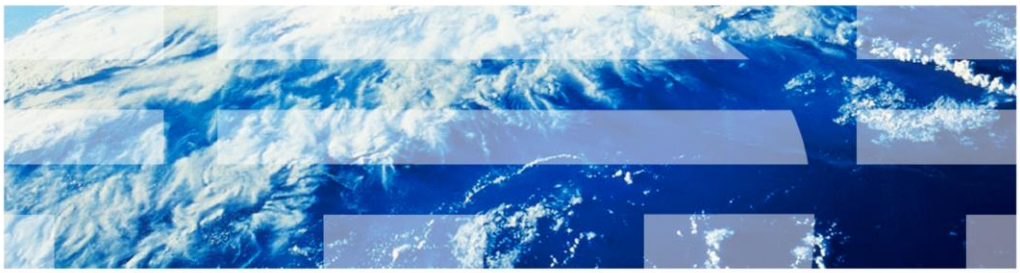
InfoSphere Information Server

Installation and configuration for IBM Support Assistant Lite



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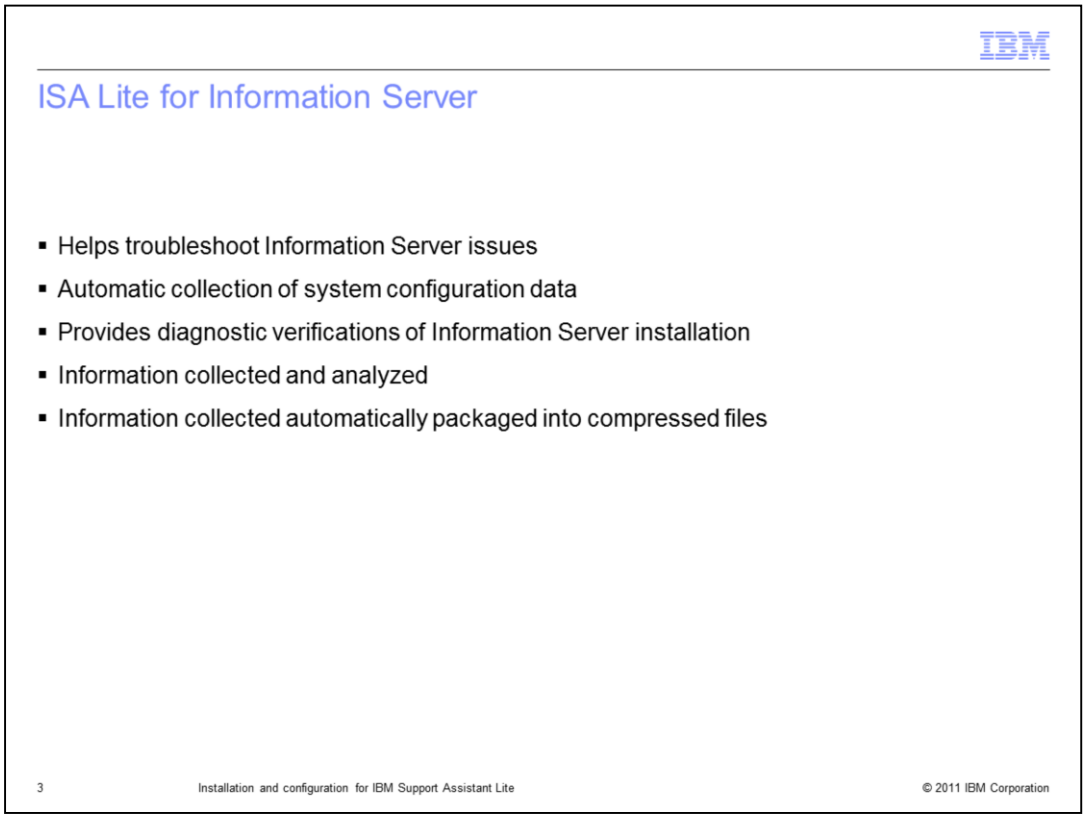
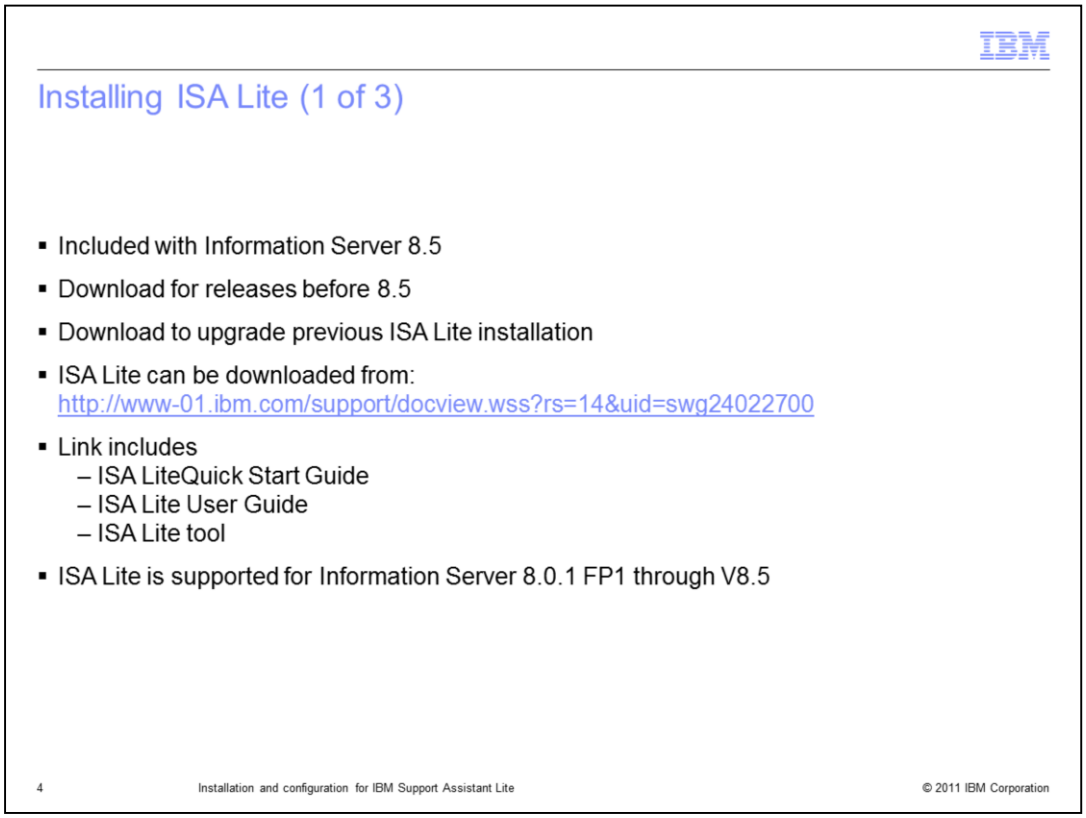
This presentation describes download, install, and run information using IBM Support Assistant Lite for Information Server V8. IBM Support Assistant Lite is referred to as ISA Lite throughout this presentation.

