Aviation

The installation of IBM® Maximo® for Aviation involves running an installation program and a configuration program, both of which are started from the launchpad.

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## System requirements for Maximo for Aviation

Before you install IBM Maximo for Aviation, ensure that your environment meets the hardware and software requirements.

For a complete list of hardware and software requirements, see the IBM Maximo Asset Management system requirements wiki.

To verify which products are compatible with Maximo for Aviation, see the IBM Maximo for Aviation product compatibility article.

Maximo for Aviation version 7.6.8 requires Java™ SE Development Kit (JDK) 8.

The user who installs Maximo for Aviation and the mobile apps must have administrative user rights.

### Maximo for Aviation administrative workstation

You can install Maximo for Aviation 7.6.8 in an empty directory on an administrative workstation, or in a directory that contains any of the following Maximo Asset Management products:

- Maximo for Aviation 7.6.7
- Maximo Asset Management 7.6.1.1
- IBM Maximo Asset Configuration Manager 7.6.7.x

For a list of the possible installation scenarios, see Installation scenarios

When you install Maximo for Aviation 7.6.8, Maximo Asset Management 7.6.1.1 is also deployed.

You can optionally deploy the following middleware components:

- IBM Db2® Advanced Workgroup Server Edition
- IBM WebSphere® Application Server Network Deployment

If you have Maximo Asset Management already deployed on your administrative workstation, the installation of Maximo for Aviation permanently updates the user interface and replaces Maximo Asset Management terminology with Aviation-specific terminology.

### Mobile apps

Before you install the mobile apps, you must install IBM Maximo Anywhere 7.6.3 or later. Maximo Anywhere includes required components that must be installed on the Maximo for Aviation administrative workstation. The required components include Open Services for Lifecycle Collaboration (OSLC) object structures and licenses that enable a set of applications in Maximo Asset Management.

If your administrative workstation contains Maximo Asset Configuration Manager, and you have the IBM Maximo Anywhere Work Execution for

Complex Assets mobile app installed, you cannot install the IBM Maximo Anywhere Work Execution for Aviation mobile app.

As part of the app installation, you must deploy another set of required components on the Maximo for Aviation administrative workstation.

### IBM Maximo for Aviation Multitenancy

Maximo for Aviation 7.6.8 can be installed with IBM Maximo Asset Management Multitenancy 7.6.1.1, and Maximo for Aviation is enabled for all tenants except the system provider tenant.

#### Related concepts:

“Installation scenarios”

To install IBM Maximo for Aviation 7.6.8, you can use either the installation package or the update package.

#### Related information:

 [Maximo Asset Management system requirements wiki](#)

## Installation scenarios

To install IBM Maximo for Aviation 7.6.8, you can use either the installation package or the update package.

Use Table 1 to determine which package to use for your installation.

The Maximo for Aviation installation package includes IBM Maximo Asset Management version 7.6.1.1.

The Maximo for Aviation update package includes the Maximo Asset Management 7.6.1.1 fix pack that you can use to update Maximo Asset Management from version 7.6.1 to version 7.6.1.1.

**Note:** For multitenancy environments, use the multitenancy (MT) versions of the install or update packages.

*Table 1. Installation scenarios*

Existing Maximo Asset Management products	Procedure to install Maximo for Aviation 7.6.8	Installation instructions
No Maximo Asset Management products	Use the Maximo for Aviation installation package to install Maximo for Aviation 7.6.8 and Maximo Asset Management 7.6.1.1.	Using the installation package to install Maximo for Aviation 7.6.8
Maximo for Aviation version 7.6.6 or earlier	Use the Maximo for Aviation installation package to install Maximo for Aviation 7.6.8 in a separate location on an administrative workstation. Then, configure this administrative workstation to point to your existing database.	Using the installation package to install Maximo for Aviation 7.6.8
Maximo for Aviation version 7.6.7	Use the Maximo for Aviation update package to update Maximo Asset Management to version 7.6.1.1 and Maximo for Aviation to version 7.6.8.	Using the update package to install Maximo for Aviation 7.6.8

Table 1. Installation scenarios (continued)

Existing Maximo Asset Management products	Procedure to install Maximo for Aviation 7.6.8	Installation instructions
Maximo Asset Management version 7.6.0.9 or earlier	Use the Maximo Asset Management installer to install Maximo Asset Management version 7.6.1. Then, use the Maximo for Aviation update package to update Maximo Asset Management to version 7.6.1.1 and install Maximo for Aviation 7.6.8.	Using the update package to install Maximo for Aviation 7.6.8
Maximo Asset Management version 7.6.1	Use the Maximo for Aviation update package to update Maximo Asset Management to version 7.6.1.1. Then, use the Maximo for Aviation update package to install Maximo for Aviation 7.6.8.	Using the update package to install Maximo for Aviation 7.6.8
Maximo Asset Management version 7.6.1.1	Use the Maximo for Aviation update package to install Maximo for Aviation 7.6.8.	Using the update package to install Maximo for Aviation 7.6.8
IBM Maximo Asset Configuration Manager version 7.6.6 or earlier	First, check your system information to ensure that you have Maximo Asset Management version 7.6.1 or later installed. Then, use the Maximo Asset Configuration Manager installer to update Maximo Asset Configuration Manager to version 7.6.7. Finally, use the Maximo for Aviation update package to install Maximo for Aviation 7.6.8.	Using the update package to install Maximo for Aviation 7.6.8
Maximo Asset Configuration Manager version 7.6.7.x	Use the Maximo for Aviation update package to install Maximo for Aviation 7.6.8.	Using the update package to install Maximo for Aviation 7.6.8

