



IBM Software Group

IBM WebSphere eXtreme Scale V7.0

IBM Support Assistant Lite



@business on demand.

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

IBM Support Assistant Lite

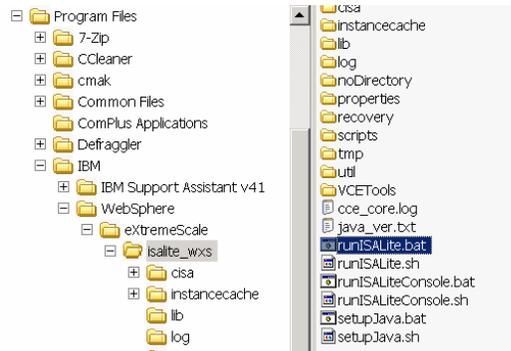
- Installed with eXtreme Scale, for:
 - ▶ Installations integrated with WebSphere
 - ▶ Stand-alone installations
- Free support tool
- Assists in gathering information and transmitting information to IBM support



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

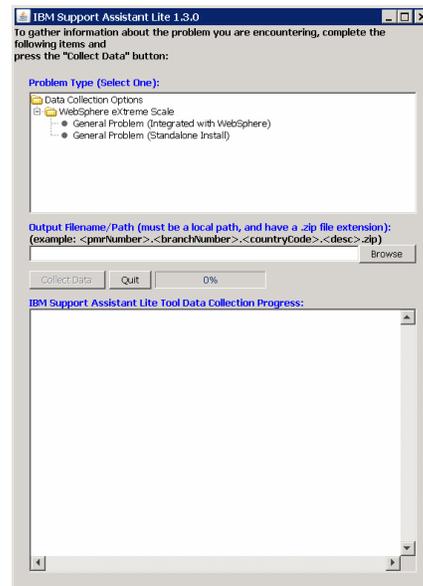
- Installed into
 - ▶ <product_root>/isalite_wxs
- You must set the **JAVA_HOME** environmental variable
- Invoked by either:
 - ▶ runISALite.bat/sh
 - Graphical tool
 - ▶ runISALiteConsole.bat/sh
 - Command-line tool



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.

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