Los Angeles Unified School District
Maximo 7.5 / General
Query Management Guide
DEFINITION

The Query Management Guide is designed for anyone who wishes to generate their own queries in Maximo. Queries are stored questions about data. By using queries, you can retrieve just the data you want, how you want, and whenever you want. The guide details step by step instructions on how to create, save, modify and delete a query in the Work Order Tracking application, however the practice can be performed in all Maximo applications.

WHAT IS A QUERY AND WHEN SHOULD YOU USE ONE

A query is a stored question about the data stored in a database’s tables. You use a simple query to define the tables and fields whose data you want to view and also to specify the criteria that limits the data the query’s output displays. A query just displays data; it does not modify data in any way.

1. HOW TO CREATE/SAVE A QUERY

The first step to creating a query is first log into Maximo.

LOGIN

The Service Call Requestor will perform this function.

To login to Maximo 7.5, please go to http://awms.lausd.net/maximo.

Enter your Single sign-on username and password and click on the Sign In button.
When you first login, you will be taken to the Maximo Start Center.

WORK ORDER TRACKING

Under the Favorite Applications section, click on the Work Order Tracking application.

WORK ORDER TRACKING HOME

You will then be taken to the Work Order Tracking home screen. You will notice that a result set will automatically appear. Out of the box, your profile will have a Default Query assigned. Initially, your default query will search for all open service calls for your particular Person Group. You may change your default query at anytime.
To create a new query, click on the **Advanced Search** button.

The **More Search Fields | Current Query: XXXXXXX** window will appear.
Before you can start enter values in the search fields, you will need to clear the Current Query. Click on the 
Revise button on the bottom right hand corner, and select Clear Query and Fields.

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clear Query and Fields</td>
<td>This option removes the current query and clears all the fields.</td>
</tr>
<tr>
<td>Clear All Fields</td>
<td>This option retains the current query but clears all fields. Clear All Fields has the same effect as the Restore Application Defaults button if there is no default query specified for the application.</td>
</tr>
<tr>
<td>Change Query</td>
<td>This option opens a new dialog box which has the same contents as the View/Manage Queries window in that application. You can select a query against which the More Search Fields parameters are applied.</td>
</tr>
<tr>
<td>Restore Default Query</td>
<td>This option restores your personal default query, but does not affect any fields.</td>
</tr>
</tbody>
</table>

When you click on the Clear Query and Fields value, the description of the window will change to More Search Fields | Current Query: All Records

You now can start to enter search values in the blank fields. For example, all Approved Service Calls in the S2-EA Person Group. Click on the Find button when ready.
You will then be taken back to the List tab with the set of work orders that matched your search criteria.

**Rule of thumb:** If the result set takes longer than 30 seconds to load, more likely than not, the query was written inefficiently and requires modification (ex. unnecessary wildcards). It is recommended that you contact the Maximo Team for assistance.

If no records matched your search criteria, you will get the following pop up message. Click **OK** and run a new search.

![System Message]

If the result set satisfy your needs and you would like to save the query for future use, click on the Saved Query button.
A **Save Current Query** window will appear. Type in the name of the query in the **Query Name** field and a description of the query on the right. Click **OK** to save. You can also make your query **Public** or as your **Default** by checking on the blank checkboxes. **Note:** You can only have one default query per application.

![Save Current Query](image)

After saving the query, you can always run it by clicking on the icon on the top left hand corner of the application. A drop down of queries that you have saved and public queries will display. You may click on the query description to run the query.

![Query Run](image)

Repeat steps to create new queries.

2. **EXACT MATCH VERSUS WILDCARDS**

When searching for a set of work orders in the **More Search Fields** window, you can type in **Exact Match values** and/or **Wildcard values**.

**Exact match:** An exact match query locates data only when there is an exact match with the criteria that you enter.

<table>
<thead>
<tr>
<th>Placement</th>
<th>Finds</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>=XXX</td>
<td>All instances where X falls anywhere within the string of characters</td>
<td>=XYZ would return all instances where the word is XYZ</td>
</tr>
</tbody>
</table>

**Tip:** When the exact data is known, it is **strongly recommended** to use the ‘=’ in a query. Using the ‘=’ sign requires less system resource and will provide a significantly faster result. Enter as many known values as you can to eliminate unwanted return records as well as to speed up the return result sets.
**Wildcards:** In events that you do not know the exact value for one of the fields you want to use in a query, for example, you only remember part of a work order number, but not the exact number; you can substitute a wildcard for the value you do not know. A **wildcard** is a special symbol that stands for one or more characters. A character is a letter or number.