## Using the installation package to install Maximo for Aviation 7.6.8

The IBM Maximo for Aviation 7.6.8 installation package includes IBM Maximo Asset Management 7.6.1.1 and the related middleware.

### Before you begin

Review the system requirements.

If you plan to silently install the product later, see [Installing silently](#).

Review the Installation scenarios documentation in IBM Knowledge Center to determine whether to use the installation package or the update package for your installation.

If you are using IBM WebSphere® Application Server and you want to upgrade from Maximo for Aviation 7.6.2 or earlier, you must install Java™ SE Development

Kit (JDK) 8 in your IBM WebSphere® Application Server deployment, and you must configure the deployment so that Maximo for Aviation applications use JDK 8. You must also configure the following Java Message Service (JMS) queues:

- NOTF
- NOTFERR

## About this task

Use the Maximo for Aviation installation package to install Maximo for Aviation if your current environment matches either of the following scenarios:

- No Maximo Asset Management products installed
- Maximo for Aviation version 7.6.6 or earlier installed

## Procedure

1. Download the Maximo for Aviation 7.6.8 installation package and the middleware packages for your operating system from IBM Passport Advantage. See the Maximo for Aviation download document to determine which packages are required for your installation.
2. Extract the installation packages to the same local directory.
3. Start the launchpad.
  - To install Maximo for Aviation, run the `javaLaunchpad` file for your operating system.
  - To install Maximo for Aviation Multitenancy, run the `javaMTLaunchpad` file for your operating system.
4. On the Install IBM Maximo for Aviation window, select the check boxes for IBM Db2 Advanced Workgroup Server Edition, IBM WebSphere Application Server Network Deployment, and IBM Maximo for Aviation 7.6.8, and click **Install**.
5. In IBM Installation Manager, on the Install Packages panel, ensure that all of the packages are selected, and click **Next**.
6. Review the terms in the license agreement, specify the values for the web server and database, and complete the installation wizard. If you accept the default selection, Tivoli's Process Automation Suite Configuration tool starts automatically.
7. In Tivoli's Process Automation Suite Configuration tool, click **Prepare WebSphere Application Server for configuration**.
8. Specify the information for the application server components, and then complete the wizard.
9. Return to the main menu of the configuration program, and configure your deployment based on your current environment.
  - If your environment does not have any Maximo Asset Management products deployed, click **Configure a New Deployment**.
  - If your environment has Maximo for Aviation version 7.6.6 or earlier deployed, click **Configure a new administrative workstation to point to an existing asset management deployment**.
10. Optional: To automatically configure the database, in the Define Deployment Environment window, select the **Create and configure the database** check box and specify the credentials.
11. Optional: To automatically configure the application server, ensure that the **Complete configuration of WebSphere for your product** radio button is selected.



12. Click **Finish**.
13. In the Configure General Product Information window, review summary details about the product components that you are installing. Specify the appearance and navigation features for your product, add an email address to receive workflow messages, and choose whether to deploy sample data.
14. In the Database Instance Information window, specify information about the IBM Db2 Advanced Workgroup Server Edition instance that you want to create for Maximo for Aviation.
15. In the Configure the DB2 Database window, specify information about the IBM Db2 Advanced Workgroup Server Edition database that you want to create for Maximo for Aviation.
16. In the Configure the Application Server window, specify information for the IBM WebSphere Application Server Network Deployment server that you installed. If you chose to use persistent messages, indicate whether you want to store JMS messages that originate from the integration adapter.
17. In the Configure Application Security window, choose a security model for Maximo for Aviation. If you choose a security model that includes a directory server, specify information about the directory for the virtual member manager. Enter the user names and passwords for users that must be created for Maximo for Aviation. Do not use the user name as a password value.
18. Choose the base language and any additional languages that you want to install.
19. In the Apply Deployment Operations window, select all available deployment operations, and then click **Finish**.

## What to do next

When the installation and configuration processes are complete, open a browser and log in to Maximo Asset Management. To open Maximo Asset Management in your browser, navigate to `http://localhost:port/maximo`. The default port is 9080. You can also specify the name or IP address of the server in place of *localhost*. Verify that Maximo for Aviation 7.6.8 is listed in the System Information window.

