

Step by step instruction to install and setup ISA V4

Setup instructions included:

- Getting a copy of ISA V4. Windows and Linux.
- Installing ISA V4 workbench. Windows and Linux.
- Launching ISA V4 and configurations. Windows and Linux.

Estimated Time:

- Depending on your download speed.
- Install & Configuration takes about 15~30 minutes. (May take longer to read the lab !)

Getting a copy of ISA V4 Workbench/Agent

Goal : To understand how you or your clients can download a copy of ISA.

You'll need:

- An universal IBM user id. Anyone (IBM or non-IBM clients) can register.
- You can register for an ID here:
<https://www.ibm.com/account/profile/us/en?page=reg>

Steps:

1. ____ Open a web browser, and open the ISA page :
<http://www.ibm.com/software/support/isa/>
2. ____ In the introduction section : click on : **free download**
3. ____ **If you need an IBM user id** - click on **"register now"**, and follow the instructions.
4. ____ If not, click on: **Sign-in**.
5. ____ **Fill out** your IBM user id and password, and click **Submit**.
6. ____ Select Offering **IBM Support Assist v4.0**

Offering	Platform	Format
 IBM Support Assistant V4.0	AIX 5L V5 AIX 6 Red Hat Desktop Red Hat Enterprise Linux AS Sun Solaris/SPARC SUSE Linux Enterprise Desktop(SLED) SUSE Linux Enterprise Server (SLES) Windows Server 2003 Windows Vista Business Windows XP Professional	download

- a. ____ Click on **Continue**.
7. ____ On the bottom - review the license if you like. Check "**I agree**", then "**I confirm**"

License

To view the license, click the "View license" link below. If this displays in a second browser window, please use the "Back" button on your browser to return to the previous page, or close the window or browser session that is displaying this page.

→ [View license](#)

By checking "I agree" box below you agree that (1) you have had the opportunity to review the license and (2) you agree to be bound by its terms. If you disagree, click "I cancel" below.

☒ **I agree ***

By clicking the "I confirm" button below, I confirm my Privacy selection and acceptance of the license. By clicking the "I cancel" button, I cancel my Privacy selection and acceptance of the license.

8. ____ Select your method for download

Download using Download Director **Download using http**

- a. Download Director : Java applet based download. Good for multiple downloads.
Or
- b. Http: Regular web based download. Good backup if download director fails.
9. ____ Download **IBM Support Assistant Workbench** . Select according to your platform.
- a. **Windows:**
- ☐ **IBM Support Assistant 4.0 Workbench for Windows**
isa.wb.400-20080311-1309-win32.zip (125MB)
- or**
- b. **Linux:**
- ☐ **IBM Support Assistant 4.0 Workbench for Linux**
isa.wb.400-20080311-1309-linux.zip (142MB)
10. **If you are interested in remote data collection capabilities,** Download IBM Support Assistant V4.0 **Agent and Agent Manager**. Follow the similar instruction as above for downloading the ISA Workbench.

IBM Support Assistant 4.0 Agent and Agent Manager	
<input type="checkbox"/>	IBM Support Assistant 4.0 Agent and Agent Manager for AIX AgentAIX.tar.gz (387.7MB)
<input type="checkbox"/>	IBM Support Assistant 4.0 Agent and Agent Manager for Linux AgentLinux.tar.gz (384.1MB)
<input type="checkbox"/>	IBM Support Assistant 4.0 Agent and Agent Manager for Solaris AgentSolaris.tar.gz (414.7MB)
<input type="checkbox"/>	IBM Support Assistant 4.0 Agent and Agent Manager for Windows AgentWin.zip (381.7MB)

Completed: You should now have a .zip file of the ISA Workbench.

Installing ISA V4 Workbench

Goal : To understand the steps required to install ISA V4 workbench.

You'll need:

- A copy of ISA V4 workbench .zip: **isa.wb.400-20080311-1309-win32.zip** or **isa.wb.400-20080311-1309-linux.zip**.
- A machine to install ISA on. System requirement as follows :
 - OS:
 - **Windows:** Win XP Pro SP1 / SP2 , Vista , Vista Business & Enterprise
 - **Linux:** RHEL 4.0 WS with GIMP GTK – update 5, RHEL 5.0 w/ GTK update 1, SuSE 10.0 FP 1 (w/ XGL)
 - Disk Space: ~ 150M

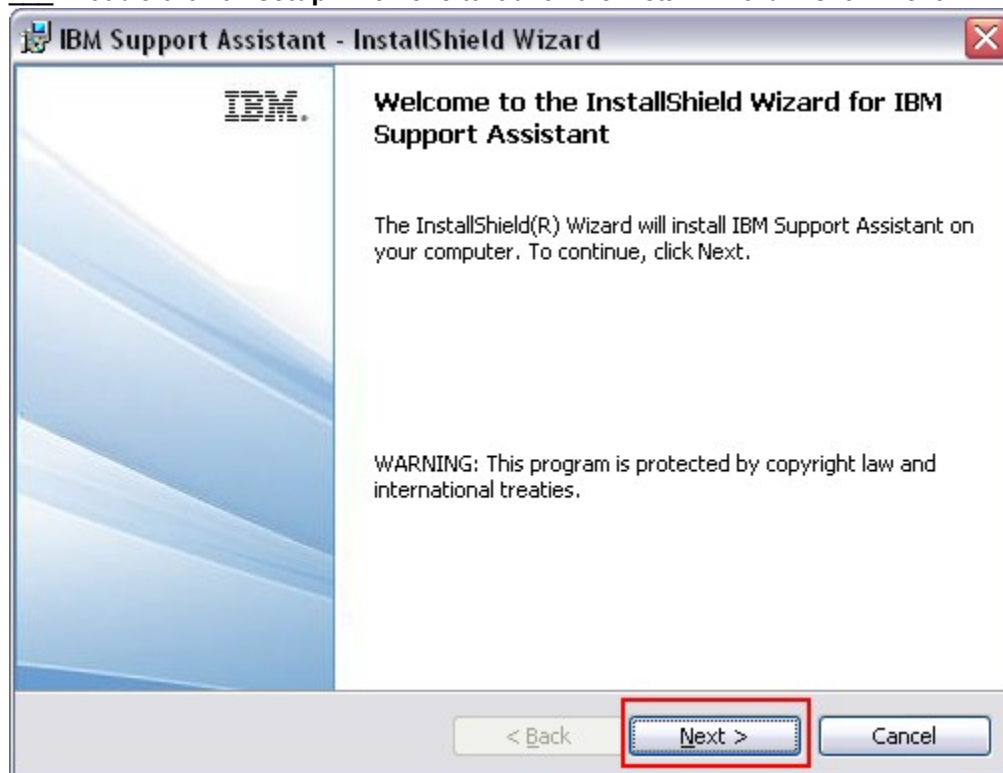
Steps:

1. ____ Extract the downloaded ISA V4 workbench .zip to a directory. Keep the name to ASCII chars. For example: **D:\temp\isa**
Known issue with install software. If you happen to extract the .zip to a directory that contains a non ASCII char (especially if you use a tool that creates a temporary directory), you will get an “Invalid directory location” error. Fix the directory name and try again!
2. ____ If you are installing onto **Windows**, follow instructions **in Step 2**.
3. **or,** ____ If you are installing onto **Linux**, follow instructions **in Step 2a**.

