

# Tivoli Business Service Manager V4.2

## Installing the agent support on UNIX



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Welcome to the IBM Education Assistant module for Tivoli® Business Service Manager version 4.2. In this training module, you learn how to install the agent support on UNIX® platforms.

## Introduction

### IBM Tivoli Business Service Manager Common Agent

- Is an IBM Tivoli Monitoring distributed agent
- Uses IBM Tivoli Monitoring to monitor the status of Tivoli Business Service Manager
- Uses the data warehouse feature of IBM Tivoli Monitoring to record historical Tivoli Business Service Manager data
- Uses historical data for reporting events that affect the status within Tivoli Business Service Manager

The Tivoli Business Service Manager agent is an IBM Tivoli Monitoring distributed agent. It is part of the IBM Tivoli Monitoring network or system in your environment. The Tivoli Business Service Manager agent uses IBM Tivoli Monitoring to monitor the status of Tivoli Business Service Manager. It also uses the data warehouse feature of IBM Tivoli Monitoring to record historical Tivoli Business Service Manager data. This data is available for historical reporting about events that affect the status and status changes that occur within Tivoli Business Service Manager.

## Installing the agent support on UNIX

```
cd <cdimage>/linux/ITM_Agent
/install.sh
INSTALL

Enter the name of the IBM Tivoli Monitoring directory
[ default = /opt/IBM/ITM ]:

ITM home directory "/opt/IBM/ITM" already exists.
OK to use it [ y or n; "y" is default ]?

The following processes are currently running:

Product = Tivoli Enterprise Monitoring Server PID = 31030
Product = IBM Eclipse Help Server PID = 31656
Product = Tivoli Enterprise Portal Server PID = 32421
Product = Tivoli Enterprise Portal Desktop Client PID = 850
Product = Monitoring Agent for UNIX Logs PID = 1937
Product = Summarization and Pruning Agent PID = 2959
Product = Warehouse Proxy PID = 4130
Product = Monitoring Agent for Linux OS PID = 5409
install.sh warning: Existing products found to be running will be restarted during installation., continuing ...

Continue with this installation [ y or n; "y" is default ]? y
Stopping TEMS...
It can take up to ten minutes ...
```

The agent support is part of the Tivoli Business Service Manager installation image. Run the **install.sh** script from within the **ITM Agent** directory in that image. Check to see whether Tivoli Business Service Manager is on a different platform than IBM Tivoli Monitoring. If so, you must have the Tivoli Business Service Manager installation media for the platform where IBM Tivoli Monitoring is located.

Because you are installing from the IBM Tivoli Monitoring platform, the program recognizes that several processes are running and stops them. This installation can take up to 10 minutes.

## Reviewing the list of processes

```
TEMS stopped...
Stopping IBM Eclipse Help Server ...
Product IBM Eclipse Help Server was stopped gracefully.
Agent stopped...
Stopping Tivoli Enterprise Portal Server ...
Product Tivoli Enterprise Portal Server was stopped gracefully.
Agent stopped...
Stopping Tivoli Enterprise Portal Desktop Client ...
Product Tivoli Enterprise Portal Desktop Client was stopped gracefully.
Agent stopped...
Stopping Monitoring Agent for UNIX Logs ...
Product Monitoring Agent for UNIX Logs was stopped gracefully.
Agent stopped...
Stopping Summarization and Pruning Agent ...
Product Summarization and Pruning Agent was stopped gracefully.
Agent stopped...
Stopping Warehouse Proxy ...
Product Warehouse Proxy was stopped gracefully.
Agent stopped...
Stopping Monitoring Agent for Linux OS ...
Product Monitoring Agent for Linux OS was stopped gracefully.
Agent stopped...
```

When you see this information, you know that all server processes have stopped.

## Selecting the local host

Select one of the following:

- 1) Install products to the local host.
- 2) Install products to depot for remote deployment (requires TEMS).
- 3) Exit install.

Please enter a valid number: 1

Initializing ...

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1

Select to install on the local host. Accept the licensing agreement.