### Related concepts:

“Installation scenarios” on page 2

To install IBM Maximo for Aviation 7.6.8, you can use either the installation package or the update package.

### Related tasks:

“Installing silently” on page 10

A silent installation is useful for installing the product components on any computers that are configured in the same way.

## Using the update package to install Maximo for Aviation 7.6.8

Use the update package to update IBM Maximo for Aviation from version 7.6.7 to 7.6.8 or to install Maximo for Aviation 7.6.8 in an environment that contains IBM Maximo Asset Management 7.6.1.x.

### Before you begin

Review the system requirements.

Review the Installation scenarios topic.

Review your system information to ensure that Maximo Asset Management 7.6.1.x is installed in your environment. If your environment contains Maximo Asset Management 7.6.1, use the Maximo for Aviation update package to upgrade to version 7.6.1.1 before you install Maximo for Aviation 7.6.8. If your environment contains an earlier version of Maximo Asset Management, you must upgrade to Maximo Asset Management 7.6.1.1 before you can install Maximo for Aviation 7.6.8.

If you have Maximo Asset Management already deployed on your administrative workstation, the installation of Maximo for Aviation permanently updates the user interface and replaces Maximo Asset Management terminology with Aviation-specific terminology.

Back up the middleware servers and the administrative workstation.

Maximo for Aviation 7.6.8 requires Java™ SE Development Kit (JDK) 8.

### About this task

Complete the steps in the following procedure to update Maximo Asset Management from version 7.6.1 to version 7.6.1.1 and install Maximo for Aviation 7.6.8. If your environment already contains Maximo Asset Management version 7.6.1.1, skip steps 4 - 6 to avoid installing it again.

### Procedure

1. Download the Maximo for Aviation 7.6.8 update package for your operating system from IBM Passport Advantage®, and extract the update package to a local directory. See the Maximo for Aviation download document to determine which packages are required for your installation.
2. Start the launchpad.
  - To update Maximo for Aviation, run the javaUpdateLaunchpad file for your operating system.
  - To update Maximo for Aviation Multitenancy, run the javaMTUpdateLaunchpad file for your operating system.
3. On the Update IBM Maximo for Aviation window, click **Update**.
4. If your environment already contains Maximo Asset Management version 7.6.1.1, skip to step 7. To update Maximo Asset Management to version 7.6.1.1, click **Update** in IBM Installation Manager.
5. On the Update Packages window, select the IBM Tivoli's Process Automation Suite package, and click **Next**.
6. Install the recommended updates, and complete the wizard. If Tivoli's Process Automation Suite Configuration tool starts automatically, close it.
7. Open IBM Installation Manager, and click **Install** to begin installing Maximo for Aviation 7.6.8.
8. On the Install Packages window, select the check box for IBM Maximo for Aviation version 7.6.8, and click **Next**.
9. Review the terms in the license agreement, stop any blocking processes, and click **Install**. When the installation process is complete, Tivoli's process automation suite configuration tool starts automatically.
10. In Tivoli's process automation suite configuration tool, select **Update Database and Build and Deploy Application EAR Files**.

## What to do next

When the installation and configuration processes are complete, open a browser and log in to Maximo Asset Management. To open Maximo Asset Management in your browser, navigate to `http://localhost:port/maximo`. The default port is 9080. You can also specify the name or IP address of the server in place of *localhost*. Verify that Maximo for Aviation 7.6.8 is listed in the System Information window.

### Related concepts:

“Installation scenarios” on page 2

To install IBM Maximo for Aviation 7.6.8, you can use either the installation package or the update package.

---

## Installing the BDI service

Maximo for Aviation uses a high-performance build data interpreter (BDI) to validate operational changes to configuration-managed aircraft or equipment against the reference data and rules that are configured for the associated model.

### Installing the build data interpreter service for Maximo for Aviation

The BDI service can be installed and configured on the same physical hardware as the Maximo application, on the same server as the Maximo database, or on a separate dedicated server.

#### About this task

To install the BDI service on the same hardware as the Maximo application or on the same server as the Maximo Database, a sufficient level of system resources must be available to the BDI installation.

The BDI service requires Oracle Java™ Runtime Environment 6 or a later version.

After you install the BDI service, configure it for your environment.

To uninstall the BDI service, browse to the `install_home\tools\v8\cmd` directory, right-click the `delete.bat` file, and click **Run as Administrator**.

#### Procedure

1. Browse to the `install_home\tools\v8` directory and open the `v8.ini` file in a text editor.
2. Set the `database` variable to either **db2**, **oracle**, or **sqlserver**.
3. Specify the corresponding `xdb-connect` and `xdb-login` variables for the database.
  - a. Complete the JDBC string with the `<host>:<port>/<service>` values.
  - b. Specify the database administrator user name and password.
4. Save and close the `v8.ini` file.
5. Optional: Test the configuration.
  - a. Run `install_home\tools\v8\cmd\v8-service-test.cmd`. This command starts the V8 listener in the foreground.
  - b. Run `install_home\tools\v8\cmd\v8-service-test-client.cmd`. This command repeatedly sends a test message `<TX>` every 3 seconds to the service and prints the received response `<RX>`.