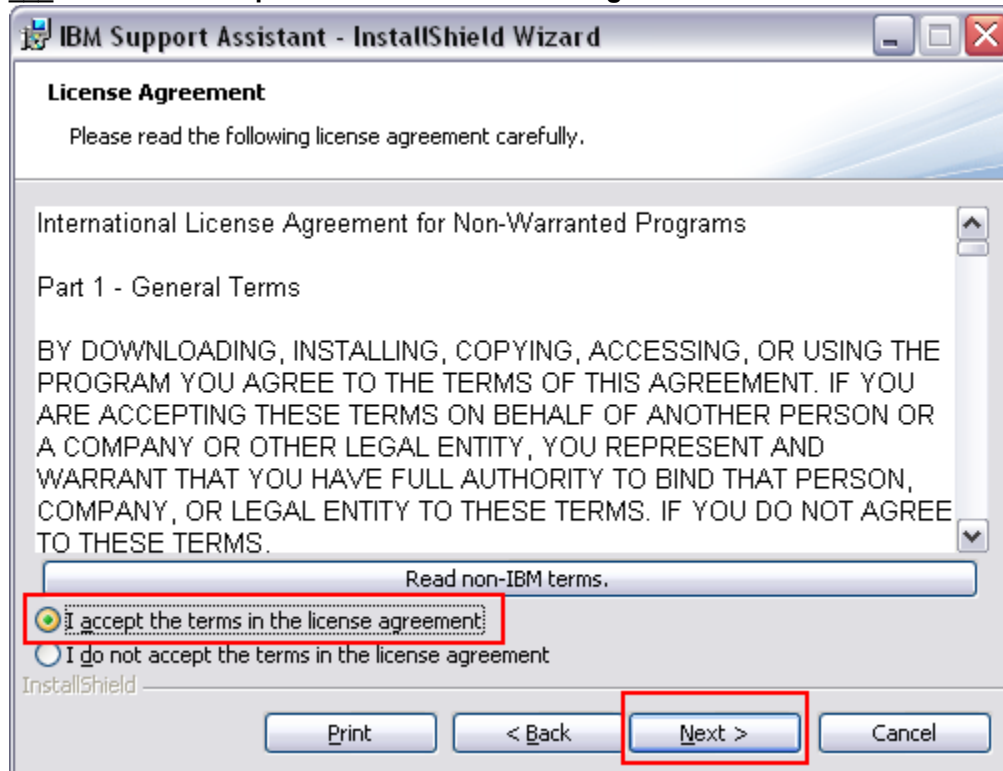
Step 2: Install (windows - isa.wb.400-*.win32.zip)

This covers only windows install. For Linux install, scroll down to Step 2a.

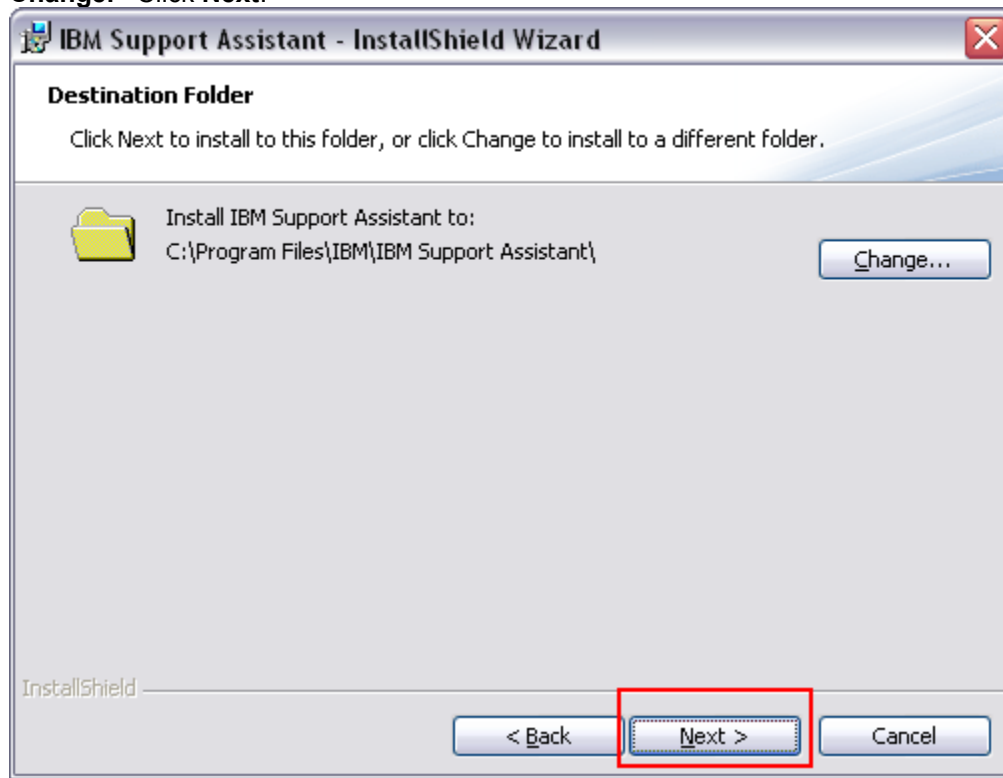
1. Double click on **setupwin32.exe** to launch the Install Wizard. Click **"Next"**



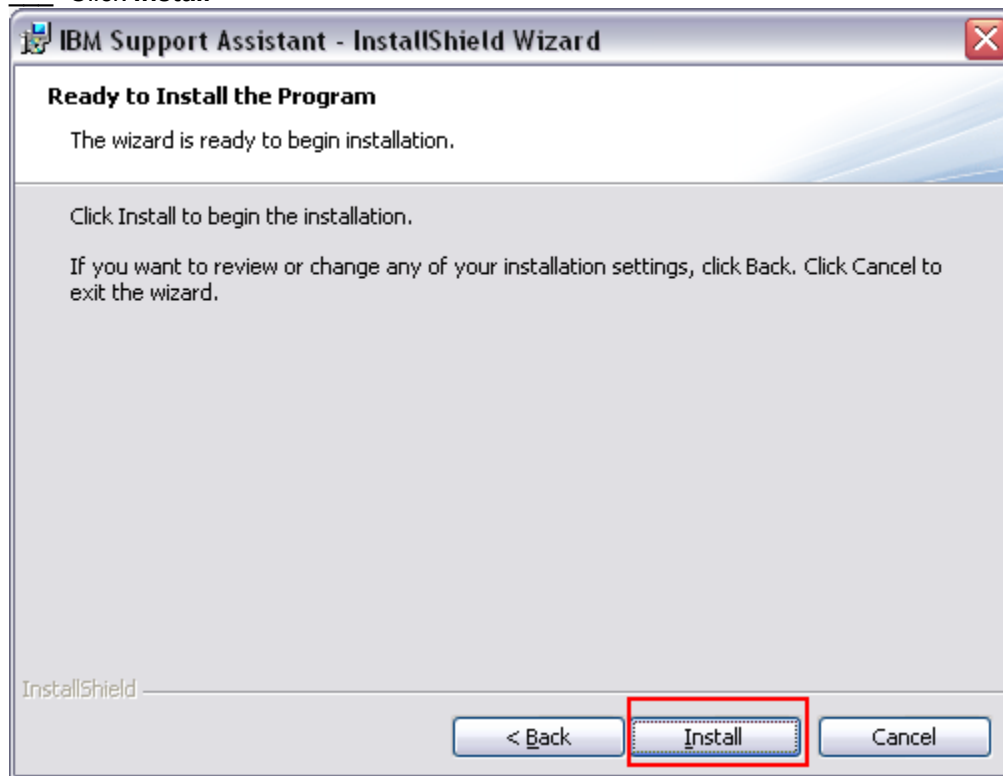
2. Select : **"I accept the terms in the license agreement "** . Click **next**.