## Reviewing the list of installed software

Product packages are available in /CD/ITM\_Agent/unix

The following products are currently installed in "/opt/IBM/ITM:"

```
IBM Eclipse Help Server V06.20.01.00 @ Linux Intel R2.6 (32 bit)/Intel R2.6 GCC 2.9.5 (64 bit)/Intel R2.6 (64 bit)
Monitoring Agent for Linux OS V06.20.01.00 @ Linux Intel R2.6 (32 bit)/Intel R2.6 GCC 2.9.5 (64 bit)/Intel R2.6 (64 bit)
Monitoring Agent for Linux OS V06.20.01.00 @ Tivoli Enterprise Portal Browser Client support
Monitoring Agent for Linux OS V06.20.01.00 @ Tivoli Enterprise Portal Desktop Client support
Monitoring Agent for Linux OS V06.20.01.00 @ Tivoli Enterprise Portal Server support
Monitoring Agent for UNIX Logs V06.20.01.00 @ Linux Intel R2.6 (32 bit)/Intel R2.6 GCC 2.9.5 (64 bit)/Intel R2.6 (64 bit)
Monitoring Agent for UNIX Logs V06.20.01.00 @ Tivoli Enterprise Portal Browser Client support
Monitoring Agent for UNIX Logs V06.20.01.00 @ Tivoli Enterprise Portal Desktop Client support
Monitoring Agent for UNIX Logs V06.20.01.00 @ Tivoli Enterprise Portal Server support
Summarization and Pruning Agent V06.20.01.00 @ Linux Intel R2.6 (32 bit)/Intel R2.6 GCC 2.9.5 (64 bit)/Intel R2.6 (64 bit)
Tivoli Enterprise Monitoring SOAP Server V06.20.01.00 @ Linux Intel R2.6 (32 bit)
Tivoli Enterprise Monitoring Server V06.20.01.00 @ Linux Intel R2.6 (32 bit)
Tivoli Enterprise Portal Browser Client V06.20.01.00 @ Linux Intel R2.6 (32 bit)/Intel R2.6 (64 bit)
Tivoli Enterprise Portal Desktop Client V06.20.01.00 @ Linux Intel R2.6 (32 bit)/Intel R2.6 (64 bit)
Tivoli Enterprise Portal Server Extensions V06.10.13.00 @ Linux Intel R2.6 (32 bit)
Tivoli Enterprise Portal Server V06.20.01.00 @ Linux Intel R2.6 (32 bit)/Intel R2.6 (64 bit)
Tivoli Enterprise Services User Interface V06.20.01.00 @ Linux Intel R2.6 (32 bit)/Intel R2.6 GCC 2.9.5 (64 bit)/Intel R2.6 (64 bit)
Universal Agent V06.20.01.00 @ Linux Intel R2.6 (32 bit)/Intel R2.6 GCC 2.9.5 (64 bit)/Intel R2.6 (64 bit)
Warehouse Proxy V06.20.01.00 @ Linux Intel R2.6 (32 bit)/Intel R2.6 GCC 2.9.5 (64 bit)/Intel R2.6 (64 bit)
```

You see a list of software that is already installed.

## Installing the software

Product packages are available for the following operating systems and component support categories:

- 1) Linux AMD64 R2.6 (64 bit)
- 2) Linux Intel R2.4 (32 bit)
- 3) Linux Intel R2.4 (64 bit)
- 4) Linux Intel R2.4 GCC 2.9.5 (64 bit)
- 5) Linux Intel R2.6 (32 bit)
- 6) Linux Intel R2.6 (64 bit)
- 7) Linux Intel R2.6 GCC 2.9.5 (32 bit)
- 8) Linux Intel R2.6 GCC 2.9.5 (64 bit)
- 9) Linux S390 R2.4 (32 bit)
- 10) Linux S390 R2.4 (64 bit)
- 11) Linux S390 R2.4 GCC 2.9.5 (64 bit)
- 12) Linux S390 R2.6 (32 bit)
- 13) Linux S390 R2.6 (64 bit)
- 14) Linux S390 R2.6 GCC 2.9.5 (32 bit)
- 15) Linux S390 R2.6 GCC 2.9.5 (64 bit)
- 16) Tivoli Enterprise Portal Browser Client support
- 17) Tivoli Enterprise Portal Desktop Client support
- 18) Tivoli Enterprise Portal Server support
- 19) Tivoli Enterprise Monitoring Server support

Type the number for the OS or component support category you want, or type "q" to quit selection  
[ number "5" or "Linux Intel R2.6 (32 bit)" is default ]: 19

The agent support software is listed as four options to install at the end of the provided list. You must select the items to install individually. To begin, choose **19) Tivoli Enterprise Monitoring Server support**.

