



TRM RulesManager and Maximo 7 Tools Webinar – Jan. 20, 2011 Questions and Answers

Q: Which version of Maximo is being demo'd?

Maximo 7.1.1.6

Q: I would like to know the how rule manager will ease a developer's life ?

There are countless ways RM eases a Maximo developer's life. The most basic is that you can quickly develop, test, modify, and migrate your rules in a singular place without having to restart or rebuild/redeploy your development environment for your changes to take place. RM allows all of this without having to manage and use Java, CUI, WF, and Escalations and without the system degradation that IBM warns users of when utilizing some of the built in functionality.

Q: During the "Maximo method" it was stated that each SQL statement was a separate hit on the database and could compromise performance. These rules, though SQL, don't have the same potential?

They do not. RulesManager takes a much more efficient approach internally when it executes. RulesManager, because it is attached directly to the event inside the Maximo Business Object (MBO) and uses the object that was fetched from the database directly. So that when you wish to check the priority's value in a workorder rule:

```
WORKORDER.wopriority == 1;
```

The WORKORDER object is the actual object Maximo fetched from the database and we simply look at that MBO's field value: wopriority.

Conditional Expression Manager, on the other hand, when it checks
:wopriority = 1

This actually does creates a SQL statement, adds the where clause and executes it against the database to check the condition. Additionally, when the "Always Evaluate" button is checked, it checks the condition against the database every time the field is changed, which can add database strain.

Q: I am using Maximo 7 though an online provider, will I be able to use this app in this situation?

Yes, we have clients today that use RM through an online provider. TRM also offers a hosted Maximo solution – SaaS (software-as-a-service) that includes RulesManager as part of the solution to enables you or your third-party administrators all of the capabilities of Maximo and RulesManager.

Q: When you create the rule applicable to most of the group (except one or two), is it possible to write an "exclude" rule (to exclude these one or two groups from the rule)?

Yes. Inside your rule, you can check the MAXIMO.groups property, which contains an array of the current user's group names. For instance, if you wished to fire for all groups except ITEMGR and TOOLMGR, you would put the following if statement as your rule condition.

```
if ( ! MAXIMO.group.some(/ITEMGR|TOOLMGR/) ) {  
  // your rule logic here.  
}
```

This rule will fire for all users who are in any group except TOOLMGR or ITEMGR.

Q: Can you conditionally fill req' fields on existing workorders, using default values or values based on some other fields value?

Yes, this is core RM functionality.

Q: It was stated that these rules do not need to be modified as you upgrade Maximo. We had several rules which had to be re-written as we upgraded Maximo 7.1.1.4 to 7.1.1.7. Do IBM and TRM work together to ensure there is little to no impact as Maximo patches are released? (current RulesManager customer).

Even as a partner, TRM typically receives patches at the same time as our customers, therefore one or two of our customers may identify a RulesManager change in functionality due to a Maximo patch before TRM has released it. Because RulesManager gives you the flexibility to achieve functionality in many different ways, we will typically encourage our clients to adjust their rules when a Maximo patch impacts our current version. This way the customer can choose to software patch their system at their own convenience rather than needing to rush a hot fix through their QA. The change in functionality however will be listed as a bug in RulesManager and we will fix it in our next patch so that you don't have to change your rules from version to version. You can log any issue in our RulesManager support forum or by calling tech support. Our turn-around time is considered very fast.

Q: The display rule does not always display the background in tomato (as the failure code was populated, the problem code did not get painted). Why is that?

Good catch. We noticed this as well during the demonstration. It turns out that there were some Maximo CSS customizations that conflicted for this specific field. We're looking into resolving this in our next patch.

Q: Disable, Commit, Refresh only works in development mode, which is not recommended for production. If we are talking about time required, we need to talk about the fact that a system would need Maximo recycled in production to disable a rule.

This is true. The reason we do not support development mode in production is many fold. Primarily because the development mode requires significantly more overhead because we add hooks which "listen" for rule changes and then reload the entire rule dictionary. This overhead is perfectly acceptable in a development environment, where the number of users is few, but in a production environment would be completely unacceptable. Additionally the focus of the webinar is the development of these rules. Migrating rules to a production environment requires copying files in a system and a restart whereas CUI requires a duplication of effort in the production system or the creation/migration of a migration manager package.

Q: Can rules interact with workflow?

Yes. Rules can interact with workflow at a number of levels:

1. By virtue of the fact the workflow modifies (saves, status changes, etc) Maximo records, rules can be written which fire on those events.
2. RulesManager has a "Workflow Action", which allows you to write a RulesManager Script to take advantage of your easy access to all of Maximo's objects, including the current object set in the workflow, and attach it to any workflow action node.

Q: Are the rules xml files stored in the database?

By default, rules are stored on in XML files, but can be configured to store in the database.

Q: We are using Maximo in Websphere on an AIX platform, what kind of connectivity is needed from IDE to App to make changes on the fly?

The RulesManager Builder Eclipse plugin connects to Maximo using two ports. The default Maximo service port (80, or 7001, etc, depending on your configuration), and on the RMI Port (usually 1099 in a single server development environment). Access to these ports from your Maximo server is necessary via either presence of the Rule Builder inside the LAN of the development server, or via Firewall configuration for the two ports in question. Generally, the Maximo service port is already configured to allow access for your users, so it's generally one firewall rule for the RMI port.

Q: Shouldn't the condition be against asset.itemnum?

That rule could have fired on that condition as well:
if (WORKORDER.ASSET[0].itemnum.isnull))

Q: How do you have PMs on an equipment line up. (ie. So that the 2,500 hr. tasks comes out with the 100,000 hr. task on the same work order.)?

You can write a rule that sums the hours and compares the hours and throw an error (or correct the data) if the numbers do not match up.