3. ____ If you want to change the default location of installed location, click on **Change**. Click **Next**.

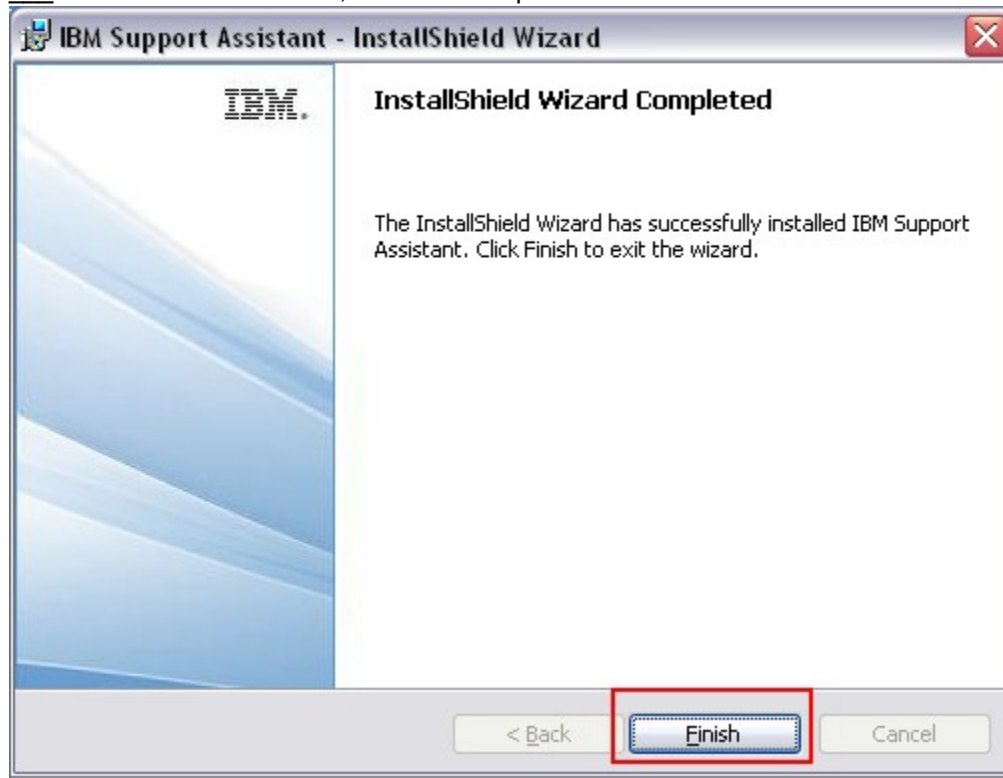


4. ____ Click **Install**



5. ____ Click to **Install**.

6. ____ The wizard will run a bit, and then completes. Click **Finish** to exit wizard.

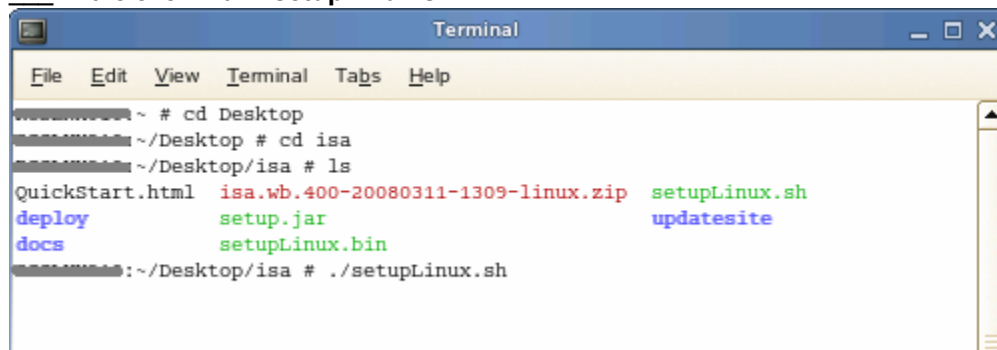


Windows workbench install is completed here.

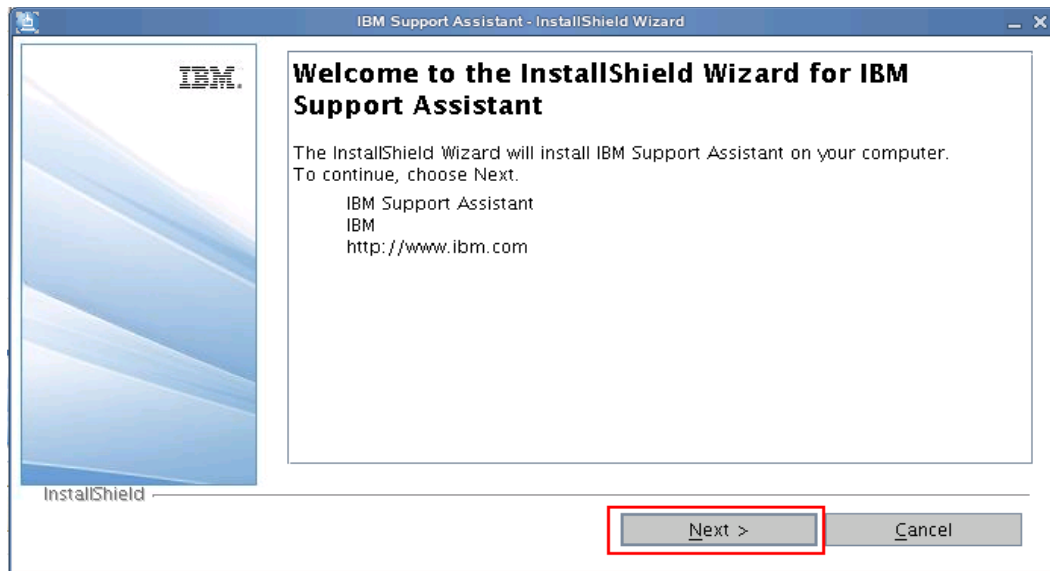
Step 2a: Install (Linux - isa.wb.400-*.linux.zip)

This covers only Linux install. Please check that you met the correct version for running ISA on Linux, and that you have the correct permissions (root).