<table>
<thead>
<tr>
<th>Wildcard</th>
<th>Usage</th>
<th>Example / Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>* or %</td>
<td>Substitutes for a string of characters</td>
<td>123* or 123% find records that start with 123, such as 123, 12345, and 123ABC. *123 or %123 find records that end in 123, such as 123, 5123, and PUMP123. <em>123</em> or %123% find records that contain 123, such as 123, 1234, PUMP123, or XX12300Valve.</td>
</tr>
<tr>
<td>? or (underscore)</td>
<td>Substitutes for a single character</td>
<td>123? or 123_ find any four-character records that start with 123, such as 1234, 1230, 123g, _18 or ?18 find any three-character records that end with 18, such as 418 or J18.</td>
</tr>
</tbody>
</table>

**Placement of wildcards:** When you use a wildcard in a search field, you must place the wildcard exactly where the unknown character(s) would occur. You can use more than one wildcard in a single search.

**Tip:** You can use both wildcards and exact match variables in the same query.

**Operators:** In addition to Exact Match and Wildcard searches, you can use other operators to be more specific to the result set you are looking for.

<table>
<thead>
<tr>
<th>Operator</th>
<th>Usage</th>
<th>Example / Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>!=</td>
<td>Find records that are not equal to field value</td>
<td>!=WAPPR find records that are not in WAPPR status</td>
</tr>
<tr>
<td><del>NULL</del></td>
<td>Find records that the field is empty</td>
<td></td>
</tr>
<tr>
<td>, (comma)</td>
<td>Used as an &quot;OR&quot; query</td>
<td>Status = APPR,WAPPR find records where the status is in APPR or WAPPR</td>
</tr>
<tr>
<td>\</td>
<td>You can use \ to escape special characters and allow them to be part of a text search</td>
<td>If you are searching for the text &quot;lincoln-sudbury&quot;, you should use the search term &quot;Lincoln-Sudbury&quot;.</td>
</tr>
</tbody>
</table>

### 3. QUERYING WITH SQL

You may use the **Where Clause** in the **Advanced Search** tab to conduct advanced queries in Maximo. In order to perform advanced queries, you should be familiar with both SQL and the Maximo database tables. If you are not familiar with SQL and would like to create an advanced query, please generate a Maximo administrative work order for assistance.

The Advanced sub tab displays the current **SQL WHERE** clause in the **Current Query** field. If you have entered values on the Find sub tab and proceeded to click on the Advanced sub tab, you will see the WHERE clause AWMS created based on your query values. You can modify the WHERE clause to change your search parameters.
To view/modify a search results **SQL Where Clause**, click on the **Advanced Search** dropdown icon and click **Where Clause**.

A **Where Clause** window will appear with the **SQL Where Clause** language. You can modify this line by adding/removing values. Click on the **Find** button to run.

4. **MODIFYING A SEARCH WITHIN A SEARCH RESULT SET**

**Sort** - Select the header of the column you wish to sort. A directional icon will appear. The icon will allow you to toggle between a descending and accessing order.

**Filter** – The empty columns below the headers will allow you to filter within the result data set. Simply type in a value in the open fields and hit the enter key on your keyboard.
If you have more than 20 work order results, you may click the right arrow and left arrow buttons to navigate the pages of your result set.

To perform batch function on multiple records, check the Select Records box at the bottom left under the result set. Then, Check the boxes within the individual row to select multiple records to perform batch actions from the Action menu (Result set must be less than 200 records).

Click a Work Order Number to open a single record.

Click the Add to Bookmarks icon to mark the record for inclusion in the list of bookmarked records on the Bookmarks sub tab.

5. VIEW/DELETE QUERIES

If you want to view and/or delete your saved queries, in the List tab, click on the Saved Query dropdown icon.

A View/Manage Queries table will appear. You can modify descriptions, SQL Language, change default, make public and delete queries in this window.

Should you have any questions on this guide, please contact the Danny Lu (danny.lu@lausd.net / 213-241-0573), Mark Merrick (mark.merrick@lausd.net / 213-241-0334), or John Herweg (john.herweg@lausd.net / 213-241-6271).