

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 1.1.9 is installed as part of IBM Netcool Operations Insight® Version 1.6.2, and is available as on-premises (on-prem) and RedHat OpenShift Container Platform (OCP) versions. It is also available for deployment with IBM Watson AI Ops as a stand-alone OCP deployment.

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_1.1.9/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:
[Download Netcool Agile Service Manager v1.1.](#)

RedHat OpenShift Container Platform versions of Agile Service Manager

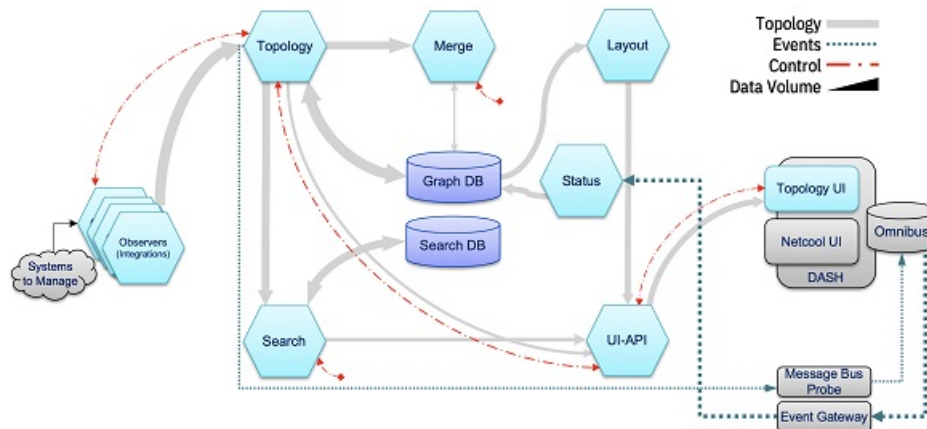
You download the Agile Service Manager packages together with the Netcool Operations Insight packages. Follow the instructions in the Netcool Operations Insight download documents here:
[Download IBM Netcool Operations Insight 1.6.2 on Red Hat OpenShift](#)

OCP versions of Agile Service Manager for IBM Watson AI Ops deployments

Follow the instructions in the IBM Watson AI Ops download documents here:
[Download IBM Watson AI Ops](#)

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

The Agile Service Manager UI is configured to run within an existing Netcool Operations Insight DASH instance.

- See the Netcool Operations Insight Knowledge Center for more information on deployment scenarios:
https://www.ibm.com/support/knowledgecenter/SSTPTP_1.6.2/com.ibm.netcool_ops.doc/soc/integration/concept/soc_int_deploymentmodes.html
- See the Agile Service Manager Knowledge Center for more specific planning information:
https://www.ibm.com/support/knowledgecenter/SS9LQB_1.1.9/Planning/c_asm_planning.html

5 Step 5: Install the product and all components



On-premises installation

After downloading the packages, you install the Agile Service Manager components and (only) the observers that you require, as documented here:

https://www.ibm.com/support/knowledgecenter/SS9LQB_1.1.9/Installing/c_asm_installing.html

RedHat OpenShift Container Platform installation (with NOI)

The installation instructions for OCP Agile Service Manager installations are referenced here:

https://www.ibm.com/support/knowledgecenter/SS9LQB_1.1.9/Installing/c_asm_ocp_installing.html

RedHat OpenShift Container Platform installation (for Watson AIOps)

The installation instructions for OCP Agile Service Manager installations for a deployment with IBM Watson AIOps are referenced here:

https://www.ibm.com/support/knowledgecenter/SS9LQB_1.1.9/Installing/c_asm_waiops_installing.html

6 Step 6: Configure the installation



You perform a number of configuration tasks, as documented in the relevant Knowledge Center Installation and Configuration sections:

Before starting Agile Service Manager

Configure the probe and gateway services.

After starting Agile Service Manager

Configure DASH user roles (not required for IBM Watson AIOps).

Deploy or configure various optional components, such as the Jenkins plugin, the application discovery service, and the network discovery service.

7 Step 7: Configure the observers



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

https://www.ibm.com/support/knowledgecenter/SS9LQB_1.1.9>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_1.1.9/Using/c_asm_using.html

More information



For administration, reference and troubleshooting information, see the relevant sections in the Agile Service Manager Knowledge Center:

https://www.ibm.com/support/knowledgecenter/SS9LQB_1.1.9/welcome_page/kc_welcome-444.html.

For more information on deploying Agile Service Manager with Netcool Operations Insight, see the IBM Netcool Operations Insight Version 1.6.2 Knowledge Center:

https://www.ibm.com/support/knowledgecenter/SSTPTP_1.6.2/com.ibm.netcool_ops.doc/soc/collaterals/soc_netops_kc_welcome.html

For more information on installing the IBM Watson AIOps service, see the Watson AIOps installation topic in the IBM Cloud Pak for Data Version 3.0.1 Knowledge Center:

https://www.ibm.com/support/knowledgecenter/SSQNUZ_3.0.1/svc-aiops/aiops-install.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.

