

# Tivoli Business Service Manager V4.2

## Installing and configuring the agent 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 and configure the IBM Tivoli Business Service Manager Common Agent 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 is an IBM Tivoli Monitoring (ITM) distributed agent that warehouses historical data and produces reports for Tivoli Business Service Manager. In this module, you are installing and configuring the agent on UNIX. The installations on UNIX and AIX® are similar.

## Installing the agent on UNIX

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

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

"/opt/IBM/ITM" does not exist
Try to create it [ y or n; "y" is default ]?y

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
```

The agent is part of the Tivoli Business Service Manager installation image. Run this **install.sh** script from within the **ITM Agent** directory in that image. Choose the installation destination. The agent creates a directory if one does not exist. Because the agent is running on the Tivoli Business Service Manager server, be sure it is installed on the local host. Select option **1**.

## Accepting the license agreement

Initializing ...

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1

Accept the license agreement.

## Entering an encryption key

Enter a 32-character encryption key, or just press Enter to use the default

Default = IBMTivoliMonitoringEncryptionKey

....+....1....+....2....+....3..

GSKit encryption key has been set.

Key File directory: /opt/IBM/ITM/keyfiles

The wizard installs the GSKit and requests an encryption key.

## Choosing a product package

Product packages are available in /CD/TBSM42Linux/linux/ITM\_Agent/unix

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)
- ...
- 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 ]:

You selected number "5" or "Linux Intel R2.6 (32 bit)"

Is the operating system or component support correct [ y or n; "y" is default ]? y

You can choose several options. The default option is displayed. Here, you see that the default option is number **5**, a 32-bit operating system with the 2.6 kernel for Linux Intel.

## Selecting products to install

The following products are available for installation:

- 1) Monitoring Agent for Business Service Manager V04.20.00.00
- 2) Tivoli Enterprise Services User Interface V06.10.06.05
- 3) Universal Agent V06.10.06.05
- 4) 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 [ y or n; "y" is default ]? y

You see several options to install. In this example, you type **1** for **Monitoring Agent for Business Service Manager**, and type **y** to continue.

## Configuring the agent on UNIX

```
... installing "Monitoring Agent for Business Service Manager V04.20.00.00 for Linux Intel R2.6 (32
bit)"; please wait.

=> installed "Monitoring Agent for Business Service Manager V04.20.00.00 for Linux Intel R2.6 (32
bit)."
```

... Initializing database for Monitoring Agent for Business Service Manager V04.20.00.00 for Linux Intel R2.6 (32 bit).

Do you want to install additional products or product support packages [ y or n; "n" is default ]? n

```
... postprocessing; please wait.

... 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.
```

The agent is installed and information is displayed about how to configure the agent. In this case, you see the **itmcmd config** command.



## Configuring the agent on UNIX

```
/opt/IBM/ITM/bin/itmcmd config -A r9
Agent configuration started...
Edit 'Configuration' settings? (default is: Yes):
TBSM Server installation directory (default is: /opt/IBM/tivoli/tip/profiles/TBSMProfile/logs/tbsm):

Will this agent connect to a TEMS? [YES or NO] (Default is: YES):
TEMS Host Name (Default is: rhel4tbsm42p): win2003itm61

Network Protocol [ip, sna, ip.pipe or ip.spipe] (Default is: ip.pipe)

Now choose the next protocol from one of these:
- ip
- sna
- ip.spipe
- none

Network Protocol 2 (Default is: none):
IP.PIPE Port Number (Default is: 1918):
Enter name of KDC_PARTITION (Default is: null):

Configure connection for a secondary TEMS? [YES or NO] (Default is: NO):
Enter Optional Primary Network Name or "none" (Default is: none):
Agent configuration completed...
```

Run the **itmcmd config** command. Every IBM Tivoli Monitoring agent has a two-character ID. R9 is the one used by the Tivoli Business Service Manager agent. Identify the Network Protocol as **ip.pipe** and the host name of the TEMS server as shown. Where prompted to **Configure connection for a secondary TEMS**, accept the default of **NO**.

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## Summary

In this module, you learned how to install and configure Tivoli Business Service Manager agent on UNIX platforms

The Tivoli Business Service Manager is now installed and configured on UNIX.

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