

Netcool Agile Service Manager
Version 1.1.4

Release Notes

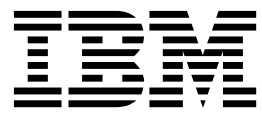
11 April 2019

IBM

Netcool Agile Service Manager
Version 1.1.4

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Note

Before using this information and the product it supports, read the information in "Notices" on page 11.

This edition applies to Version 1.1.4 of IBM Netcool Agile Service Manager (product number 5725-Q09) and to all subsequent releases and modifications until otherwise indicated in new editions.

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Chapter 1. Overview

These release notes provide an overview of what is new or changed in the latest release. Late breaking information and known limitations are described here. The release notes are updated when there is a **scheduled** software update such as a fix pack, but not necessarily when there are **ad-hoc** documentation changes to the Knowledge Center.

About the release notes

Netcool Agile Service Manager has been updated to version 1.1.4.1. To apply the upgrade, you reinstall the updated Netcool Agile Service Manager services, and then migrate your custom configuration settings. The release notes describe the various changes made, the upgrade process, and known issues.

Parts updated

The parts for Netcool Agile Service Manager have been updated to Version 1.1.4.1. For information on obtaining the latest parts, see the Netcool Agile Service Manager Version 1.1.4.1 download document: <https://www-01.ibm.com/support/docview.wss?uid=swg24043717>

Tip: For a list of (date-stamped) documentation updates, see the 'About this release' section in the Agile Service Manager Knowledge Center: https://www.ibm.com/support/knowledgecenter/SS9LQB_1.1.4/welcome_page/kc_welcome-444.html

Chapter 2. Installing or upgrading the product

To install Netcool® Agile Service Manager Version 1.1.4.1, you download the installation images from IBM® Passport Advantage®.

Before you begin

Remember:

Both the on-prem and IBM Cloud Private versions of Agile Service Manager are usually installed as part of Netcool Operations Insight Version 1.5. Before installing the software, review the planning and prerequisite information in the Agile Service Manager and the Netcool Operations Insight Knowledge Centers.

- The Agile Service Manager documentation is available in the Agile Service Manager Knowledge Centers in both HTML and PDF formats:
<https://www.ibm.com/support/knowledgecenter/SS9LQB>
- For more information on deploying Agile Service Manager with Netcool Operations Insight, see the IBM Netcool Operations Insight Knowledge Center:
<https://www.ibm.com/support/knowledgecenter/SSTPTP>
- For installation and configuration information for Agile Service Manager on IBM Cloud Private, see the following topic: https://www.ibm.com/support/knowledgecenter/SS9LQB_1.1.4/Installing/c_asm_icp_installing.html

Upgrading an on-prem version of Agile Service Manager

You install a new version or upgrade an existing version of Agile Service Manager (on-prem) using the standard installation procedures for the core and UI components. When using the IBM Installation Manager, you are given the choice of a new installation or an upgrade.

About this task

After completing the installation, you may have to migrate the configuration settings. Previous configuration settings are preserved during installation, but you may need to manually transfer settings from your previous to your current configuration files.

The yum upgrade (install) process preserves existing configuration settings in two ways.

Replace previous configuration files

If a previous configuration file can be replaced without disabling the Agile Service Manager system, the install process will do so, and save the old version with the `.rpmsave` extension.

For example the old version of `poll_docker.sh` will be replaced with a new version, and backed up as `poll_docker.sh.rpmsave`

Preserve current configuration file

If a previous configuration file **can not** be replaced without disabling the Agile Service Manager system, the install process will keep the old configuration file in place, and save the new version with the `.rpmnew` suffix.

For example the old version of `docker-compose.yml` will be kept in place, and the new version will be deployed as `docker-compose.yml.rpmnew`

Procedure

Obtain the Agile Service Manager software

1. Obtain the Agile Service Manager installation images for the user interface and core services from the Passport Advantage site, and extract them to a temporary directory. More detailed information can be found in the download document here: <http://www-01.ibm.com/support/docview.wss?uid=swg24043717>

Note: You need an IBM ID to access the download document.

Backup custom UI configuration settings

2. To preserve customized UI configuration settings such as user preferences, topology tools, custom icons, relationship types, and global settings, perform a backup of these settings, as described in the 'Exporting configuration data (on-prem)' topic of the Administration section of the Agile Service Manager Knowledge center:

https://www.ibm.com/support/knowledgecenter/SS9LQB_1.1.4/Administering/t_asm_exportingconfig.html

Install (upgrade) Agile Service Manager

3. Stop any Agile Service Manager services that are running:
`ASM_HOME/bin/docker-compose down`
4. Install a new version of Agile Service Manager, or update an existing installation. Follow the standard installation procedure as described in the following topics:
 - **Install Agile Service Manager core and observers:** https://www.ibm.com/support/knowledgecenter/SS9LQB_1.1.4/Installing/t_asm_installingcore.html

Tip: Using the wildcard installation command (`sudo yum install nasm-*.rpm`) will initiate an upgrade of changed or new packages only.

