

alemba  
SERVICE MANAGER



Rapid Start  
Installation Guide  
Version 1.0



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## About this guide

This document describes how to install the Alemba Service Manager™ 10.0 Rapid Start database .

## Intended Audience

This guide is written for system administrators responsible for installing Alemba Service Manager™.




## Copyright

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## Standards and Conventions

The following standards and conventions are used throughout the guide:

	Prerequisites, including security rights and access you may need prior to completing the task. Prerequisites are also highlighted in a shaded box.
	Information related to the current topic that may be of particular interest/significance. Notes are also highlighted in a shaded box.
	Warnings. These are also highlighted in a shaded box.
<b>Field name</b>	Fields are highlighted in bold text.



## Version Details

Version No	Date updated	Notes
1.0	12 June 2019	Initial document for the ASM v10.0 release.



## Implementing the Rapid Start database



For prerequisite and product installation information, see the **ASM 10.0 Prerequisites and Installation Guide**. For information about the Rapid Start pre-configured settings and the assumptions that underpin them, see the **Rapid Start Reference Guide**.



Rapid Start is a one-time implementation. If you have already implemented Alemba Service Manager™, you should follow the standard ASM Core upgrade process to update the ASM Core software to the latest version.

### Rapid Start installation overview



#### Before you start

- Ensure the version of ASM Core installed correlates to the version of the Rapid Start database.
- Ensure that the server complies with the Alemba Service Manager™ prerequisites.
- Ensure that you have the required license key.

Rapid Start is delivered with a temporary license key that is valid for three months. For a live production system, you must update this license with a valid license key at the earliest opportunity. For more information, see the **Server Console Guide**.


For more information about licenses, see the Online Help.

To implement Rapid Start:

1. Restore the Rapid Start database to your MS SQL Server.  
For more information, see [page 6](#).
2. Log into the ASM Core application and enable the Test Analyst account.  
For more information, see [page 7](#).



## Restoring the Rapid Start trial database

 You may only download and restore Rapid Start for trial purposes. If you want to implement a live production ASM System, Alemba® will install and configure it for you. For more information, speak to your Account Manager.

To download the Rapid Start database zip file:

1. After you have requested Alemba Service Manager™ using the **Service Catalog**, your Account Manager will email you a filecloud link and credentials so that you can download the **RapidStart.zip** file.
2. Extract **MS SQL Server.BAK** file from the Rapid Start zip folder.
3. Copy the BAK file into the **MS SQL Server backup** folder.
4. Your database administrator must now restore the **RapidStart** database.
5. Use the Server Console to create and configure your new system to point to the restored **RapidStart** database.

For more information, see the **Server Console Guide**.



## Enabling the preconfigured Test Analyst account

The preconfigured Rapid Start Test Analyst account is disabled by default. You must enable the account using the **Admin Account**.




For security reasons, Rapid Start is supplied with a unique **Admin Account** password. You need this password to log into ASM Core. Your Account Manager will supply you with this password.



Your **Admin Account** has preconfigured **Configuration Management Security Role** permissions to view and update person details. For more information, see the Online Help.

To enable the Test Analyst account:

1. Select  > **Search** > **People**.  
The Person Search list appears.
2. Double-click **Test Analyst**.
3. On the **Person Details** window, clear the **Account Disabled** check box.
4. Select **OK** to save your changes and close the window.



## Further Information

### Product Information and Online Support

For information about Alemba® products, licensing and services, visit [www.alemba.com](http://www.alemba.com).

For release notes and software updates, see [www.alemba.help](http://www.alemba.help).

For product documentation, training materials and videos, see [www.alemba.help/help](http://www.alemba.help/help).



You may need to register to access some of these details.

### Technical Support

For technical support, visit: [www.alemba.com](http://www.alemba.com) and select the **ASM support** link. You will need to log in to the Alemba® Self Service Portal to contact the Alemba® Service Desk.

### Comments and Feedback

If you have any comments or feedback on this documentation, submit it to [info@alembagroup.com](mailto:info@alembagroup.com).