6. Browse to the *install\_home\tools\v8\cmd* directory, right-click the *install.bat* file, and click **Run as Administrator**.
7. From the **Start** menu, click **Start > Administrative Tools > Services** and locate V8 in the list of services.
8. Right-click the V8 service, and click **Properties**.
9. In the properties window, click the **Log On** tab, specify an account with administrator rights and privileges, and click **Apply**.
10. On the **General** tab, specify the startup type, start the service, and click **OK**.
11. Log in to Maximo for Aviation as an administrator.
12. Go to the System Properties application, select **Filter**, and search for the property **psdi.plusa.v8hostname**.
13. In the **Global Value** field, replace <localhost> with either the server host name or the IP address of the computer where V8 is running.
14. If you change the port number in the *v8.ini* file, then you must replace the port number 1608 in the **psdi.plusa.v8hostname** system property.
15. Save the property. To make the change active, click **Live Refresh**.

**Related information:**

Configuring validation options for models

## Installing the build data interpreter service for Maximo for Aviation Multitenancy

The BDI service can be installed and configured on the same physical hardware as the Maximo application, on the same server as the Maximo database, or on a separate dedicated server.

### About this task

To install the BDI service on the same hardware as the Maximo application or on the same server as the Maximo Database, a sufficient level of system resources must be available to the BDI installation.

Before you install the BDI service, ensure that Maximo for Aviation is installed and configured for multitenancy operation.

The BDI service requires Oracle Java Runtime Environment 6 or a later version.

After you install the BDI service, you configure it for your environment.

To uninstall the BDI service, browse to the *install\_home\tools\v8\cmd* directory, right-click the *delete.bat* file, and click **Run as Administrator**.

### Procedure

1. Browse to the *install\_home\tools\v8* directory and open the *v8.ini* file in a text editor.
2. Ensure that the *database* variable is set to **db2**.
3. Specify the corresponding *xdb-connect* and *xdb-login* variables for the database.
  - a. Complete the JDBC string by using the <host>:<port>/<service> values.
  - b. Specify the database administrator user name and password.
4. Save and close the *v8.ini* file.
5. Optional: Test the configuration.

- a. Run `install_home\tools\v8\cmd\v8-service-test.cmd` to start the V8 listener in the foreground.
- b. Run `install_home\tools\v8\cmd\v8-service-test-client.cmd`. A test message <TX> is sent to the service every three seconds and the received response <RX> is printed.
6. Reopen the `v8.ini` file in a text editor and add the following parameter: **v8-mt-config = v8mt.xml**. This parameter activates multitenancy mode and specifies the multitenancy configuration file name. The file is stored in the v8 home folder, for example `install_home\tools\v8\resources\v8mt.xml`.
7. To activate Minimum Equipment List and Weight and Balance functionality in Maximo for Aviation, set the **v8-options** parameter to **MEL|W&B**.
8. Save and close the `v8.ini` file.
9. Open a command line and start the Local Users and Groups program. The Local Users and Groups program is located in your operating system folder, for example, `C:\Windows\winsxs\lusrmgr.msc`.
10. Click on the **Users** folder and, from the **Action** menu, click **New User**.
11. In the **User name** field, type `V8USR` and specify a password.
12. Clear the **User must change password at next logon** checkbox.
13. Select the **Password never expires** checkbox.
14. Click **Create**.
15. Open the `v8mt.xml` configuration file in a text editor, and update the **<v8dbpassword>** parameter.
16. Save and close the `v8mt.xml` file.
17. From the `install_home\tools\v8\cmd` folder, run the **v8-mt-install.cmd** command.

---

## Installing the mobile apps

The installation process involves running the installation and configuration programs on one or more computers.

### Before you begin

Ensure that you have installed IBM Maximo Anywhere 7.6.3 or a later version on the computer where Maximo for Aviation is installed.

Ensure that you have added users to the ANYWHERE\_TECHNICIAN and ANYWHERE\_FLIGHTLOGBOOK security groups. For more information, see Adding users to the Maximo Anywhere security groups ([www.ibm.com/support/knowledgecenter/SSPJLC\\_7.6.3/com.ibm.si.mpl.doc/install/t\\_add\\_users\\_security.html](http://www.ibm.com/support/knowledgecenter/SSPJLC_7.6.3/com.ibm.si.mpl.doc/install/t_add_users_security.html)).

If you plan to install the Maximo for Aviation mobile apps on a designated build computer, the mobile apps and Maximo Anywhere must be installed on the same computer.