## Installing the software

```
You selected number "19" or "Tivoli Enterprise Monitoring Server support"

Is the operating system or component support correct [ 1=Yes, 2=No ; default is "1" ] ? 1

The following products are available for installation:

1) Monitoring Agent for Business Service Manager V04.20.00.00 ←
2) all of the above

Type the numbers for the products you want to install, or type "q" to quit selection.
If you enter more than one number, separate the numbers by a comma or a space.

Type your selections here: 1

The following products will be installed:

Monitoring Agent for Business Service Manager V04.20.00.00

Are your selections correct [ 1=Yes, 2=No ; default is "1" ] ? 1

... installing "Monitoring Agent for Business Service Manager V04.20.00.00 for Tivoli Enterprise Monitoring Server support"; please
wait.

=> installed "Monitoring Agent for Business Service Manager V04.20.00.00 for Tivoli Enterprise Monitoring Server support".
... Initializing component Monitoring Agent for Business Service Manager V04.20.00.00 for Tivoli Enterprise Monitoring Server support.
... Monitoring Agent for Business Service Manager V04.20.00.00 for Tivoli Enterprise Monitoring Server support initialized.

Do you want to install additional products or product support packages [ 1=Yes, 2=No ; default is "2" ] ? 1 ←
```

Choose **1=Yes** to install Tivoli Enterprise Monitoring Server support. After installation is complete, you have the option to install additional support packages. Choose **1=Yes**.



## Installing the software

Product packages are available for the following operating systems and component support categories:

- 1) Linux AMD64 R2.6 (64 bit)
- 2) Linux Intel R2.4 (32 bit)
- 3) Linux Intel R2.4 (64 bit)
- 4) Linux Intel R2.4 GCC 2.9.5 (64 bit)
- 5) Linux Intel R2.6 (32 bit)
- 6) Linux Intel R2.6 (64 bit)
- 7) Linux Intel R2.6 GCC 2.9.5 (32 bit)
- 8) Linux Intel R2.6 GCC 2.9.5 (64 bit)
- 9) Linux S390 R2.4 (32 bit)
- 10) Linux S390 R2.4 (64 bit)
- 11) Linux S390 R2.4 GCC 2.9.5 (64 bit)
- 12) Linux S390 R2.6 (32 bit)
- 13) Linux S390 R2.6 (64 bit)
- 14) Linux S390 R2.6 GCC 2.9.5 (32 bit)
- 15) Linux S390 R2.6 GCC 2.9.5 (64 bit)
- 16) Tivoli Enterprise Portal Browser Client support
- 17) Tivoli Enterprise Portal Desktop Client support
- 18) Tivoli Enterprise Portal Server support
- 19) Tivoli Enterprise Monitoring Server support

Type the number for the OS or component support category you want, or type "q" to quit selection  
[ number "5" or "Linux Intel R2.6 (32 bit)" is default ]: 18

Now, select number 18 to install **Tivoli Enterprise Portal Server support**.

## Installing the software

```
You selected number "18" or "Tivoli Enterprise Portal Server support"

Is the operating system or component support correct [ 1=Yes, 2=No ; default is "1" ] ? 1

The following products are available for installation:

1) Monitoring Agent for Business Service Manager V04.20.00.00
2) all of the above

Type the numbers for the products you want to install, or type "q" to quit selection.
If you enter more than one number, separate the numbers by a comma or a space.

Type your selections here: 1

The following products will be installed:

Monitoring Agent for Business Service Manager V04.20.00.00

Are your selections correct [ 1=Yes, 2=No ; default is "1" ] ? 1

... installing "Monitoring Agent for Business Service Manager V04.20.00.00 for Tivoli Enterprise Portal Server support"; please wait.
=> installed "Monitoring Agent for Business Service Manager V04.20.00.00 for Tivoli Enterprise Portal Server support".
... Initializing component Monitoring Agent for Business Service Manager V04.20.00.00 for Tivoli Enterprise Portal Server support.
... Monitoring Agent for Business Service Manager V04.20.00.00 for Tivoli Enterprise Portal Server support initialized.

Do you want to install additional products or product support packages [ 1=Yes, 2=No ; default is "2" ] ? 1
```

Choose **1=Yes** to install Tivoli Enterprise Portal Server support. After installation is complete, you have the option to install additional support packages. Choose **1=Yes**.

