

Quick Start Guide

This guide describes a quick and easy way to install the product.

Product overview

IBM® Netcool® Agile Service Manager provides operations teams with complete up-to-date visibility and control over dynamic infrastructure and services.

IBM Netcool Agile Service Manager Version 1.1.4 is installed as part of IBM Netcool Operations Insight Version 1.5, and is available as on-premises (on-prem) and IBM Cloud Private (ICP) versions.

1 Step 1: View the documentation



The Agile Service Manager documentation is available in both HTML and PDF formats at the following location:
https://www.ibm.com/support/knowledgecenter/SS9LQB_1.1.4/welcome_page/kc_welcome-444.html

2 Step 2: Access the software



On-premises version of Agile Service Manager

You download two eAssemblies, one for the observers, and one containing all other components.

Follow the instructions in the download document here:

<http://www-01.ibm.com/support/docview.wss?uid=swg24043717>.

IBM Cloud Private version of Agile Service Manager

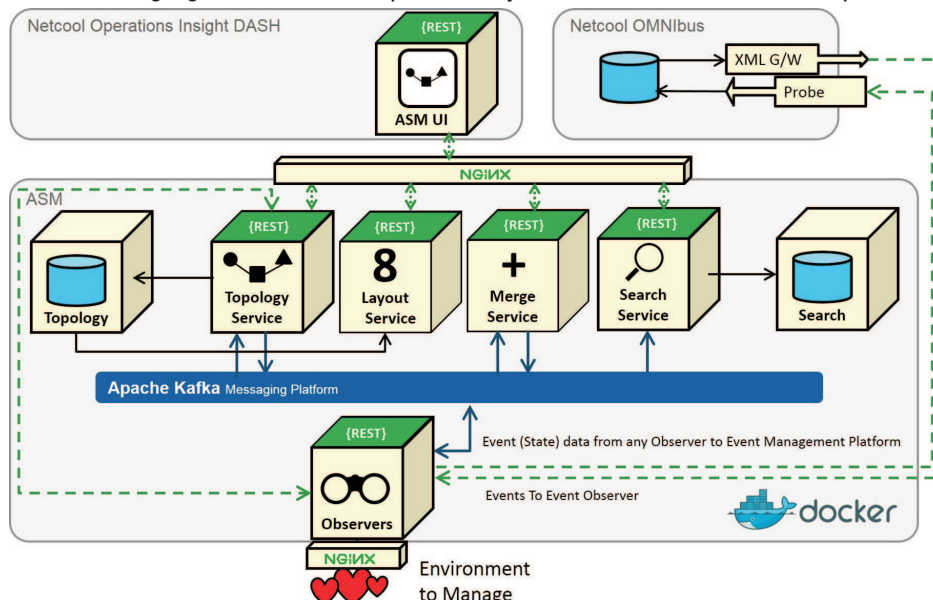
You download the Agile Service Manager ICP package together with the Netcool Operations Insight package.

Follow the instructions in the Netcool Operations Insight download document here:

<https://www-01.ibm.com/support/docview.wss?uid=ibm10729513>

3 Step 3: Review the installation architecture

The following figure shows a simplified **on-prem** architecture of the components of the Agile Service Manager.



4 Step 4: Evaluate the hardware and system configuration

Agile Service Manager is installed into an existing DASH instance of Netcool Operations Insight.

- See the Netcool Operations Insight Knowledge Center for more information on overall system requirements and deployment scenarios:

https://www.ibm.com/support/knowledgecenter/SSTPTP_1.5.0/com.ibm.netcool_ops.doc/soc/integration/concept/soc_int_deployment.html

- See the Agile Service Manager Knowledge Center for more specific planning information:

https://www.ibm.com/support/knowledgecenter/SS9LQB_1.1.4/Planning/c_asm_planning.html

5 Step 5: Install the product and all components



On-premises installation

For on-prem Agile Service Manager installations:

1. After downloading the packages, you install the Agile Service Manager core components, and then (only) the observers that you require, as documented here:
https://www.ibm.com/support/knowledgecenter/SS9LQB_1.1.4/Installing/t_asm_installingcore.html
2. After installing the core and observer components, you install the user interface into an existing instance of DASH using the IBM Installation Manager, as documented here:
https://www.ibm.com/support/knowledgecenter/SS9LQB_1.1.4/Installing/t_asm_installingui_viainstaller.html

IBM Cloud Private installation

For ICP Agile Service Manager installations:

1. After obtaining the required Netcool Operations Insight packages (including the ICP Agile Service Manager package), you prepare the installation environment, as documented here:
https://www.ibm.com/support/knowledgecenter/SSTPTP_1.5.0/com.ibm.netcool_ops.doc/soc/integration/task/int_installing-on-icp.html
2. After completing all preparatory tasks, you install the ICP version of Agile Service Manager from the command line (into an existing Netcool Operations Insight instance of DASH), as documented here:
https://www.ibm.com/support/knowledgecenter/SS9LQB_1.1.4/Installing/c_asm_icp_installing.html

6 Step 6: Configure the installation



After completing your installation, you perform a number of configuration tasks for both the on-prem and ICP versions of Agile Service Manager:

1. Configure DASH user roles.
2. For **on-prem** use of the Event Observer, you also deploy and configure the IBM Tivoli® Netcool/OMNIBus Gateway and the Netcool/OMNIBus Probe for Message Bus. **For ICP**, these components are auto-installed and configured.

These tasks are documented in the relevant Knowledge Center Installation sections, accessed from here:

https://www-03preprod.ibm.com/support/knowledgecenter/SS9LQB_1.1.4/Installing/c_asm_installingabout.html

7 Step 7: Configure the observers



To set up the observers, you use the Observer Configuration UI, documented here:

https://www-03preprod.ibm.com/support/knowledgecenter/SS9LQB_1.1.4>LoadingData/c_asm_ui_configui.html

8 Step 8: Get started



You use the Agile Service Manager UI to visualize your topology data live, or in historical context.

To access the Topology Viewer in DASH, and then use it to render, refine and analyze your topologies, see the following Agile Service Manager Knowledge Center section:

https://www.ibm.com/support/knowledgecenter/SS9LQB_1.1.4/Using/c_asm_using.html

More information



For logging, troubleshooting, and other administration information, see the following section:

https://www.ibm.com/support/knowledgecenter/SS9LQB_1.1.4/Troubleshooting/c_asm_troubleshooting.html

For reference information, see the following section:

https://www.ibm.com/support/knowledgecenter/SS9LQB_1.1.4/Reference/c_asm_reference.html

For more information on deploying Agile Service Manager with Netcool Operations Insight, see the IBM Netcool Operations Insight Version 1.5.0 Knowledge Center:

https://www.ibm.com/support/knowledgecenter/SSTPTP_1.5.0/com.ibm.netcool_ops.doc/soc/collaterals/soc_netops_kc_welcome.html

For more information and support, see <https://www-947.ibm.com/support/entry/portal/support> and search for IBM Netcool Agile Service Manager. To report problems or open a support case, follow the IBM support process.

