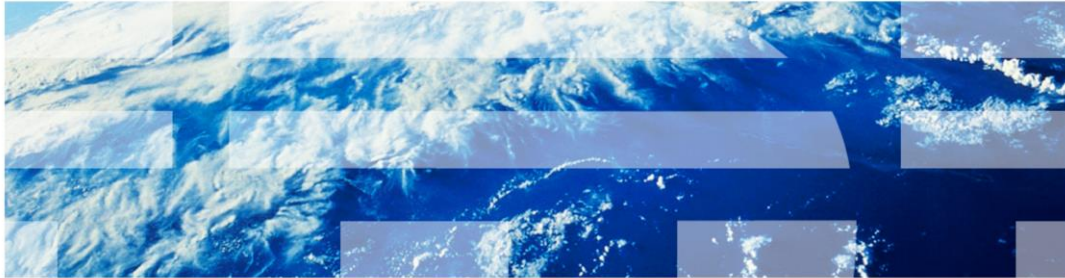


IBM Tivoli Composite Application Manager for Transactions V7.3.0.1

IBM Support Assistant Data Collection tool



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This module describes how to use the new IBM Support Assistant Data Collection tool (ISA DC) for IBM Tivoli® Composite Application Management for Transactions V7.3.0.1.

Objective

Learn to launch the IBM Support Assistant Data Collection tool and collect an archive file to send to the IBM support team

When you complete this module, you can launch the IBM Support Assistant Data Collection tool, collect, and send archive data to the IBM support team.

Assumptions

The required environment is one where the following products are installed:

- IBM Tivoli Monitoring V6
- IBM Tivoli Composite Application Manager for Transactions agents V7.3.0.1

The module developers assumes that you have completed the installation of IBM Tivoli Composite Application Manager for Transactions V7.3.0.1 with its agents.

IBM Support Assistant Data Collection (ISA DC)

- Composite Application Manager for Transactions V7.3 Fix Pack 0001 includes a new ISA DC to collect the log and configuration files of Composite Application Manager for Transactions agents
- ISA DC can also collect ARM files and core files that are generated by IBM Tivoli Composite Application Manager for Transactions agents
- ISA DC can also collect IBM Tivoli Composite Application Manager for Transactions Data Collector agent log and configuration files
- All of the collected files are stored in a compressed (.zip) file that can be sent to the IBM support organization

IBM Tivoli Composite Application Manager for Transactions V7.3 Fix Pack 0001 (or V7.3.0.1) includes a new tool that is called IBM Support Assistant Data Collection, or Data Collector (also called ISA DC).

The main purpose of this tool is to collect in a compressed (.zip) file all of the most useful files that are associated to the IBM Tivoli Composite Application Manager for Transactions environment for these items:

- IBM Tivoli Composite Application Manager agents (Robotic Response, Web Response, Transaction Collector, Transaction Reporter, Client Response, Internet Services)
- IBM Tivoli Composite Application Manager for Transactions Tracking Data Collectors
- IBM Tivoli Composite Application Manager agents core files (for UNIX® systems only) and ARM (Application Response Measurement) files