Before you can build and deploy mobile apps on the build computer, your system requires either the Android, iOS, or Windows development tools. For more information, see Preparing the Maximo Anywhere environment ([www.ibm.com/support/knowledgecenter/SSPJLC\\_7.6.3/com.ibm.si.mpl.doc/install/t\\_set\\_up\\_buildserver.html](http://www.ibm.com/support/knowledgecenter/SSPJLC_7.6.3/com.ibm.si.mpl.doc/install/t_set_up_buildserver.html)).

## About this task

A set of required components must be installed on the administrative workstation to extend Maximo for Aviation for the mobile apps.

For more information about the mobile apps, see *Mobile apps that are available with IBM Maximo for Aviation*.

If you are installing the mobile apps on Mac OS X, see *Installing the mobile apps for IBM Maximo for Aviation on Mac OS X*

## Procedure

1. On the Maximo for Aviation computer, extract the compressed installation file that contains the mobile app.
2. From the extracted file, start the launchpad.
3. On the Install IBM Maximo for Aviation Required Components panel, click **Install** and complete the installation wizard. The configuration program starts automatically.
4. In Tivoli's process automation suite configuration tool, select **Update Database and Build and Deploy Application EAR Files** and complete the configuration wizard.
5. To install the mobile app on the computer where Maximo Anywhere is installed, copy the compressed installation file for the mobile app to the target computer.
6. On the Maximo Anywhere computer, extract the compressed installation file to a local directory.
7. From the extracted file, start the launchpad.
8. On the launchpad panel for installing the mobile app, click **Install**.
9. Complete the installation wizard.

## What to do next

To build and deploy the mobile apps, see *Building and deploying Maximo Anywhere apps* ([www.ibm.com/support/knowledgecenter/SSPJLC\\_7.6.3/com.ibm.si.mpl.doc/build\\_deploy/t\\_ctr\\_build\\_deploy\\_apps.html](http://www.ibm.com/support/knowledgecenter/SSPJLC_7.6.3/com.ibm.si.mpl.doc/build_deploy/t_ctr_build_deploy_apps.html)).

### Related information:

 [Maximo Anywhere installation videos](#)

---

## Installing silently

A silent installation is useful for installing the product components on any computers that are configured in the same way.

### Silent mode: Installing Maximo for Aviation

Instead of using the installation programs, you run commands by using either a generated response file that was created during the initial installation of Maximo for Aviation or by using a sample response file.

### Before you begin

To create a response file during the installation of Maximo for Aviation, set the **record** environment variable. On a Windows computer, set **record=true**. On a

UNIX or a Linux computer, export **record=true**. When you start the Maximo for Aviation launchpad, the response file is generated in the home directory of the user ID that started the program.

Alternatively, you can modify one of the following sample response files that are provided in the installation image:

#### Windows

- ResponseFile\_DB2\_Install\_Windows.xml
- ResponseFile\_Aviation\_Install.xml
- ResponseFile\_TPAE\_WAS\_Install\_Windows.xml

#### UNIX and Linux

- ResponseFile\_DB2\_Install\_Unix.xml
- ResponseFile\_Aviation\_Install.xml
- ResponseFile\_TPAE\_WAS\_Install\_Unix.xml

Ensure that the values in the response file are valid for the target system. The **installLocation** parameter and the **profile id** parameter must correspond with the existing Maximo Asset Management instance.

### About this task

Sample response files are also provided for the uninstallation of the components.

### Procedure

1. Copy the compressed installation image and response files to the target computer.
2. On the target computer, open a command prompt and change directory to the location of the Installation Manager program.

Option	Description
Windows	cd C:\Program Files\IBM\InstallationManager\eclipse\tools\
UNIX and Linux	cd /opt/IBM/InstallationManager/eclipse/tools/

3. Install DB2<sup>®</sup>. Silently start Installation Manager by running the following command:

```
imcl -input responsefilename  
-log logfilefilename -acceptLicense
```

The **-input** parameter determines the path to the response file, and the **-log** parameter determines the path to where the log files are written. The **-acceptLicense** parameter is used to accept the license automatically. For example, on Windows, run the following command:

```
imcl -input C:\tmp\ResponseFile_DB2_Install_Windows.xml  
-log C:\tmp\silent_install_log.xml -acceptLicense
```

4. Install WebSphere Application Server Network Deployment. Repeat step 3 and replace the response file in the command with ResponseFile\_TPAE\_WAS\_Install\_Windows.xml.
5. Install Maximo for Aviation. Repeat step 3 and replace the response file in the command with ResponseFile\_Aviation\_Install.xml.

## Silent mode: Installing the mobile apps

Instead of using the installation programs, you can install the required components and the app by running commands and sample response files.

### Before you begin

The response files are provided in the app installation images. One response file is used to install the required components on the Maximo for Aviation computer and is named `<product_name>_Silent_ResponseFile.xml`. The other response file is used to install the mobile app on the Maximo Anywhere computer and is named `<app_name>_App_Silent.xml`.

Ensure that the values in the response file are valid for the target system. The **installLocation** parameter and the **profile id** parameter must correspond with the existing Maximo Asset Management instance.

