

IBM® Tivoli® Software

Customization Detection Tool

Document version 1.0

*Gurmeet Arora
Software Development*



© Copyright International Business Machines Corporation 2013

US Government Users Restricted Rights - Use, duplication or disclosure restricted by GSA ADP Schedule
Contract with IBM Corp.

CONTENTS

Revision History	iv
1 Why a customization detection tool is needed	1
2 Objective.....	1
3 How the support team uses the tool	1
4 How the client uses the tool.....	1
5 How to read the customization report.....	2
5.1 Customization %.....	2
5.2 Product name and XML	3
5.3 Type.....	3
5.4 Customization data	3

REVISION HISTORY

Date	Version	Revised By	Comments
January 22, 2013	1.0	KC	Initial release

1 Why a customization detection tool is needed

When an issue is reported by a client and it is not reproducible in the out-of-the-box setup, we need to detect the cause of the issue and whether it pertains to a customization.

Currently in Tivoli®'s process automation engine (TPAE), IBM® Maximo® Asset Management, or other Maximo industry solution or add-on products, there is not an easy way to identify a customization that has been done by the customer, such as classes that have been extended.

2 Objective

When the customization detection tool is executed, it generates a report that will list all of the services, object, and attribute classes that have been extended for Maximo or Maximo industry solutions and add-on products. The report will display customer extensions (class customizations) in a class hierarchy structure.

3 How the support team uses the tool

The following process demonstrates how the customization detection tool is used to expedite reported problems that cannot be reproduced in-house by the support organization. .

- A client calls in with a new PMR and the level 2 (L2) support representative cannot reproduce the issue in-house.
- The L2 support representative points the client to the ISM link where the tool can be downloaded.
- The L2 support representative asks the client to run the customization tool bat/sh file and send the generated report to support.
- The L2 support representative checks the report to see if the client extended any application objects, attributes, or services for any applications where the issue was reported.
- The L2 support representative may ask for specific related custom classes and sources.
- The L2 support representative can send the information to level 3 (L3) support to have the custom code analyzed to help to locate the root cause of the problem.

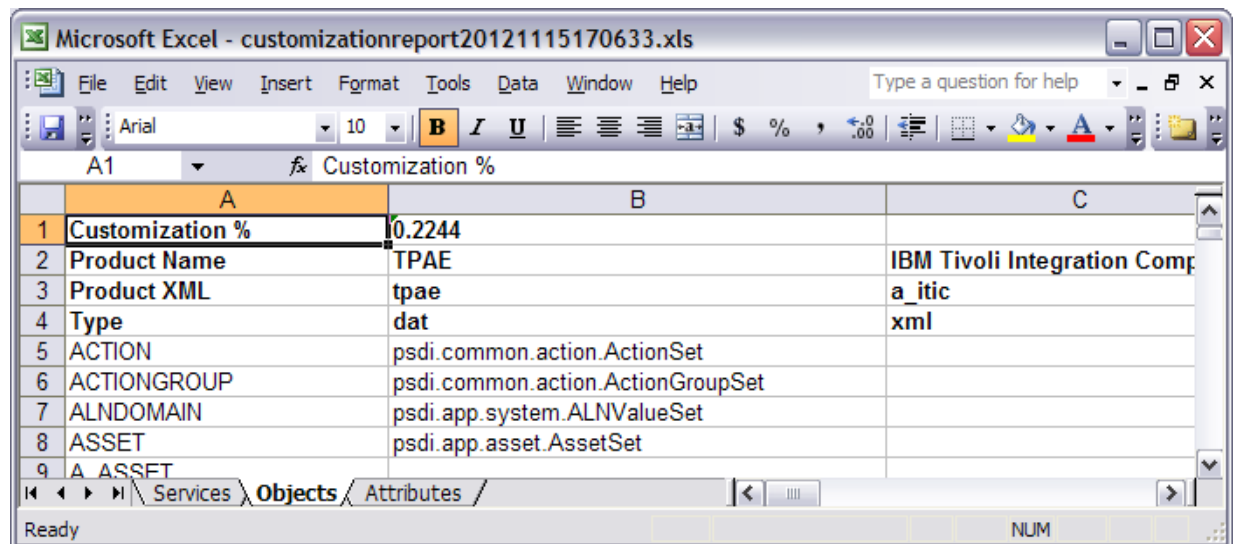
4 How the client uses the tool

This procedure describes how clients download and use the customer detection tool.

- 1 Download the .zip file from ISM and unzip into the Maximo root folder.
- 2 Go to the command prompt and open //MaximoRoot/tools/maximo.
- 3 Run the CustomMetaDataClassesReport.bat file. Upon successful execution, the output folder and file name will appear.
- 4 Go to //MaximoRoot/tools/maximo/en and open CustomizationReport<datetime>.xls. This report shows all of the customizations that exist on the client system.

5 How to read the customization report

The customization report that is generated using the tool is a Microsoft™ Excel file. The customization report has three tabs: Services, Objects, and Attributes. Each tab is laid out the same, and how you interpret and analyze the customization results is the same for each tab as well.