Purpose of ISA DC

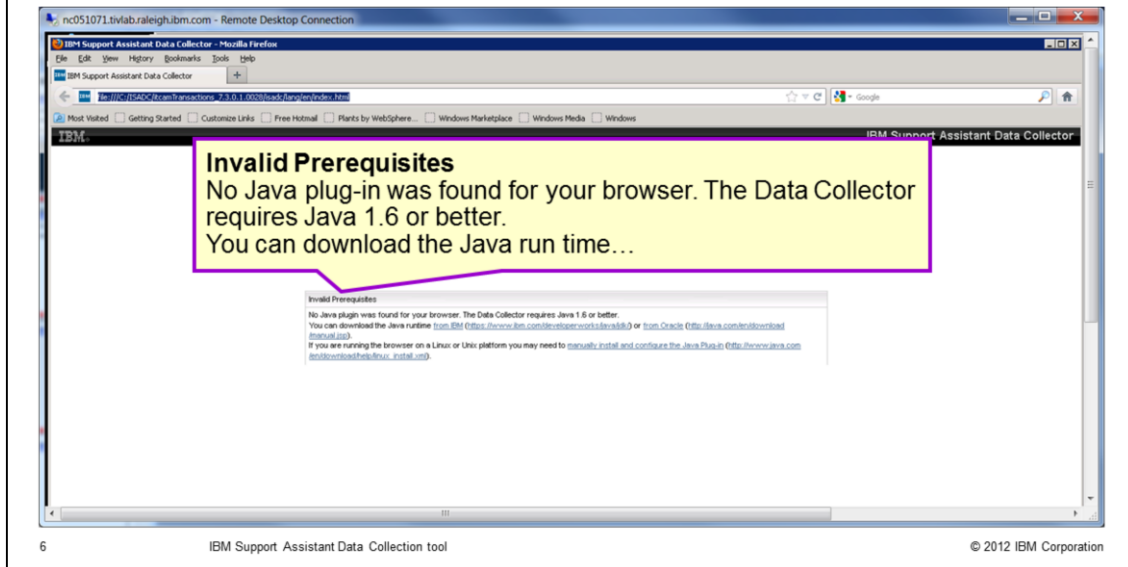
To quickly collect diagnostic files so IBM support teams can solve your problem faster

Install and use IBM Support Assistant Data Collector tool on your IBM Tivoli Composite Application Manager for Transactions agent system if you encounter an issue with one of these Tivoli agents. This tool helps the IBM support team to quickly collect diagnostic log and configuration files of your environment, so your problem can be investigated and solved faster.

Most of the images in the module show the command-line interface. The last few slides show the tool in the browser interface.

Prerequisites

You need to have the Java JRE 1.5 or Java 1.6 browser plug-in installed on your system



Before successfully starting ISA DC, ensure that you have installed either of these software components:

- Java Runtime Environment (JRE) V1.5 for the CLI version of ISA DC
- Java 1.6 browser plug-in for the GUI version of ISA DC ...

Important: Install a 32-bit version of the JRE; otherwise some of the collection steps do not function correctly. This issue typically occurs on Windows OS, where the software requires access to the registry.

During the use of ISA DC, if you see a message that concerns a missing DLL file, it is likely that you used a 64-bit JRE to run ISA DC.

Process

- Start the tool
- Prepare your environment
- Enter the file name for the collection
- Select the run option and the type of data
- Enter or validate the IBM Tivoli Monitoring home directory
- The tool collects data
- Package and send the data

This is a list of the process steps that occur when you use this tool:

- Start the tool
- Prepare your environment
- Enter the file name for the collection
- Select the run option and the type of data
- Enter or validate the IBM Tivoli Monitoring home directory
- The tool then collects data
- Finally the package is built and you can send the data

Starting ISA DC with a command line

After you install on your problematic ITCAM4Tx agent, launch either of these scripts:

- Windows: `isadc.bat`
- UNIX: `isadc.sh`

```

C:\ISADC\itcamTransactions_7.3.0.1.0028>dir
Volume in drive C has no label.
Volume Serial Number is 441B-D04E

Directory of C:\ISADC\itcamTransactions_7.3.0.1.0028\isadc

10/24/2012 05:22 PM <DIR> .
10/24/2012 05:22 PM <DIR> ..
03/16/2012 05:45 PM <DIR> cisa
03/16/2012 05:45 PM <DIR> cas
03/16/2012 05:46 PM <DIR> dajo
03/16/2012 11:47 AM <DIR> dajo_extensions
03/16/2012 05:45 PM <DIR> iam_sam
10/24/2012 05:22 PM <DIR> 2_097  index.html
10/24/2012 11:47 AM <DIR> instancecache
10/24/2012 11:47 AM 13,803  isadc.bat
10/24/2012 11:47 AM 12,283  isadc.sh
10/24/2012 11:47 AM <DIR> ia
10/24/2012 11:47 AM <DIR> lang
10/24/2012 05:43 PM <DIR> lang_status
10/24/2012 11:47 AM <DIR> lib
10/24/2012 05:45 PM <DIR> licenses
10/24/2012 05:22 PM <DIR> log
10/24/2012 11:47 AM <DIR> properties
10/24/2012 11:47 AM <DIR> scripts
10/24/2012 05:25 PM <DIR> test-eric-windows-t3-agent
10/24/2012 05:27 PM <DIR> 451,772,509 test-eric-windows-t3-agent.zip
10/24/2012 05:27 PM <DIR> tmp
03/16/2012 05:45 PM <DIR> util
  4 File(s)  61,808,612 bytes
 20 Dir(s)  10,712,653,824 bytes free
  
