

Quick Start Guide

This guide gets you started with a typical installation of IBM Case Manager

Product overview

IBM® Case Manager simplifies the job of designing and building a case management system and provides a client for case workers to easily manage cases. You design a case management solution that is based on closely related cases and then deploy that solution into a production environment. Case workers complete work items that are associated with cases.

1 Step 1: Access the software and documentation



If you download the product from Passport Advantage®, follow the instructions in the download document available at <http://www.ibm.com/support/docview.wss?uid=swg24044575>. This product offering includes the following software:

- IBM Case Manager
- IBM Case Foundation
- IBM Content Navigator
- IBM Watson™ Explorer Analytical Components

For product documentation, see http://www.ibm.com/support/knowledgecenter/SSCTJ4_5.3.3/com.ibm.casemgmtoc.doc/casemanager_5.3.3.htm. Before you start the installation program, read the release notes at http://www.ibm.com/support/knowledgecenter/SSCTJ4_5.3.3/com.ibm.casemgmtoc.doc/relnoteslanding.htm.

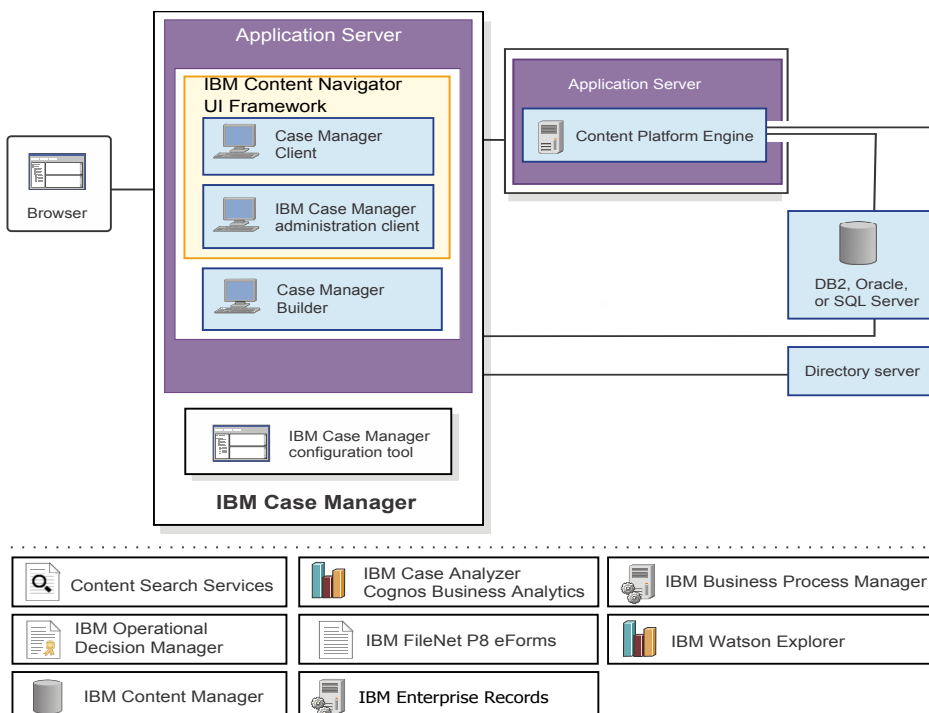
2 Step 2: Evaluate the hardware and system configuration



Use the Software Product Compatibility Reports page to generate a report for supported operating systems, related software, hypervisors, hardware requirements, and detailed system requirements, including component-level details. For more information, see System Requirements.

3 Step 3: Review the installation architecture

IBM Case Manager is deployed on a WebSphere® Application Server or Oracle WebLogic) and uses IBM Case Foundation or IBM Content Foundation to access and store content and assets. IBM Case Manager also requires IBM Content Navigator. The following graphic shows the typical architecture of IBM Case Manager in a distributed development environment and the features that IBM Case Manager can integrate with:



4 Step 4: Install or upgrade IBM Case Manager



You can install IBM Case Manager for the first time or upgrade your Version 5.2.1, Version 5.3.0, Version 5.3.1, or Version 5.3.2 system to Version 5.3.3.

For instructions, see the following topics in the IBM Case Manager documentation:

- Installing and configuring in a cluster deployment or network deployment
- Installing and configuring on a stand-alone server
- Upgrading and configuring IBM Case Manager

5 Step 5: Get started



After you install IBM Case Manager, run the configuration tool to deploy the Case Manager Builder and Case Manager Client applications on the web application server. Use Case Manager Builder in a development environment to create and modify your case management solutions. After you deploy your solutions in a production environment, case workers access the solutions through the Case Manager Client.

For information about configuring an IBM Case Manager system, see the following topics:

- Configuring IBM Case Manager, for information about configuration in a cluster or network deployment
- Configuring IBM Case Manager, for information about configuration on a stand-alone server
- Upgrading and converting solutions

More information



For more information, see the following resources:

- Adobe PDF versions of the documentation
- Product support
- IBM Enterprise Content Manager Communities