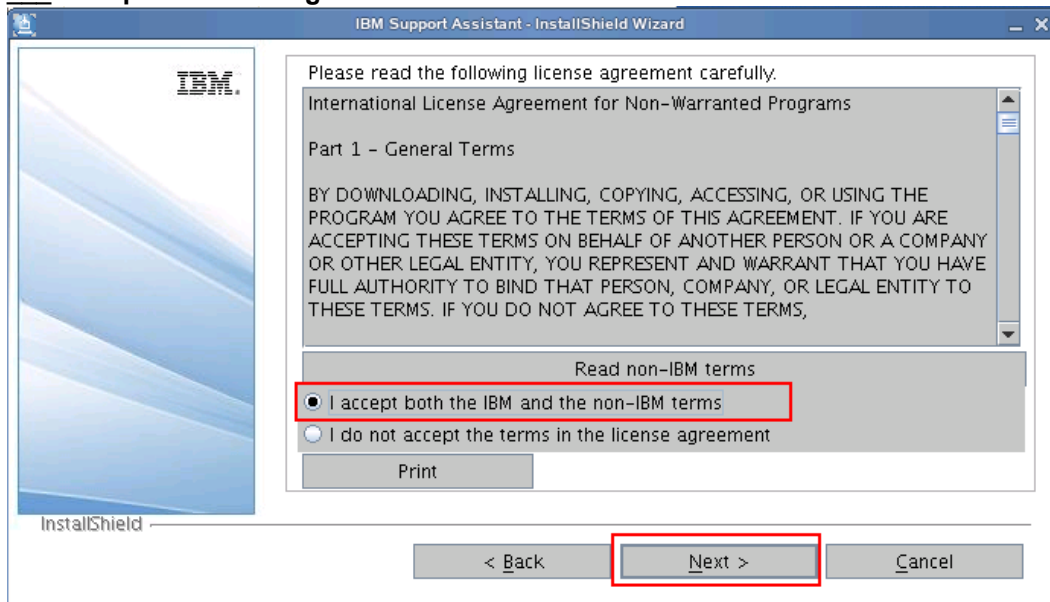
1. ____ In the directory in which you've extracted the contents of the .zip file, launch a terminal shell.
2. ____ In the shell: run **./setupLinux.sh**



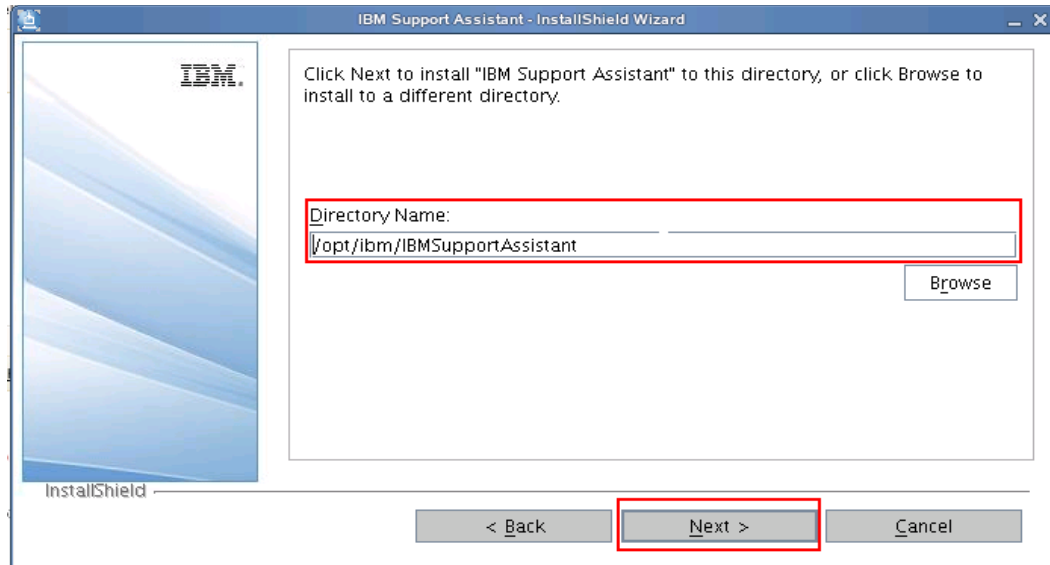
3. ____ The ISA install wizard displays. Click **Next**



4. **Accept terms and agreement. Click next.**



5. **Select a directory for where you want to install ISA. I've left it at default. /opt/ibm/IBMSupportAssistant .**
- **Make sure you have the right permission for that directory you selected!**



6. ____ For the summaries page, click **Install**.
7. ____ The wizard will run a bit, and then completes. Click **Finish** to exit wizard.

Completed: You now have ISA V4 workbench installed !

Launching ISA V4 and configuration

Goal : To understand the steps required to install ISA V4 workbench.

You'll need:

- An installed copy of ISA V4 workbench.
- **Linux users:** Remember where you've installed it!

Step 1: Launching ISA workbench (Windows)

1. ____ Start > All Programs > IBM Support Assistant > IBM Support Assistant Workbench 4.0

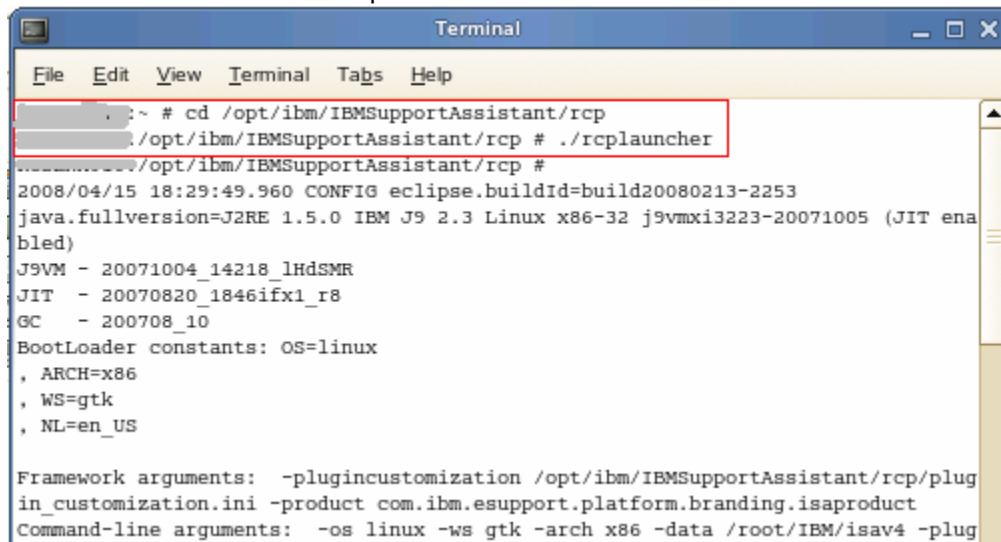


Step 1a: Launching ISA workbench (Linux)

ISA should be installed by default in /opt/ibm/IBMSupportAssistant . This is the value used for <isa_install>

1. ____ Launch an terminal shell.
2. ____ In the shell, do: `cd <isa_install>/rcp`
3. ____ Launch ISA by running: `./rcplauncher`

a. Notice the '.' This is important.