```

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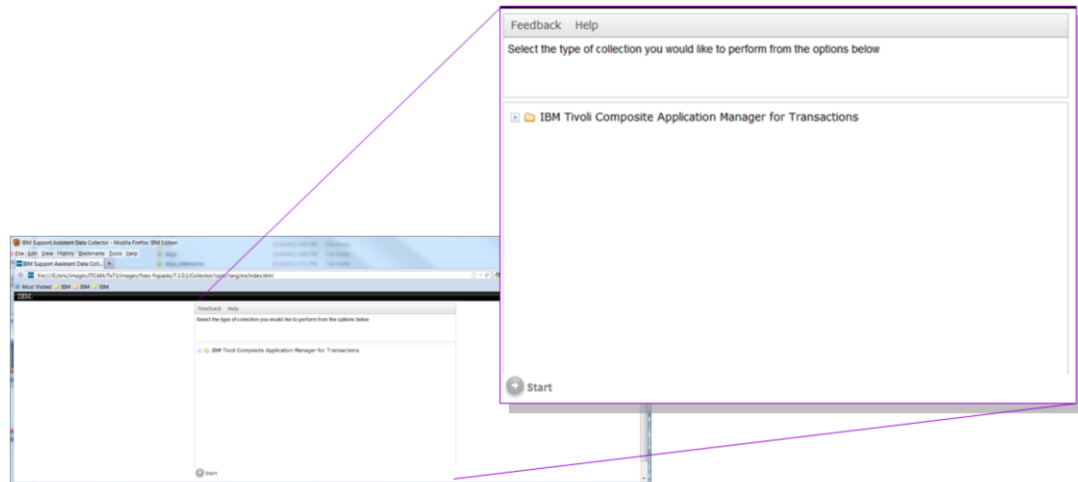
After you have identified which agent is potentially the source of the problem or associated to the problem, you can run the tool. From a command-line interface (CLI), you can start the ISA DC tool with either of these two scripts:

isadc.bat for the Windows environment

isadc.sh for the UNIX, AIX®, or Linux® environments

Starting ISA DC with a browser

You can also launch the GUI version of ISA DC



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You can also launch the GUI version of ISA DC by opening the file **isadclindex.html** in a web browser.

Preparing your environment

```
C:\WINDOWS\system32\cmd.exe - isadc.bat
C:\ISRDC\itcam\transaction_7.3.0.1.0028\isadc>
C:\ISRDC\itcam\transaction_7.3.0.1.0028\isadc>
C:\ISRDC\itcam\transaction_7.3.0.1.0028\isadc>
C:\ISRDC\itcam\transaction_7.3.0.1.0028\isadc>
C:\ISRDC\itcam\transaction_7.3.0.1.0028\isadc>isadc.bat

ISA Data Collector cannot automatically detect a usable Java executable.
If Java 1.5 is not available, and you are running on IBM hardware,
you can download one from
https://www.ibm.com/developerworks/java/jdk/

Please enter the path to a Java installation (i.e.: C:\IBM\Java50)
or '^' to quit:
C:\IBM

Starting IBM Support Assistant Data Collector in console mode... NOTE: On
supported platforms you have the option to run data collection in a web
browser. This can be done by opening the file index.html in a web
browser. See the release notes for a list of platforms where data
collection is supported in a web browser.

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IBM Support Assistant Data Collector: 2.0.1.QR20120316-1743
Comms
Inventory Sub Agent: 6.3.0.20120123
IBM Tivoli Composite Application
Manager For Transactions: 7.3.0.1.0028

Provide a file name for saving the collected data or press enter to
generate a unique file name:
> 11CRM478-Collection-FH8xxxxx_
```