	A	B	C
1	Customization %	0.2244	
2	Product Name	TPAE	IBM Tivoli Integration Comp
3	Product XML	tpae	a_itic
4	Type	dat	xml
5	ACTION	psdi.common.action.ActionSet	
6	ACTIONGROUP	psdi.common.action.ActionGroupSet	
7	ALNDOMAIN	psdi.app.system.ALNValueSet	
8	ASSET	psdi.app.asset.AssetSet	
9	A ASSET		

5.1 Customization %

The customization detection tool shows the extent of customization that a client has done to an object class. For example, if a client has Maximo Asset Management and IBM Maximo for Transportation which delivers 800 total objects, and if the client has extended 50 of the Maximo Asset Management objects, 10 of the Maximo for Transportation objects, and added 20 new objects, this will total 80 custom object classes. In this example, the percentage of customization will be 80/800, or 10 percent.

The customization percentage shows how heavily a client system has been customized.

5.2 Product name and XML

Product names and product XMLs will be displayed on the customization report.

- The product name field shows all products installed on the client's system. The products include any product that was built into Maximo/TPAE as these products sit on client systems.
- Each product has its own product XML. The product XML is usually named after the product and will be listed right below the product name.
- The order in which product names and product XML are listed is based on the order of class extension. That is based on alphabetical order of the product XML name. It is also based on whether a product defines itself as dependent on another product that it follows in alphabetical order. In this case, it would be placed after.
- Known IBM products have IBM as a prefix in the product name. A client customization can have any name; however, common names that clients use are: `zz_custom.xml`, `custom.xml`, or `name_of_the_company.xml`.
- Usually, client customizations will be displayed at the end. In some cases, clients do not define a product XML at all. In this case you will see a product name identified as `custom`.

5.3 Type

In TPAE the type will always be `.dat`. For IS/Add-on, the type will be in XML. The type for a client will be in XML, not XML or both. The reason the type will be listed is to identify how a client has done a customization when they used the product XML, no product XML, or used product XML for extensions. It will also identify other created object classes that do not extend. In this case, you would see two columns: one with XML, and one with no XML.

5.4 Customization data

If the client has not customized their products, no customization data will be listed. However, if customizations have been made, they will be displayed in the following ways.

- On the Services tab, column A displays the service name and column B displays the extensions that were done by each product or client in the order listed.
- On the Objects tab, column A displays the object name and column B displays the extensions that were done by each product or client in the order listed.
- On the Attributes tab, column A displays the object name, column B displays the second attribute, and column C displays the extensions that were done by each product or client in the order listed.

The main focus of each tab is to be able to view a customization that was done by the client for the services, object, and attribute for the application in question.

Note: For some industry solutions and add-on products, cells sometimes display "class in <product XML> script" instead of the actual file name of the industry solution or add-on product. This is due to the current design of the tool and is being addressed.



© Copyright IBM Corporation 2013

IBM United States of America

Produced in the United States of America

US Government Users Restricted Rights - Use, duplication or disclosure restricted by GSA ADP Schedule Contract with IBM Corp.

IBM may not offer the products, services, or features discussed in this document in other countries. Consult your local IBM representative for information on the products and services currently available in your area. Any reference to an IBM product, program, or service is not intended to state or imply that only that IBM product, program, or service may be used. Any functionally equivalent product, program, or service that does not infringe any IBM intellectual property right may be used instead. However, it is the user's responsibility to evaluate and verify the operation of any non-IBM product, program, or service.

IBM may have patents or pending patent applications covering subject matter described in this document. The furnishing of this document does not grant you any license to these patents. You can send license inquiries, in writing, to:

*IBM Director of Licensing
IBM Corporation
North Castle Drive
Armonk, NY 10504-1785
U.S.A.*

The following paragraph does not apply to the United Kingdom or any other country where such provisions are inconsistent with local law:

INTERNATIONAL BUSINESS MACHINES CORPORATION PROVIDES THIS PAPER "AS IS" WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF NON-INFRINGEMENT, MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. Some states do not allow disclaimer of express or implied warranties in certain transactions, therefore, this statement may not apply to you.

This information could include technical inaccuracies or typographical errors. Changes may be made periodically to the information herein; these changes may be incorporated in subsequent versions of the paper. IBM may make improvements and/or changes in the product(s) and/or the program(s) described in this paper at any time without notice.

Any references in this document to non-IBM Web sites are provided for convenience only and do not in any manner serve as an endorsement of those Web sites. The materials at those Web sites are not part of the materials for this IBM product and use of those Web sites is at your own risk.

IBM may have patents or pending patent applications covering subject matter described in this document. The furnishing of this document does not give you any license to these patents. You can send license inquiries, in writing, to:

*IBM Director of Licensing
IBM Corporation
4205 South Miami Boulevard
Research Triangle Park, NC 27709 U.S.A.*

All statements regarding IBM's future direction or intent are subject to change or withdrawal without notice, and represent goals and objectives only.

This information is for planning purposes only. The information herein is subject to change before the products described become available.

If you are viewing this information softcopy, the photographs and color illustrations may not appear.

Trademarks

IBM, the IBM logo, and ibm.com are trademarks or registered trademarks of International Business Machines Corporation in the United States, other countries, or both. If these and other IBM trademarked terms are marked on their first occurrence in this information with a trademark symbol (® or ™), these symbols indicate U.S. registered or common law trademarks owned by IBM at the time this information was published. Such trademarks may also be registered or common law trademarks in other countries. A current list of IBM trademarks is available on the web at "Copyright and trademark information" at <http://www.ibm.com/legal/copytrade.shtml>.

Microsoft, Windows, Windows NT, and the Windows logo are trademarks of Microsoft Corporation in the United States, other countries, or both.

Other company, product, or service names may be trademarks or service marks of others.