### About this task

This silent installation procedure has the same requirements as a non-silent installation of the mobile apps.

For more information about the silent installation of Maximo Anywhere, see the IBM Knowledge Center ([www.ibm.com/support/knowledgecenter/SSPJLC\\_7.6.3/com.ibm.si.mpl.doc/install/t\\_ctr\\_silently\\_install\\_product.html](http://www.ibm.com/support/knowledgecenter/SSPJLC_7.6.3/com.ibm.si.mpl.doc/install/t_ctr_silently_install_product.html)).

### Procedure

1. On the computer where Maximo for Aviation 7.6.8 is installed, extract the compressed installation image.
2. Open a command prompt and change directory to the location of the Installation Manager program.

Option	Description
Windows	cd C:\Program Files\IBM\InstallationManager\eclipse\tools\
Linux and UNIX	cd /opt/IBM/InstallationManager/eclipse/tools/

3. Silently start Installation Manager by running the following command:

```
imcl -input responsefilename  
-log logfile -acceptLicense
```

The **-input** parameter determines the path to the response file and the **-log** parameter determines the path to where the log files are written. The **-acceptLicense** parameter is used to accept the license automatically. For example, run the following command:

```
imcl -input C:\tmp\<product_name>_Silent_ResponseFile.xml  
-log C:\tmp\silent_install_log.xml -acceptLicense
```

4. To install the mobile apps on the computer where Maximo Anywhere is installed, copy the compressed installation images to the target computer.
5. Extract the compressed file and repeat steps 2-3. Replace the response file name in the command with the `<app_name>_App_Silent.xml` file.



---

## Installing help locally

Product help for Maximo for Aviation is provided online in IBM Knowledge Center. If you want to install help locally, you can download IBM Knowledge Center and help packages from Fix Central.

### Installing help

You can download help packages from Fix Central that contain the same documentation packages that are available online in IBM Knowledge Center. You add the help packages and configuration files to a local installation of IBM Knowledge Center

#### Before you begin

If you want to host IBM Knowledge Center on the same computer where the application server is installed, you must configure session management on one of the servers to ensure that the servers either use unique session cookie names or set the context root for sessions. The following links provide instructions for configuring session management:

- Configure session management on IBM Knowledge Center ([www.ibm.com/support/knowledgecenter/SSD28V\\_8.5.5/com.ibm.websphere.wlp.core.doc/ae/rwlp\\_config\\_httpSession.html](http://www.ibm.com/support/knowledgecenter/SSD28V_8.5.5/com.ibm.websphere.wlp.core.doc/ae/rwlp_config_httpSession.html))
- Configure session management on WebSphere Application Server ([www.ibm.com/support/knowledgecenter/SSEQTP\\_9.0.0/com.ibm.websphere.base.doc/ae/uprs\\_rcookie\\_settings.html](http://www.ibm.com/support/knowledgecenter/SSEQTP_9.0.0/com.ibm.websphere.base.doc/ae/uprs_rcookie_settings.html))
- Configure session management on WebLogic Server ([docs.oracle.com/cd/E13222\\_01/wls/docs90/webapp/weblogic\\_xml.html](http://docs.oracle.com/cd/E13222_01/wls/docs90/webapp/weblogic_xml.html))

#### Procedure

1. To download a locally-installable version of IBM Knowledge Center and help packages from Fix Central, follow the instructions at <http://www-01.ibm.com/support/docview.wss?uid=swg24041962>.
2. Extract the IBM Knowledge Center package to the location where you want to install it. The default installation location is C:\KnowledgeCenter. If you install IBM Knowledge Center to a different location, you must update the path value in the *taxonomy.properties* file for each help package that you install.
3. Extract a help package to a temporary location. The extracted files include one or more plugin folders, a properties file and a taxonomy file.
4. Copy all com.ibm.prod.doc plugin folders from the help package to the *install\_home/KnowledgeCenter/usr/content/KCXhtml* directory.
5. Copy the properties file to the configuration directory, for example to *install\_home/KnowledgeCenter/usr/conf/SSLKT6\_7.6.0.7.properties*.
6. Open the *taxonomy.properties* file in a text editor and update the path value, if necessary, to point to the installed location. For example, change the value of the Path property from C:/KnowledgeCenter/usr/content/KCXhtml to E:/IBM/SMP/KnowledgeCenter/usr/content/KCXhtml, where IBM Knowledge Center is installed at E:/IBM/SMP/KnowledgeCenter.
7. Replace the *install\_home/KnowledgeCenter/usr/taxonomy/KC\_taxonomy.ditamap* with the version of the KC\_taxonomy.ditamap file that is included in the help package.
8. In the *install\_home/KnowledgeCenter/bin* directory, click **startKC.bat** on Windows or **startKC.sh** on Linux or AIX® to start IBM Knowledge Center.

