



IBM Software Group

# IBM WebSphere eXtreme Scale V7.0

## *IBM Support Assistant Lite*



@business on demand.

© 2009 IBM Corporation  
Updated August 12, 2009

This presentation discusses the IBM Support Assistant Lite data collection utility included with WebSphere® eXtreme Scale V7.0.

## IBM Support Assistant Lite

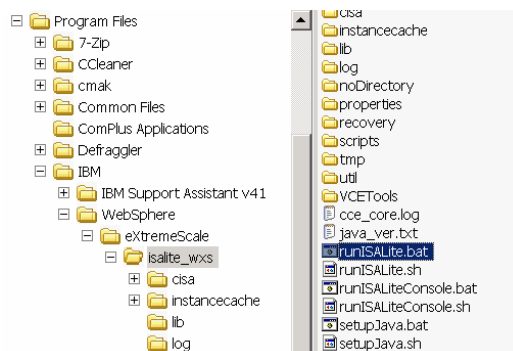
- Installed with eXtreme Scale, for:
  - ▶ Installations integrated with WebSphere
  - ▶ Stand-alone installations
- Free support tool
- Assists in gathering information and transmitting information to IBM support



The IBM Support Assistant Lite is a utility that assists you in gathering documentation for your analysis or to provide IBM support. Support Assistant Lite is installed by eXtreme Scale in both the stand-alone and WebSphere environments.

## Location and invocation

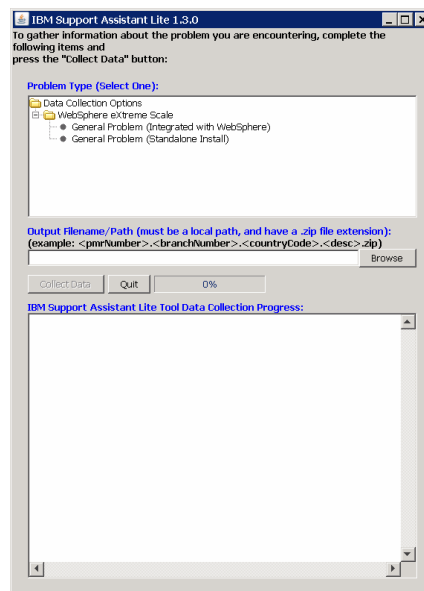
- Installed into
  - ▶ <product\_root>/isalite\_wxs
- You must set the **JAVA\_HOME** environmental variable
- Invoked by either:
  - ▶ runISALite.bat/sh
    - Graphical tool
  - ▶ runISALiteConsole.bat/sh
    - Command-line tool



IBM Support Assistant Lite is installed into the “isalite\_wxs” directory within the installation root directory. It includes both graphical and command line interfaces. To use the graphical-based version, invoke the “runISALite” shell or batch file. To use the command-line interface, invoke “runISALiteConsole” shell or batch file. Before invoking the tool you must set the JAVA\_HOME environmental variable.

## Steps using ISA-Lite

- Start the tool
- Select the environment
  - ▶ Integrated with WebSphere
  - ▶ Stand-alone
- Provide a target file name for collector output
  - ▶ Extension must be “.zip”
- Answer series of questions generated by the tool
- Store the collection file or transmit to IBM



Whether you invoke the graphical or the command-line tool, you must provide the same information to the tool. After you start the tool, you must provide a name for a .zip file into which the collector will store the data. The tool then asks you to specify whether this is a stand-alone or WebSphere-integrated environment. The remainder of the questions relate to the general WebSphere environment. After the data is collected, you can then store the file locally or automatically transmit the collection file to IBM.

The tool automatically collects and packages software inventories, log files, version files, software levels, JRE-related information, server invocation scripts, and orb-related properties.

## IBM Support Assistant Workbench

- Full-featured workbench
  - ▶ Diagnostic and analysis tools
  - ▶ Product information search
  - ▶ Data collection
  - ▶ Covers many products
  - ▶ Easily updated as needed as your product set grows
- Separate download
- <http://www-01.ibm.com/software/support/isa/>



You might want to consider additionally installing the full IBM Support Assistant Workbench. It is a free product, based on the Eclipse platform, that covers many IBM products. It includes tools for diagnosing Java-related issues, and specific diagnostics and data-gathering capabilities for IBM products. It can be easily updated as your product set grows.