A terminal window titled "Terminal" with a menu bar (File, Edit, View, Terminal, Tabs, Help). The terminal shows a user navigating to the directory /opt/ibm/IBMSupportAssistant/rcp and running the ./rcplauncher script. The output displays configuration details for Eclipse, including the build ID, Java version (J2RE 1.5.0), IBM J9 version (2.3), and various constants like ARCH=x86, WS=gtk, and NL=en_US. It also lists framework and command-line arguments.

```
Terminal
File Edit View Terminal Tabs Help
~ # cd /opt/ibm/IBMSupportAssistant/rcp
./rcplauncher
/opt/ibm/IBMSupportAssistant/rcp #
2008/04/15 18:29:49.960 CONFIG eclipse.buildId=build20080213-2253
java.fullversion=J2RE 1.5.0 IBM J9 2.3 Linux x86-32 j9vmxi3223-20071005 (JIT enabled)
J9VM - 20071004_14218_lHdSMR
JIT - 20070820_1846ifx1_r8
GC - 200708_10
BootLoader constants: OS=linux
, ARCH=x86
, WS=gtk
, NL=en_US

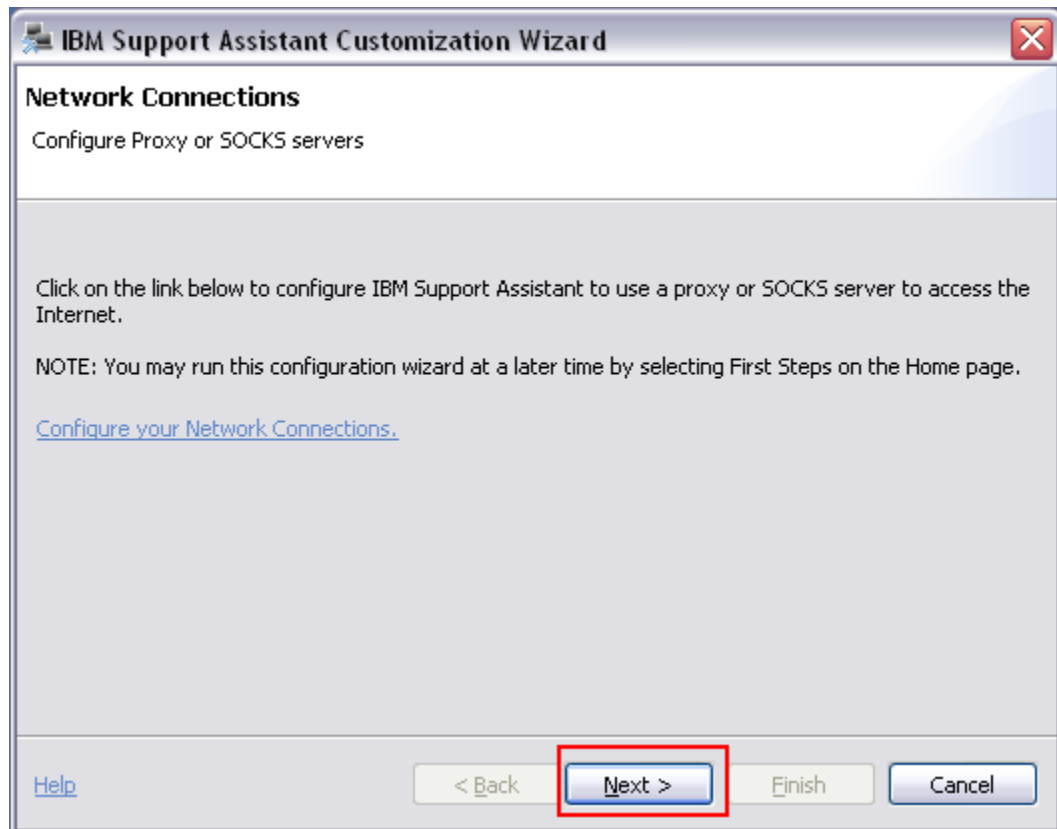
Framework arguments: -plugincustomization /opt/ibm/IBMSupportAssistant/rcp/plugin_customization.ini -product com.ibm.esupport.platform.branding.isaproduct
Command-line arguments: -os linux -ws gtk -arch x86 -data /root/IBM/isav4 -plug
```

Step 2: Configuring ISA for your working environment, preferences, and products you work with.

NOTE: Steps here are the same for Windows and Linux.

This step describes a walk through of the customization wizard. To summarized, this really is : Select the plug-in / tools add-on you want, say I agree, then Finish & restart. Simple right ?? ☺

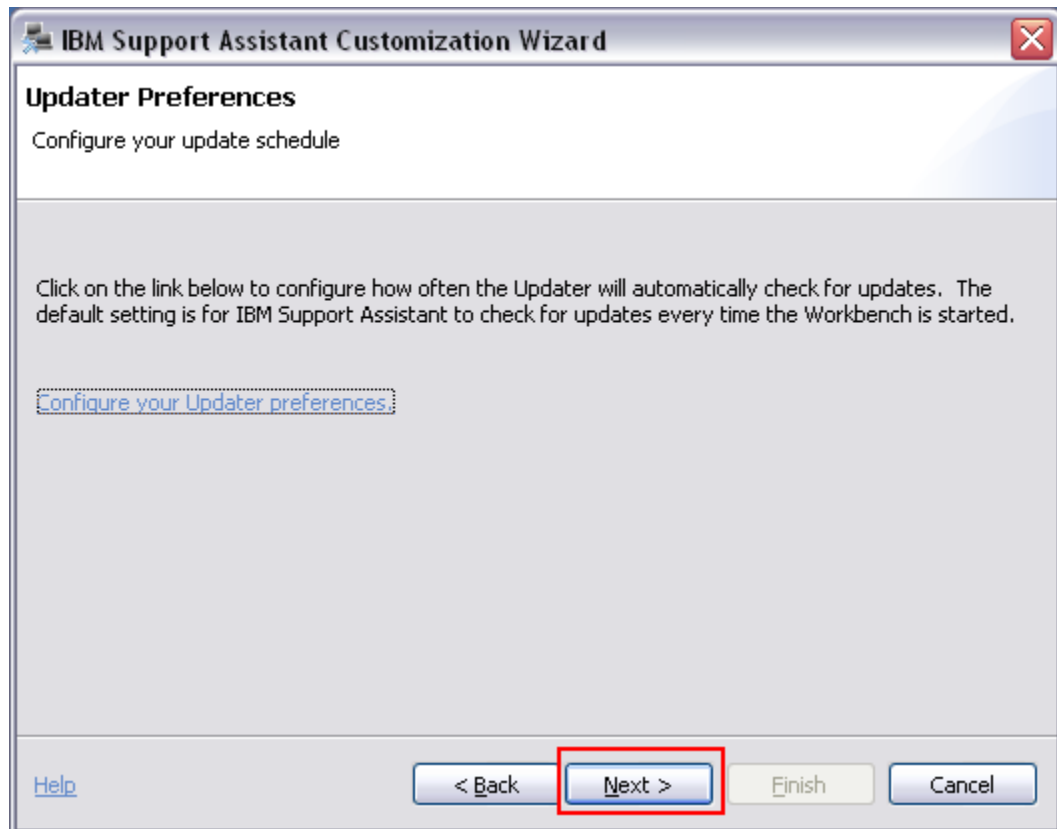
1. ____ The Customization Wizard launches automatically when you first launched ISA V4.0. You can also launch it via **Home > First Steps > Customize**