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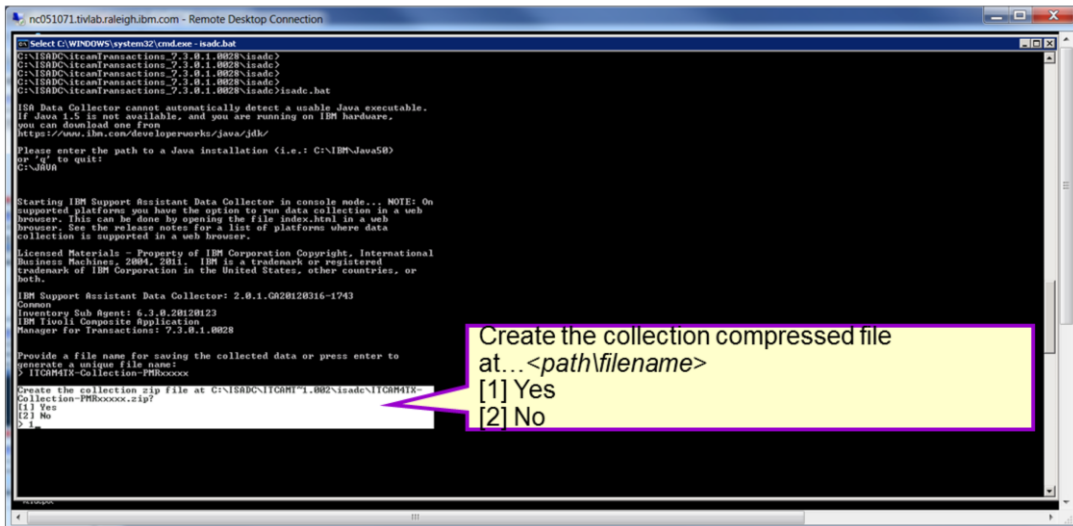
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After you start ISA DC, you need to answer questions to prepare the collection.

If the tool does not find the Java Runtime environment automatically, enter the path to your Java Runtime, or to the IBM Tivoli Monitoring embedded Java Runtime.

Enter a file name for the compressed data file that ISA DC generates.