## Installing the software

Product packages are available for the following operating systems and component support categories:

- 1) Linux AMD64 R2.6 (64 bit)
- 2) Linux Intel R2.4 (32 bit)
- 3) Linux Intel R2.4 (64 bit)
- 4) Linux Intel R2.4 GCC 2.9.5 (64 bit)
- 5) Linux Intel R2.6 (32 bit)
- 6) Linux Intel R2.6 (64 bit)
- 7) Linux Intel R2.6 GCC 2.9.5 (32 bit)
- 8) Linux Intel R2.6 GCC 2.9.5 (64 bit)
- 9) Linux S390 R2.4 (32 bit)
- 10) Linux S390 R2.4 (64 bit)
- 11) Linux S390 R2.4 GCC 2.9.5 (64 bit)
- 12) Linux S390 R2.6 (32 bit)
- 13) Linux S390 R2.6 (64 bit)
- 14) Linux S390 R2.6 GCC 2.9.5 (32 bit)
- 15) Linux S390 R2.6 GCC 2.9.5 (64 bit)
- 16) Tivoli Enterprise Portal Browser Client support
- 17) Tivoli Enterprise Portal Desktop Client support
- 18) Tivoli Enterprise Portal Server support
- 19) Tivoli Enterprise Monitoring Server support

Type the number for the OS or component support category you want, or type "q" to quit selection  
[ number "5" or "Linux Intel R2.6 (32 bit)" is default ]: 17

Continue to number 17, **Tivoli Enterprise Portal Desktop Client support.**

## Installing the software

```
You selected number "17" or "Tivoli Enterprise Portal Desktop Client support"

Is the operating system or component support correct [ 1=Yes, 2=No ; default is "1" ] ? 1

The following products are available for installation:

1) Monitoring Agent for Business Service Manager V04.20.00.00 ←
2) all of the above

Type the numbers for the products you want to install, or type "q" to quit selection.
If you enter more than one number, separate the numbers by a comma or a space.

Type your selections here: 1

The following products will be installed:

Monitoring Agent for Business Service Manager V04.20.00.00

Are your selections correct [ 1=Yes, 2=No ; default is "1" ] ? 1

... installing "Monitoring Agent for Business Service Manager V04.20.00.00 for Tivoli Enterprise Portal Desktop Client support"; please
wait.

=> installed "Monitoring Agent for Business Service Manager V04.20.00.00 for Tivoli Enterprise Portal Desktop Client support".
... Initializing component Monitoring Agent for Business Service Manager V04.20.00.00 for Tivoli Enterprise Portal Desktop Client
support.
... Monitoring Agent for Business Service Manager V04.20.00.00 for Tivoli Enterprise Portal Desktop Client support initialized.

Do you want to install additional products or product support packages [ 1=Yes, 2=No ; default is "2" ] ? 1 ←
```

Choose **1=Yes** to install **Tivoli Enterprise Portal Desktop Client support**. After installation is complete, you have the option to install additional support packages. Choose **1=Yes**.

## Installing the software

Product packages are available for the following operating systems and component support categories:

- 1) Linux AMD64 R2.6 (64 bit)
- 2) Linux Intel R2.4 (32 bit)
- 3) Linux Intel R2.4 (64 bit)
- 4) Linux Intel R2.4 GCC 2.9.5 (64 bit)
- 5) Linux Intel R2.6 (32 bit)
- 6) Linux Intel R2.6 (64 bit)
- 7) Linux Intel R2.6 GCC 2.9.5 (32 bit)
- 8) Linux Intel R2.6 GCC 2.9.5 (64 bit)
- 9) Linux S390 R2.4 (32 bit)
- 10) Linux S390 R2.4 (64 bit)
- 11) Linux S390 R2.4 GCC 2.9.5 (64 bit)
- 12) Linux S390 R2.6 (32 bit)
- 13) Linux S390 R2.6 (64 bit)
- 14) Linux S390 R2.6 GCC 2.9.5 (32 bit)
- 15) Linux S390 R2.6 GCC 2.9.5 (64 bit)
- 16) Tivoli Enterprise Portal Browser Client support
- 17) Tivoli Enterprise Portal Desktop Client support
- 18) Tivoli Enterprise Portal Server support
- 19) Tivoli Enterprise Monitoring Server support

Type the number for the OS or component support category you want, or type "q" to quit selection  
[ number "5" or "Linux Intel R2.6 (32 bit)" is default ]: 16