(Optional) If you need specific configuration for your network : SOCKs, Proxy, or Proxy authentication, click on "Configure your Network Connections.

You can get to this later via **File > Preferences > Network Connections**.

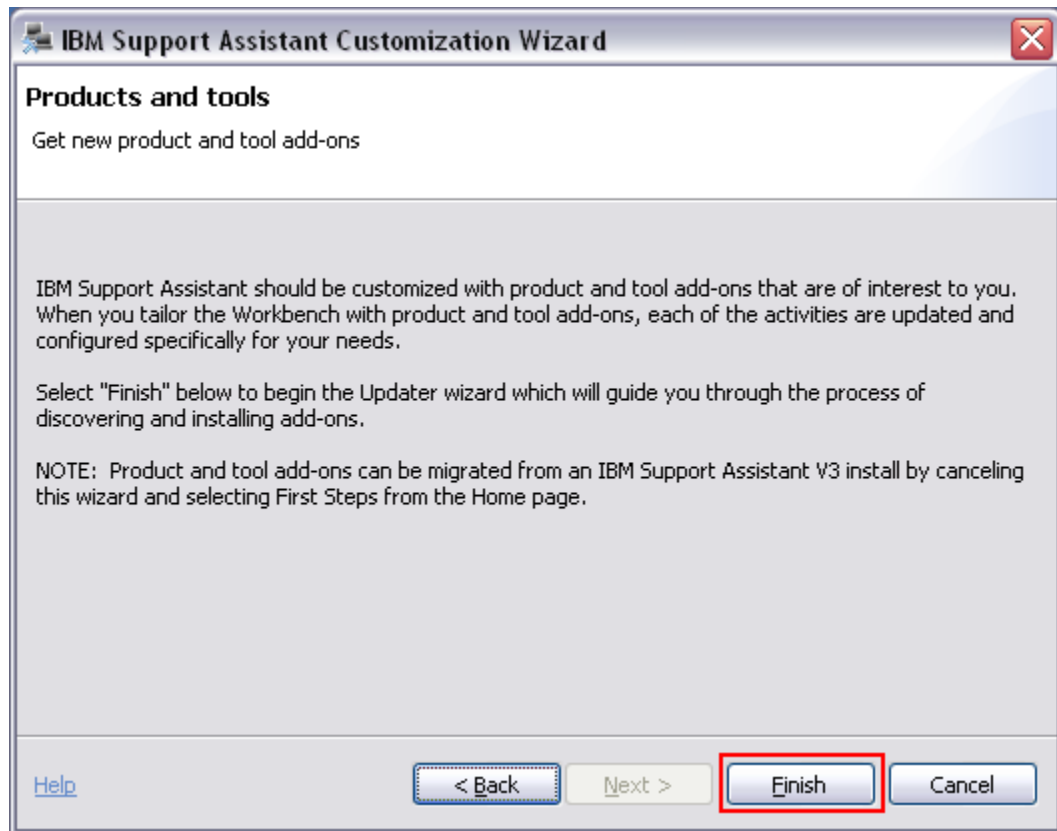
2. ____ Click **Next**



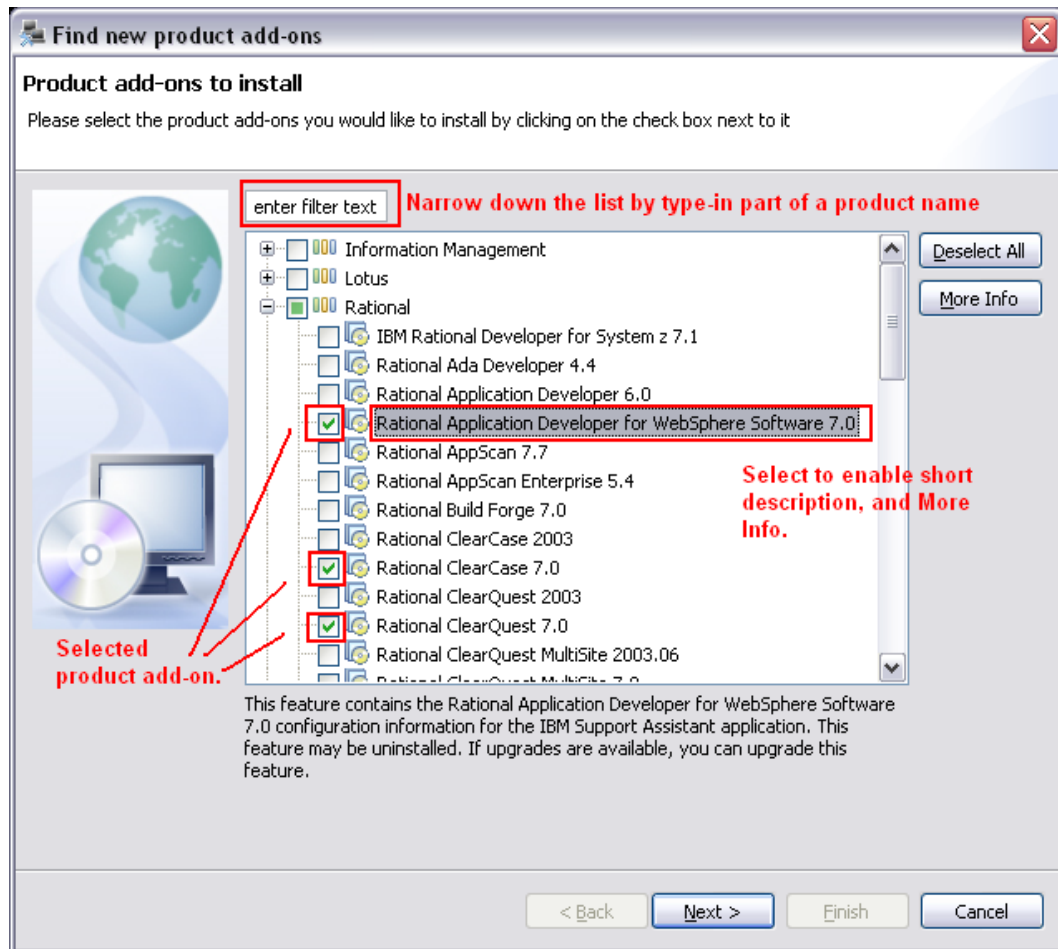
(Optional) If you need to manage whether you would like to be notified when updates are available, click "Configure your Updater preferences".