9. In a browser, open `http://install_home:port/kc` to view the product help, for example `http://127.0.0.1:9090/kc`.
10. In Maximo for Aviation, redirect the application help links to point to your local installation of IBM Knowledge Center:
  - a. In the System Properties application, filter for `mxe.help` properties.
  - b. Change the `mxe.help.host` and `mxe.help.port` properties to the host and port values for your local installation of IBM Knowledge Center, such as the default host value of 127.0.0.1 and default port value of 9090.
  - c. Change the `mxe.help.path` property value from `/support/knowledgecenter/` to `/kc/`.
  - d. Save the changes and click **Live Refresh** to update the values in the product database.
11. To stop IBM Knowledge Center, in the `install_home/KnowledgeCenter/bin` directory, click **stopKC.bat** on Windows or **stopKC.sh** on Linux or AIX.

## IBM Knowledge Center configuration

IBM Knowledge Center requires minimal configuration to run help packages for IBM products in your local environment. You can also configure it to provide different content in separate instances of IBM Knowledge Center or to run existing Eclipse help plugins in IBM Knowledge Center.

### Changing the IBM Knowledge Center URL

If you install IBM Knowledge Center on your local computer, when you start the server, the help is available in a browser at the default URL of `http://localhost:9090/kc`. The host value changes, depending on where you install IBM Knowledge Center. If the default port is already in use, you can change the port value in the `kc_ant.properties` file in the `etc` directory.

If you want to provide different help to different audiences or if you want to host help for product versions that are not compatible with each other, you can install multiple instances of IBM Knowledge Center on the same computer. You rename the additional instances to unique directory names, such as `KnowledgeCenter2` and `KnowledgeCenter3`, and you configure the `kc_ant.properties` file in the `etc` directory so that each instance runs on a different port.

### Maintaining taxonomy files

Each product version in the IBM software catalog has a unique taxonomy value that forms part of the URL for the product help on `www.ibm.com`. For example, the taxonomy value for Maximo Asset Management, version 7.6.0.7, is `SSLKT6_7.6.0.7`, and the URL for the product welcome page is `http://www.ibm.com/support/knowledgecenter/SSLKT6_7.6.0.7/com.ibm.mam.doc/welcome.html`. The `taxonomy.properties` file and the `KC_taxonomy.ditamap` file control the taxonomy values in IBM Knowledge Center.

Each help package includes a `taxonomy.properties` file that is specific to the product version. You must add this file to the `usr/conf` directory in IBM Knowledge Center. If you add help packages for multiple products to IBM Knowledge Center, the `usr/conf` directory must contain a separate `taxonomy.properties` file for each help package.

The `KC_taxonomy.ditamap` file lists each product version in the IBM software catalog, and the file is frequently updated as new products and new versions of

products are released. A basic version of the `KC_taxonomy.ditamap` file is provided as a placeholder in the `usr/taxonomy` directory in IBM Knowledge Center but it does not contain a comprehensive list of product taxonomy values. You must replace this placeholder file with the version of the `KC_taxonomy.ditamap` that is included in the help package.

When you add multiple help packages to IBM Knowledge Center, each help package includes a `KC_taxonomy.ditamap` file. Because of the dynamic nature of this file, the included `KC_taxonomy.ditamap` files might be at different versions. Always use the most recent version of the file because taxonomy values are added to the file incrementally.

## Troubleshooting

When you start IBM Knowledge Center after adding a new help package, index and cache files are created to enable faster search and retrieval of help topics. If the new help topics do not show in a browser, check if subdirectories were created for the product version in the `runtime/diskcache` and `runtime/index` directories. If these subdirectories were not created, check that the `taxonomy.properties` file exists in the `usr/conf` directory and that it contains the correct path to the main help plugin in the `usr/content/KCXhtml` directory. If the `taxonomy.properties` is in the correct location and contains the correct path to the help plugin, it is likely that you forgot to add the latest version of the `KC_taxonomy.ditamap` to the `usr/taxonomy` directory.

After troubleshooting, before you start IBM Knowledge Center, you can delete the product version subdirectories in the `runtime/diskcache` and `runtime/index` directories, to ensure that the content is fully refreshed.

## Help components

Help components include a locally-installable version of IBM Knowledge Center and help packages that contain content plugins for product versions. You can download a locally-installable version of IBM Knowledge Center to deploy help packages in your local environment.

### IBM Knowledge Center

A standalone help system that includes a WebSphere Application Server Liberty, version 8.5.5.x, embedded server. IBM Knowledge Center is distributed to Maximo customers on <https://www-933.ibm.com/support/fixcentral/>. IBM Knowledge Center is available for Windows, Linux, or AIX platforms and you can run IBM Knowledge Center on a local computer, server, or read-only media.

After you extract the IBM Knowledge Center package, you add product help packages to it to deploy help in your local environment. You can use IBM Knowledge Center to host help packages for several products at the same time, if the products are on compatible release versions. If you want to host help packages that are not compatible with one another, you can run additional instances of IBM Knowledge Center that you configure to run on different ports.

