

## Quick Start Guide

*This guide introduces IBM TRIRIGA version 10.4.2 and IBM TRIRIGA Application Platform version 3.4.2, provides a link to a list of prerequisite software, gets you started with a typical installation, and provides a roadmap to other important information.*

### Product overview

The IBM® TRIRIGA® solution combines applications in an integrated package that is designed to automate, streamline, and manage all processes related to the workplace, including people, locations, and assets. With the combination of interrelated functions provided in one solution, organizations create synergies, reduce operational costs, support centralized control, enhance communication, and improve process efficiency throughout the enterprise.

The IBM TRIRIGA Application Platform product provides organizations with graphical and configuration tools to rapidly configure applications and extend the use and value of the IBM TRIRIGA applications. The standards-based technology, interfaces, and a workflow process engine drive interoperability with critical business systems. The n-tiered architecture and performance benchmarks of IBM TRIRIGA Application Platform provide key tools and system configuration guidance to achieve enterprise-class scalability.

### 1 Step 1: Access the software and documentation



To download your product from IBM Passport Advantage®, follow the instructions in the IBM TRIRIGA and IBM TRIRIGA Application Platform download document ([www.ibm.com/support/docview.wss?uid=swg24039713](http://www.ibm.com/support/docview.wss?uid=swg24039713)).

Before you install the product, read *Installing IBM TRIRIGA Application Platform* ([www.ibm.com/support/knowledgecenter/SSHEB3\\_3.4.2/com.ibm.tap.doc/ins\\_overview/t\\_ctr\\_install\\_ibm\\_tap.html](http://www.ibm.com/support/knowledgecenter/SSHEB3_3.4.2/com.ibm.tap.doc/ins_overview/t_ctr_install_ibm_tap.html)).

Review the release notes for this product in the IBM TRIRIGA Release Notes for 10.4.2 and 3.4.2 ([www.ibm.com/developerworks/community/wikis/home?lang=en#/wiki/IBM+TRIRIGA1/page/Release+Notes](http://www.ibm.com/developerworks/community/wikis/home?lang=en#/wiki/IBM+TRIRIGA1/page/Release+Notes)). The release notes contain the latest information that is relevant to the installation of this product.

For complete documentation, see the IBM TRIRIGA 10.4.2 Knowledge Center ([www.ibm.com/support/knowledgecenter/SSFCZ3\\_10.4.2/com.ibm.tri.doc/product\\_landing.html](http://www.ibm.com/support/knowledgecenter/SSFCZ3_10.4.2/com.ibm.tri.doc/product_landing.html)) and the IBM TRIRIGA Application Platform 3.4.2 Knowledge Center ([www.ibm.com/support/knowledgecenter/SSHEB3\\_3.4.2/com.ibm.tap.doc/product\\_landing.html](http://www.ibm.com/support/knowledgecenter/SSHEB3_3.4.2/com.ibm.tap.doc/product_landing.html)).

### 2 Step 2: Plan the installation



Install the IBM TRIRIGA solution and the IBM TRIRIGA Application Platform product on a server that contains a supported Java™ application server.

For information about the hardware, software, and network requirements for the product, see the IBM TRIRIGA Application Platform Compatibility Matrix ([www.ibm.com/developerworks/community/wikis/home?lang=en#/wiki/IBM+TRIRIGA1/page/Support+Matrix](http://www.ibm.com/developerworks/community/wikis/home?lang=en#/wiki/IBM+TRIRIGA1/page/Support+Matrix)).

### 3 Step 3: Install or upgrade the product



To perform a new installation, follow these steps.

1. Review the software requirements.
2. Install and configure the database. (Oracle, Microsoft SQL Server)
3. Install and configure the application server. (IBM WebSphere® Application Server, Oracle WebLogic Server, JBoss Application Server)
4. Select the IBM TRIRIGA installer for your operating system.
5. Select **New** install.
6. Answer the installation questions as appropriate for your environment. After you click **Next**, the installer configures the application server and the database.
7. If you are using WebLogic or WebSphere, and if the installer fails to configure the application server, follow the manual steps in the Install Guide as appropriate for your environment.
8. After installation is complete, review the configuration settings in the properties files and set them as appropriate for your environment. Also, copy your license files into the [tririga\_root]\config\licenses directory.

To upgrade from a previous version, follow the instructions in *Upgrading* ([www.ibm.com/developerworks/community/wikis/home?lang=en#/wiki/IBM+TRIRIGA1/page/Upgrading](http://www.ibm.com/developerworks/community/wikis/home?lang=en#/wiki/IBM+TRIRIGA1/page/Upgrading)).

## More information



After you install the product, see the product documentation to learn more about the product.

For more information, see the following resources.

- IBM TRIRIGA 10.4.2 Knowledge Center ([www.ibm.com/support/knowledgecenter/SSFCZ3\\_10.4.2/com.ibm.tri.doc/product\\_landing.html](http://www.ibm.com/support/knowledgecenter/SSFCZ3_10.4.2/com.ibm.tri.doc/product_landing.html))
- IBM TRIRIGA Application Platform 3.4.2 Knowledge Center ([www.ibm.com/support/knowledgecenter/SSHEB3\\_3.4.2/com.ibm.tap.doc/product\\_landing.html](http://www.ibm.com/support/knowledgecenter/SSHEB3_3.4.2/com.ibm.tap.doc/product_landing.html))
- Product support ([www.ibm.com/support](http://www.ibm.com/support))
- Real Estate and Facilities Management community on Service Management Connect ([www.ibm.com/developerworks/servicemanagement/rfm/](http://www.ibm.com/developerworks/servicemanagement/rfm/))