You can get to this later via **File > Preferences > Updater Preferences**

3. ____ Click **Next**
4. ____ This panel informs you about product plug-in customization.

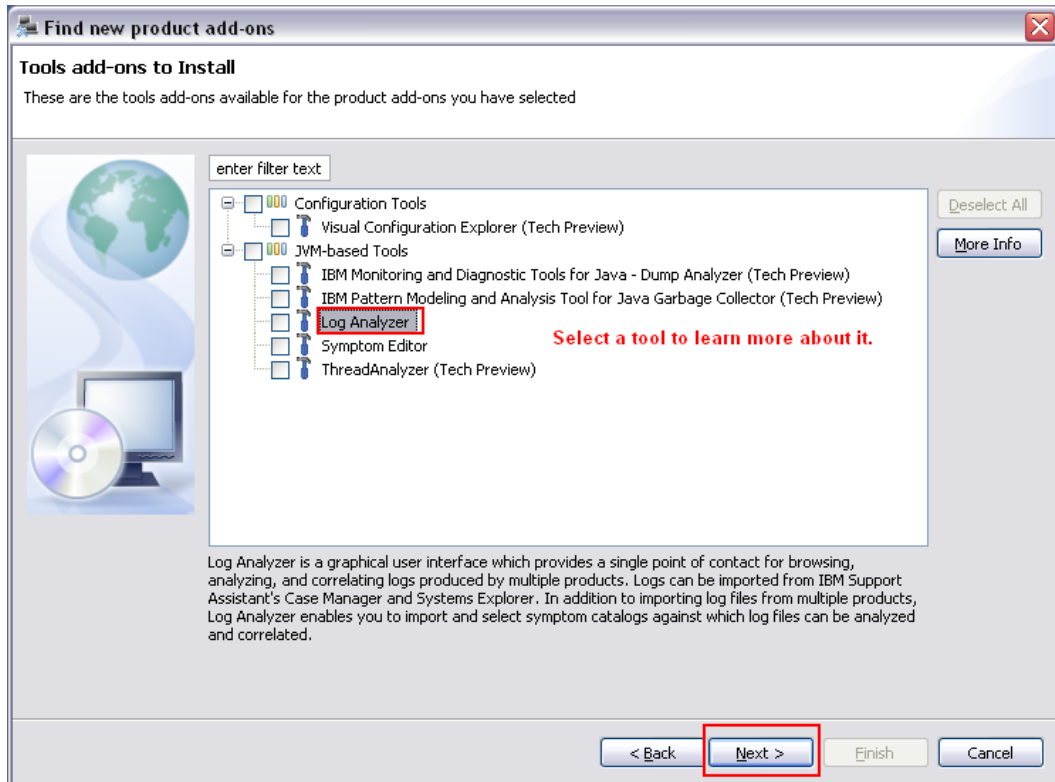


5. ____ Click **Finish**
6. ____ The new product add-on's panel is displayed. **Select the products that you work with !**
 - The example below shows three Rational products has been selected:
 1. Rational Application Developer for WebSphere Software 7.0
 2. Rational ClearCase 7.0
 3. Rational ClearQuest 7.0



Note: You can directly access this panel via menu : **Update > Find new ... > Product Add-ons.**

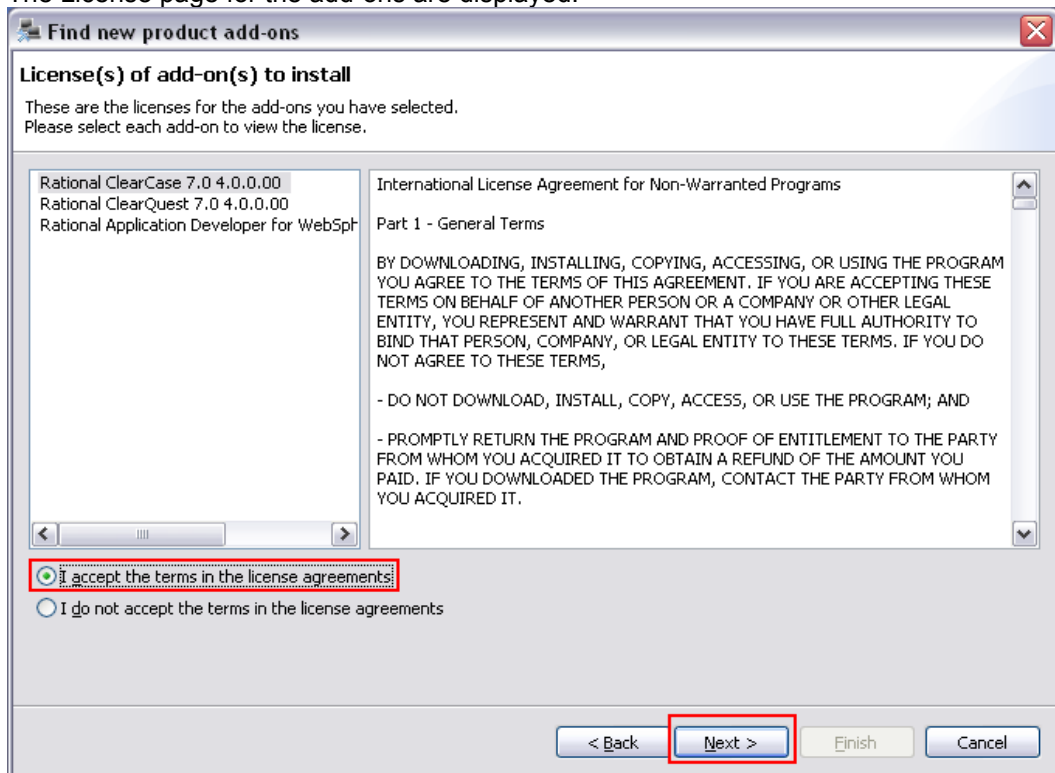
7. ☐ Click **Next**.
8. The Tools add-on page is displayed. These are the list of tools available.
9. Select tools as you need them. Keep in mind some tools may require a bit of time to download.