### Help packages

Contain the same documentation that is available on <http://www.ibm.com/support/knowledgecenter> and include one or more content plugins that contain topics in their appropriate directories and the

navigation files that control the table of contents for the topics. Help packages also include the following files that are required by IBM Knowledge Center:

- A *taxonomy.properties* file contains the taxonomy value for the product version and the path to the main *toc.ditamap* file for the plugin or plugins in the help package.
- The *KC\_taxonomy.ditamap* file lists the taxonomy values for all products in the IBM software catalog. A basic version of this file is included in IBM Knowledge Center but this version of the file is not up-to-date. The *KC\_taxonomy.ditamap* file that is included in the help package is the current version of the file when the help package is created.

Help packages include instructions for where to add the plugins and the additional files to IBM Knowledge Center.

### **IBM Knowledge Center versions**

The locally-installable versions of IBM Knowledge Center are based on IBM Knowledge Center, version 1.5. This version has a different look and feel to IBM Knowledge Center, version 2.0, which is on <http://www.ibm.com/support/knowledgecenter>. The functionality is similar but there are some differences in navigation and search. PDF creation is not supported on the locally-installable version.

When a locally-installable IBM Knowledge Center, version 2.0, is available, it will be distributed to customers who want to update their local version.

## **Maximo Asset Management documentation library**

The help packages in the documentation library mirror the product catalog and installation environment. Either the Maximo Asset Management help package or the Maximo Asset Management Multitenancy help package must be installed in the same IBM Knowledge Center environment where you install help packages for industry solutions and add-on products.

The Maximo Asset Management and Maximo Asset Management Multitenancy help packages contain multiple plug-ins. Help packages for industry solutions and add-on products contain one or more plug-ins. When a help package contains multiple plug-ins, one plug-in acts as the navigation plug-in. A navigation plug-in contains the main *toc.ditamap* file that controls the table of contents for all plug-ins in the help package. The *taxonomy.properties* file that is included in the help package specifies the path to the main *toc.ditamap* file.

Maximo Asset Management and Maximo Asset Management Multitenancy help packages include reuse plug-ins. These plug-ins contain topics only. Consuming plug-ins control the table of contents and metadata for the reused topics. The content is used extensively by other help plug-ins and you must install reuse plug-ins in IBM Knowledge Center to provide coherent content and ensure that links resolve.

### **Maximo Asset Management help package**

This help package includes the following plug-ins:

#### **com.ibm.mam.doc**

Navigation plug-in, containing the welcome page and product overview, and help for planning, getting started, and managing financial processes.

**com.ibm.mam.inswas.doc**

Help for installing Maximo Asset Management on WebSphere Application Server.

**com.ibm.mam.inswl.doc**

Help for installing Maximo Asset Management on Oracle WebLogic Server.

**com.ibm.mbs.doc**

Reuse plug-in, containing help for administering Maximo Asset Management, application design, workflow design, working with Migration Manager, implementing high availability, and application help.

**com.ibm.mif.doc**

Reuse plug-in, containing help for integrating Maximo Asset Management data with external applications.

**com.ibm.support.mbs.doc**

Reuse plug-in, containing troubleshooting and support information for Maximo Asset Management and for industry solutions and add-on products. Troubleshooting topics for industry solutions and add-on products are visible only if that help plug-in is installed in IBM Knowledge Center.

## Maximo Asset Management Multitenancy help package

This help package contains a subset of the plug-ins in the Maximo Asset Management help package and the content is aimed at tenants in a multitenancy environment. You cannot install Maximo Asset Management plug-ins and Maximo Asset Management Multitenancy plug-ins in the same instance of IBM Knowledge Center environment. If you want to support both libraries, you must configure separate instances of IBM Knowledge Center to support them.

This help package includes the following plug-ins:

**com.ibm.mt.doc**

Navigation plug-in, containing the welcome page and product overview, and help topics for planning, getting started, and managing financial processes. Content also includes topics that are specific to a tenant in a multitenancy environment.

**com.ibm.mbs.doc**

Reuse plug-in. Topics are filtered to exclude information that is not relevant to tenants in a multitenancy environment.

**com.ibm.mif.doc**

Reuse plug-in. Topics are filtered to exclude information that is not relevant to tenants in a multitenancy environment.

## Industry solution and add-on help packages

The help packages for industry solutions and add-on products are intended for use with the associated version of the Maximo Asset Management help package. You can check which version of Maximo Asset Management or Maximo Asset Management is a prerequisite for an industry solution or add-on product version at <https://www.ibm.com/developerworks/community/wikis/home?lang=en#!/wiki/IBM%20Maximo%20Asset%20Management/page/Other%20Maximo%20products%20system%20requirements>. You can install non-recommended versions of help packages together but some links might not resolve or some of the features that are described in topics might not be available to users.



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