This slide provides the URL for the IBM Support Assistant Web site for you to research and optionally download the IBM Support Assistant Workbench.

## Feedback

### Your feedback is valuable

You can help improve the quality of IBM Education Assistant content to better meet your needs by providing feedback.

- Did you find this module useful?
- Did it help you solve a problem or answer a question?
- Do you have suggestions for improvements?

Click to send e-mail feedback:

[mailto:iea@us.ibm.com?subject=Feedback\\_about\\_WXS70\\_isaLite.ppt](mailto:iea@us.ibm.com?subject=Feedback_about_WXS70_isaLite.ppt)

This module is also available in PDF format at: [../WXS70\\_isaLite.pdf](http://WXS70_isaLite.pdf)



You can help improve the quality of IBM Education Assistant content by providing feedback.

## Trademarks, copyrights, and disclaimers

IBM, the IBM logo, ibm.com, and the following terms are trademarks or registered trademarks of International Business Machines Corporation in the United States, other countries, or both:

WebSphere

If these and other IBM trademarked terms are marked on their first occurrence in this information with a trademark symbol (® or ™), these symbols indicate U.S. registered or common law trademarks owned by IBM at the time this information was published. Such trademarks may also be registered or common law trademarks in other countries. A current list of other IBM trademarks is available on the Web at "Copyright and trademark information" at <http://www.ibm.com/legal/copytrade.shtml>

Other company, product, or service names may be trademarks or service marks of others.

Product data has been reviewed for accuracy as of the date of initial publication. Product data is subject to change without notice. This document could include technical inaccuracies or typographical errors. IBM may make improvements or changes in the products or programs described herein at any time without notice. Any statements regarding IBM's future direction and intent are subject to change or withdrawal without notice, and represent goals and objectives only. References in this document to IBM products, programs, or services does not imply that IBM intends to make such products, programs or services available in all countries in which IBM operates or does business. Any reference to an IBM Program Product in this document is not intended to state or imply that only that program product may be used. Any functionally equivalent program, that does not infringe IBM's intellectual property rights, may be used instead.

THE INFORMATION PROVIDED IN THIS DOCUMENT IS DISTRIBUTED "AS IS" WITHOUT ANY WARRANTY, EITHER EXPRESS OR IMPLIED. IBM EXPRESSLY DISCLAIMS ANY WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR NONINFRINGEMENT. IBM shall have no responsibility to update this information. IBM products are warranted, if at all, according to the terms and conditions of the agreements (for example, IBM Customer Agreement, Statement of Limited Warranty, International Program License Agreement, etc.) under which they are provided. Information concerning non-IBM products was obtained from the suppliers of those products, their published announcements or other publicly available sources. IBM has not tested those products in connection with this publication and cannot confirm the accuracy of performance, compatibility or any other claims related to non-IBM products.

IBM makes no representations or warranties, express or implied, regarding non-IBM products and services.

The provision of the information contained herein is not intended to, and does not, grant any right or license under any IBM patents or copyrights. Inquiries regarding patent or copyright licenses should be made, in writing, to:

IBM Director of Licensing  
IBM Corporation  
North Castle Drive  
Armonk, NY 10504-1785  
U.S.A.

Performance is based on measurements and projections using standard IBM benchmarks in a controlled environment. All customer examples described are presented as illustrations of how those customers have used IBM products and the results they may have achieved. The actual throughput or performance that any user will experience will vary depending upon considerations such as the amount of multiprogramming in the user's job stream, the I/O configuration, the storage configuration, and the workload processed. Therefore, no assurance can be given that an individual user will achieve throughput or performance improvements equivalent to the ratios stated here.

© Copyright International Business Machines Corporation 2009. All rights reserved.

Note to U.S. Government Users - Documentation related to restricted rights-Use, duplication or disclosure is subject to restrictions set forth in GSA ADP Schedule Contract and IBM Corp.