Entering the file name for the collection



```
nc051071.tivlab.raleigh.ibm.com - Remote Desktop Connection
Select C:\WINDOWS\system32\cmd.exe - isadc.bat
C:\ISRDC\itcam\transaction_7.3.0.1.0028\isadc>
C:\ISRDC\itcam\transaction_7.3.0.1.0028\isadc>
C:\ISRDC\itcam\transaction_7.3.0.1.0028\isadc>
C:\ISRDC\itcam\transaction_7.3.0.1.0028\isadc>
C:\ISRDC\itcam\transaction_7.3.0.1.0028\isadc>isadc.bat

IBM Data Collector cannot automatically detect a usable Java executable.
If Java 1.5 is not available, and you are running on IBM hardware,
you can download one from
https://www.ibm.com/developerworks/java/jd4/
Please enter the path to a Java installation (i.e.: C:\IBM\Java50)
or '^' to quit:
C:\IBM

Starting IBM Support Assistant Data Collector in console mode... NOTE: On
supported platforms you have the option to run data collection in a web
browser. This can be done by opening the file index.html in a web
browser. See the release notes for a list of platforms where data
collection is supported in a web browser.

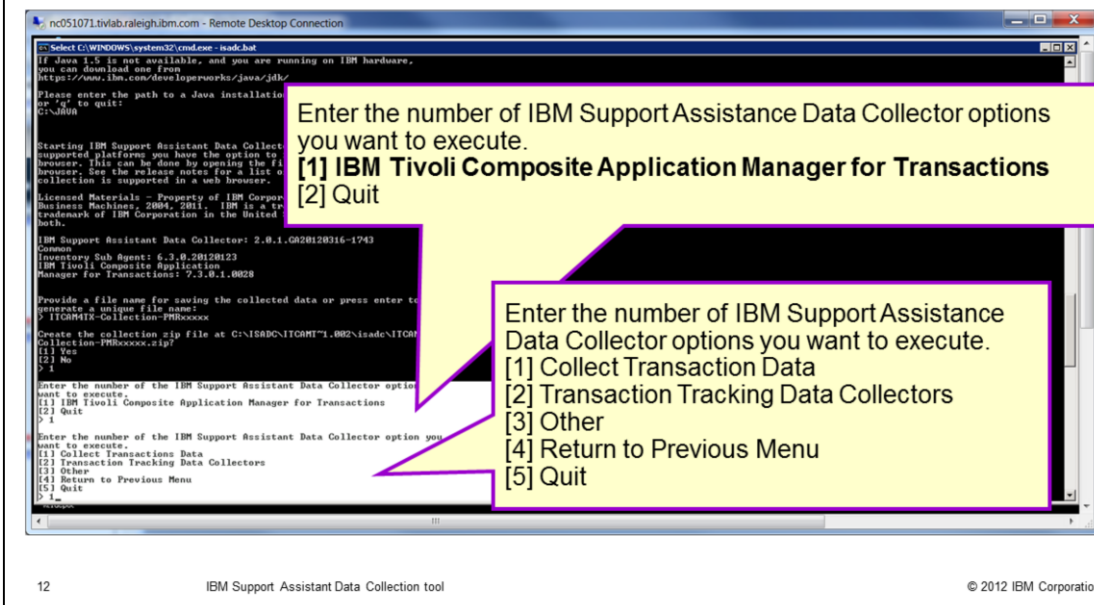
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both.

IBM Support Assistant Data Collector: 2.0.1.0020120316-1743
Comms
Inventory Sub Agent: 6.3.0.20120123
IBM Tivoli Composite Application
Manager For Transactions: 7.3.0.1.0028

Provide a file name for saving the collected data or press enter to
generate a unique file name:
? TICAMTR-Collection-PR000000
Create the collection zip file at C:\ISRDC\IGHI\1.002\isadc\TICAMTR-
Collection-PR000000.zip?
[1] Yes
[2] No
```

Confirm the file name of the collection by selecting option **1 Yes** for the creation of the collection compressed (.zip) file.

Selecting the run option and the type of data



The next option to select is **[1] IBM Tivoli Composite Application Manager for Transactions**.

The next option is to select which part of the ISA DC tool you want to use, meaning which data type you want to collect:

- Choose Option **[1] Collect Transactions Data**, if you want to collect IBM Tivoli Composite Application Manager for Transactions agent data that is currently installed on your system where you run ISA DC (Robotic Response Time, Web Response Time, Client Response Time, Transaction Collector and Reporter, and Internet Service Monitors)

- Choose Option **[2] Transaction Tracking Data Collectors**, if you want to collect for any combinations of these items:

- = IBM HTTP Server Data For WebSphere® Application Server ARM plug-in
- = IBM WebSphere Message Broker Data for TJ, K3, or D4 agents
- = IBM WebSphere MQ Data for TH proxy agent

- Choose Option **[3] Other**, if you want to collect either or both of these files:

- = IBM Core files (for UNIX systems only)
- = IBM ARM file listing

Entering or validating the Tivoli Monitoring home directory

```

nc051071.tivlab.raleigh.ibm.com - Remote Desktop Connection
Select C:\WINDOWS\system32\cmd.exe - isadc.bat
IBM Support Assistant Data Collector: 2.0.1.0020120316-1743
Comment
Inventory Sub Agent: 5.3.0.20120123
IBM Tivoli Composite Application
Manager for Transactions: 7.3.0.1.0028

Provide a file name for saving the collected data or press enter to
generate a unique file name:
> ITCAM4TX-Collection-PMR000000

Create the collection zip file at C:\ISADC\ITCAM\I...002\isadc\ITCAM4TX-
Collection-PMR000000.zip?
(1) Yes
(2) No
> 1

Enter the number of the IBM Support Assistant Data Collector options
you want to execute.
(1) IBM Tivoli Composite Application Manager for Transactions
(2) Quit
> 1

Enter the number of the IBM Support Assistant Data Collector options
you want to execute.
(1) Collect Transactions Data
(2) Transaction Tracing Data Collectors
(3) Other
(4) Return to Previous Menu
(5) Quit
> 1

Starting the collection for the Collect Transactions Data
18/26/12 3:35 PM : Library file CPPM32.DLL not found
1      Collection Input Required
-----
Input Required
Please enter the ITH root directory
(C:\IBM\ITM):

All values for the input request have been obtained. Please select how
you would like to proceed.
(1) Proceed input and continue collection
(2) Cancel the collection
(3) Go back and change input
(1)> 1

```

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The final two questions are to validate the IBM Tivoli Monitoring home directory and to start the collection.

Enter the home directory, for example **C:\IBM\ITM**.

Enter **1** to start the data collection.

Be patient while the tool collects data

- The command-line data collection tool does not show any sign of progress, but the browser version does
- After the data collection is completed, you are offered these choices:
 - Save the compressed file (for later upload)
 - Upload to IBM support
 - Choose from several other options

The browser version of ISA DC shows a progress bar. Whereas, the command-line version of ISA DC does not indicate progress while it is running. Be patient; it can take several minutes to collect the data, depending on the amount of data to be collected.

After the data collection is complete, you are offered the choice to save the compressed .zip file for later upload, upload to IBM support, or choose from several other options.

When the collection is complete

```

Select C:\WINDOWS\system32\cmd.exe
10/26/12 3:35 PM : Library file CPPWIN32.DLL not found.
-----
Collection Input Request
-----
Input Required
Please enter the IBM root directory
(G:\IBM\ITM)

All values for the input request have been obtained. Please select how
you would like to proceed.
(1) Process input and continue collection
(2) Cancel the collection
(3) Go back and change input
(1) >

-----
Collection Input Request
-----
Should you like to transfer the data collection archive file?
For other ways to exchange data with IBM, see http://www14.software.ibm.
.com/eshappnet2/sas/4/handbook/policies.html#exchange
I would like to:
(1) send using secure transfer to IBM Support (HTTPS)
(2) send using FTP to IBM Support (unencrypted)
(3) send using FTP to another location (unencrypted)
(4) end the collection without sending
(1) >

All values for the input request have been obtained. Please select how
you would like to proceed.
(1) Process input and continue collection
(2) Cancel the collection
(3) Go back and change input
(1) >

The collection has completed successfully.
The collection results (which may not exist in all cases) are located in
C:\ISRDC\itcam\transactions_7.3.0.1.0028\inside\ITGMATX-Collection-
4f8e000001.log'
C:\ISRDC\itcam\transactions_7.3.0.1.0028\inside>
! It is not recognized as an internal or external command,
operable program or batch file.

AMC 13
HitSpot

```

[1] send using secure transfer to IBM Support
[2] send using FTP to IBM Support
[3] send using FTP to another location
[4] end collection without sending

The collection has completed successfully.
The file name and path where the collection results are located locally on your system

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After the collection is completed, you are offered choices concerning the end or transfer of the data collection archive file to IBM support. You can choose to send the file using secure transfer, send it with FTP, or end the collection without sending the file.

A message is displayed stating that the collection has completed successfully, and the file name and path where the collection results are located locally on your system are both displayed on the screen.