Note: You can directly access this panel via menu : **Update > Find new ... > Tools Add-ons.**

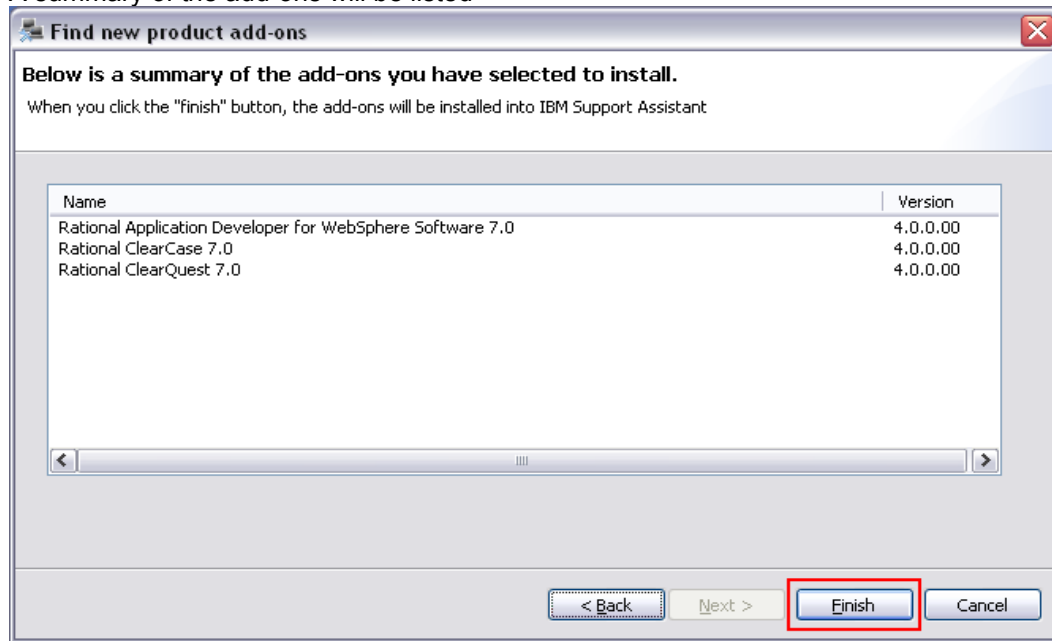
10. ____ Click **Next**.

11. The License page for the add-ons are displayed.



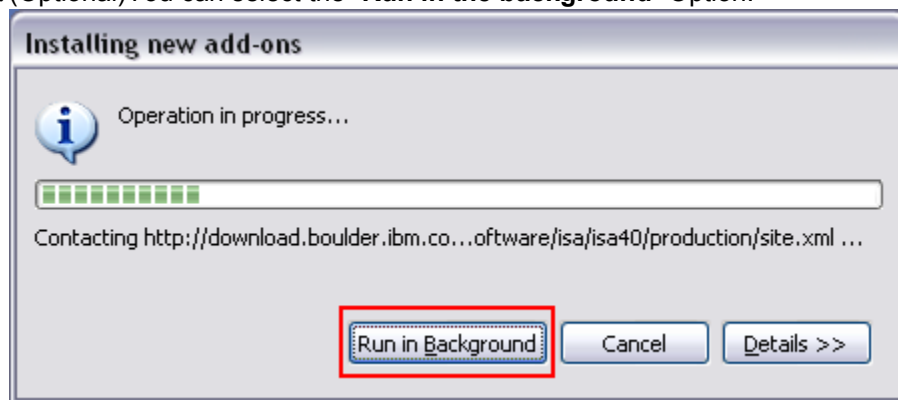
12. ____ Select: **"I accept the terms in the license agreements"**, Click **Next**.

13. A summary of the add-ons will be listed

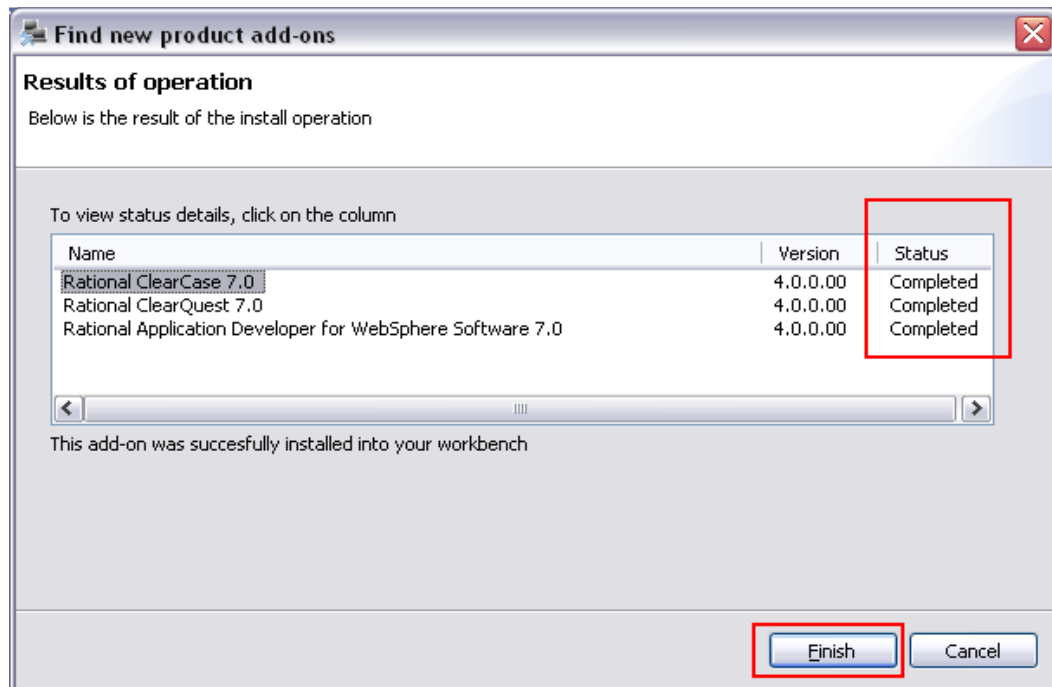


14. ____ Click **Finish**. This will start the install of the plug-ins.

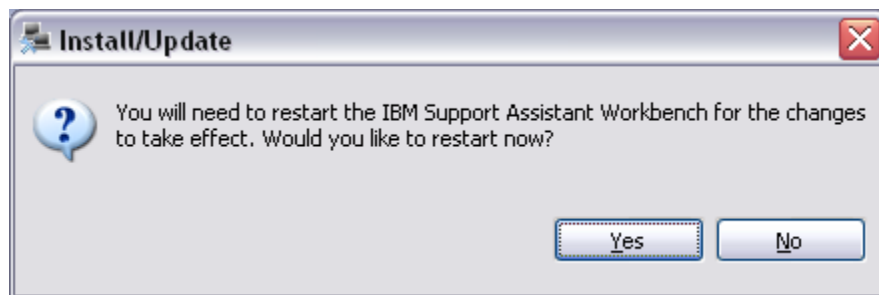
15. (Optional) You can select the **"Run in the background"** Option.



16. When install is completed, the Status of each plug-in will be displayed.



17. ____ Check that its Completed, and click on **Finish**.



18. ____ Click **Yes** to restart ISA.

You must re-start ISA in order for ISA to pick up the changes to add-on's that you made.

Completed: You now have a configured ISA launched in your workspace.