Proceed to number 16, **Tivoli Enterprise Portal Browser Client support.**

## Installing the software

```
You selected number "16" or "Tivoli Enterprise Portal Browser Client support"

Is the operating system or component support correct [ 1=Yes, 2=No ; default is "1" ] ? 1

The following products are available for installation:

1) Monitoring Agent for Business Service Manager V04.20.00.00 ←
2) all of the above

Type the numbers for the products you want to install, or type "q" to quit selection.
If you enter more than one number, separate the numbers by a comma or a space.

Type your selections here: 1

The following products will be installed:

Monitoring Agent for Business Service Manager V04.20.00.00

Are your selections correct [ 1=Yes, 2=No ; default is "1" ] ? 1

... installing "Monitoring Agent for Business Service Manager V04.20.00.00 for Tivoli Enterprise Portal Browser Client support"; please
wait.

=> installed "Monitoring Agent for Business Service Manager V04.20.00.00 for Tivoli Enterprise Portal Browser Client support".
... Initializing component Monitoring Agent for Business Service Manager V04.20.00.00 for Tivoli Enterprise Portal Browser Client
support.
... Monitoring Agent for Business Service Manager V04.20.00.00 for Tivoli Enterprise Portal Browser Client support initialized.

Do you want to install additional products or product support packages [ 1=Yes, 2=No ; default is "2" ] ? 2 ←
```

Choose **1=Yes** to install **Tivoli Enterprise Portal Browser Client support**. Continue selecting installation packets in this way until you have installed all the software that you need.

## Installing product support

```
... postprocessing: please wait.  
... running /opt/IBM/ITM/li6263/cq/bin/helpmrg.sh  
... running /opt/IBM/ITM/li6263/kf/kkfcconfig.sh  
... finished postprocessing.  
Installation step complete.
```

As a reminder, you should install product support on each of your TEM servers for any agents you have just installed. This is done via the "[ITM home]/bin/itmcmd support" command on your TEM servers.

You may now configure any locally installed IBM Tivoli Monitoring product via the "/opt/IBM/ITM/bin/itmcmd config" command.

```
Starting TEMS...  
It can take up to ten minutes.  
TEMS started...  
Starting IBM Eclipse Help Server ...  
IBM Eclipse Help Server started  
Starting Tivoli Enterprise Portal Server ...  
Eclipse Help Server is required by Tivoli Enterprise Portal Server (TEPS) and will be started...  
Eclipse Help Server is already started.  
Tivoli Enterprise Portal Server started  
Starting Tivoli Enterprise Portal Desktop Client ...  
Tivoli Enterprise Portal Desktop Client started  
Starting Monitoring Agent for UNIX Logs ...  
Monitoring Agent for UNIX Logs started  
Starting Summarization and Pruning Agent ...  
Summarization and Pruning Agent started  
Starting Warehouse Proxy ...  
Warehouse Proxy started  
Starting Monitoring Agent for Linux OS ...  
Monitoring Agent for Linux OS started
```

A reminder note is presented to install product support on each of your TEM servers.

## Activating the agent support

```
/opt/IBM/IM/bin/itmcmd support -t TMS r9
Copying cat and attr data...
Product support installation started...
Info: Seeding with /opt/IBM/IM/tables/cicatrsq/SQLIB/kr9.sql
Product support installation completed...
```

To activate the agent support, run the **itmcmd support** command. Specify **r9** for the agent. The installation is now complete.



## Viewing the list of processes

```
... postprocessing; please wait.
... running /opt/IBM/ITM/li6263/cq/bin/helpmrg.sh
... running /opt/IBM/ITM/li6263/kf/kkfcconfig.sh
... finished postprocessing.
Installation step complete.
```

As a reminder, you should install product support on each of your IBM servers for any agents you have just installed. This is done via the "(ITM home)/bin/itmcmd support" command on your IBM servers.

You may now configure any locally installed IBM Tivoli Monitoring product via the "/opt/IBM/ITM/bin/itmcmd config" command.

```
Starting TMS ...
It can take up to ten minutes.
TMS started...
Starting IBM Eclipse Help Server ...
IBM Eclipse Help Server started
Starting Tivoli Enterprise Portal Server ...
Eclipse Help Server is required by Tivoli Enterprise Portal Server (TEPS) and will be started...
Eclipse Help Server is already started.
Tivoli Enterprise Portal Server started
Starting Tivoli Enterprise Portal Desktop Client ...
Tivoli Enterprise Portal Desktop Client started
Starting Monitoring Agent for UNIX Logs ...
Monitoring Agent for UNIX Logs started
Starting Summarization and Pruning Agent ...
Summarization and Pruning Agent started
Starting Warehouse Proxy ...
Warehouse Proxy started
Starting Monitoring Agent for Linux OS ...
Monitoring Agent for Linux OS started
```

All the processes that were stopped during installation are started again.

## Summary

You have now installed the agent support for Tivoli Business Service Manager version 4.2 on UNIX. You can use this agent to monitor the status of Tivoli Business Service Manager.

You have now installed the agent support for Tivoli Business Service Manager version 4.2 on UNIX. You can use this agent to monitor the status of Tivoli Business Service Manager.

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