You can also review the content of this generated archive, and search for message strings like ERROR, EXCEPTION in the .log files collected that match the symptom of your problem.

Examples of the browser interface

The next two screens show examples of the browser interface.

ISA DC main options, shown in the browser version

The screenshot shows the browser version of the ISA DC interface. A callout box highlights the main options menu, which includes:

- Feedback Help
- Select the type of collection you would like to perform from the options below
- IBM Tivoli Composite Application Manager for Transactions
 - Collect Transactions Data
- Transaction Tracking Data Collectors
 - Collect IBM HTTP Server Data (ARM)
 - Collect WebSphere Message Broker Data (TJ/K3/D4)
 - Collect WebSphere MQ Data (TH)
- Other
 - Collect Core Files (UNIX only)
 - Collect ARM File Listing

The main interface also shows a 'Start' button at the bottom left of the options area.

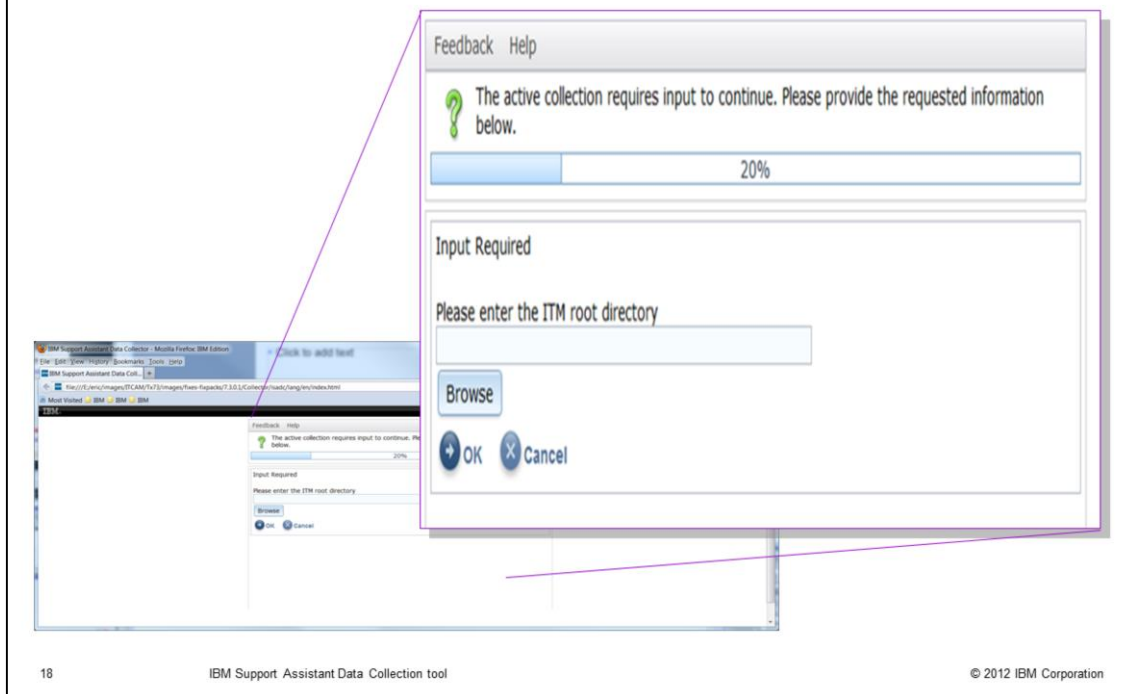
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This slide shows the browser version of the ISA DC with the main choices or options.

The ISA DC browser version progression bar



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IBM Support Assistant Data Collection tool

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This slide of the browser version of ISA DC, shows the progression bar for the collection. Various messages regarding the progress of the collection display in the upper part of the window.

Summary

Now that you have completed this module, you can launch the IBM Support Assistant Data Collection tool and collect and send the archive to IBM support for problem investigation

Now that you have completed this module, you can launch the IBM Support Assistant Data Collection tool, collect, and send the archive for later problem investigation.

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