- **Install the Agile Service Manager UI:** https://www.ibm.com/support/knowledgecenter/SS9LQB_1.1.4/Installing/t_asm_installingui_viainstaller.html

After the upgrade, the yum install process lists all changed configuration files.

Transfer your configuration settings

Remember: If you have upgraded an existing installation of Agile Service Manager, you must upgrade your configuration files.

5. Manually migrate your backed up configuration settings to the new configuration files.

Tip:

- You can search for affected configuration files with the `.rpmsave` or `.rpmnew` extensions.
- You can compare configuration file versions using a Diff tool, before migrating the required configuration setting to the new configuration files.

6. Import any previously backed up UI configuration settings into your new system, as described in the following topic:
Importing configuration data (on-prem)

Additional configuration

7. Depending on your deployment, you may need to perform some of the following configuration tasks:

REST Observer

The REST:OBSERVER: prefix has been removed from the **provider** job parameter for the REST Observer. If you have existing data that you want to retain, you must manually add the REST:OBSERVER: prefix to your job request.

Edge types migration

To migrate any existing edge types from Agile Service Manager 1.1.3 (or earlier) to Version 1.1.4, use the following curl command:

```
curl -k -X POST --header 'Content-Type: application/json' --header 'Accept: application/json' --header 'X-TenantID: cfd95b7e-3bc7-4006-a4a8-a73a79c71255' -d '{}'  
'https://localhost:8080/1.0/topology/crawlers/migrateEdgeTypes'
```

Match token migration to lowercase

To convert older resource matchTokens to lowercase, use the following curl command:

```
curl -k -X POST --header 'Content-Type: application/json' --header 'Accept: application/json' --header 'X-TenantID: cfd95b7e-3bc7-4006-a4a8-a73a79c71255' -d '{}'  
'https://localhost:8080/1.0/topology/crawlers/lowercaseMatchTokens'
```

Upgrading an on-prem version of Agile Service Manager

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- **Install the Agile Service Manager UI:** https://www.ibm.com/support/knowledgecenter/SS9LQB_1.1.4/Installing/t_asm_installingui_vaiinstaller.html

After the upgrade, the yum install process lists all changed configuration files.

Transfer your configuration settings

Remember: If you have upgraded an existing installation of Agile Service Manager, you must upgrade your configuration files.

5. Manually migrate your backed up configuration settings to the new configuration files.

Tip:

- You can search for affected configuration files with the `.rpmnew` or `.rpmold` extensions.
- You can compare configuration file versions using a Diff tool, before migrating the required configuration setting to the new configuration files.

6. Import any previously backed up UI configuration settings into your new system, as described in the following topic:
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7. Depending on your deployment, you may need to perform some of the following configuration tasks:

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'https://localhost:8080/1.0/topology/crawlers/migrateEdgeTypes'
```

Match token migration to lowercase

To convert older resource matchTokens to lowercase, use the following curl command:

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a4a8-a73a79c71255' -d '{}'  
'https://localhost:8080/1.0/topology/crawlers/lowercaseMatchTokens'
```

Chapter 3. Version 1.1.4 and version 1.1.4.1 limitations

The following limitations apply to versions 1.1.4 and 1.1.4.1 of Agile Service Manager.

Search

ElasticSearch rollback [1.1.4.1]

When rolling back your upgraded installation from the latest version (1.1.4.1) to the previous version (1.1.4), an ElasticSearch error occurs. This is caused by data generated by Elasticsearch 6.5.3 not being compatible with the rolled back 6.0.0 version of Elasticsearch.

Workaround: To recover from a failed rollback, perform the following steps:

- Scale down the Elasticsearch pods to 0:
`kubectl scale statefulsets my-asm-elasticsearch --replicas=0`
- Delete all the Elastic data in the configured directories for each pod.
- Scale up the Elasticsearch pods to 3. Once the pods are up and running, delete the search service pod (my-asm-search). It will get re-created automatically.
- Once my-asm-search is up and running, trigger a rebroadcast from the Topology service. To do so, go to the following url, specify the tenantId, and create a crawler:

`https://master_fqdn/1.0/topology/swagger#!/Crawlers/rebroadcastTopology`

Database

Cassandra High Availability [1.1.4]

If a Cassandra node stops for any reason, the topology service may not continue running.

Workaround: Restore or fix the Cassandra node, and the topology service will resume.

Notices

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