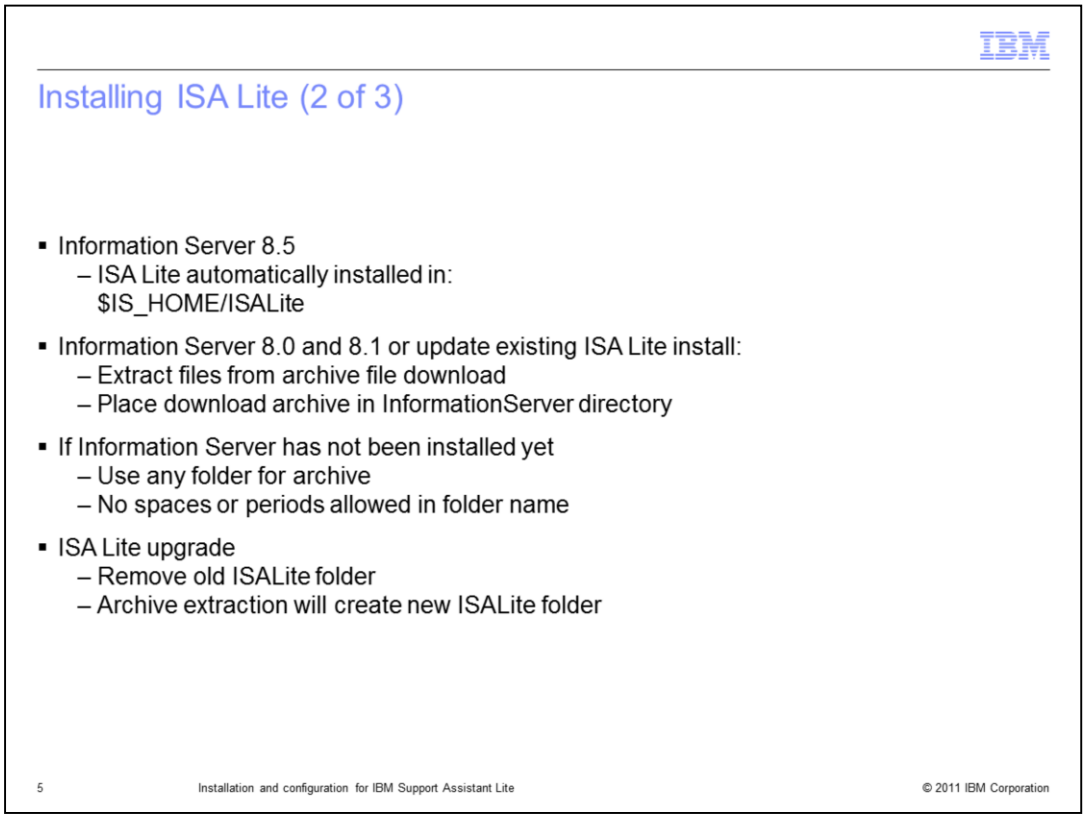
The objectives of this presentation is to describe ISA Lite and show you how to download, install, upgrade, and run ISA Lite for Information Server.



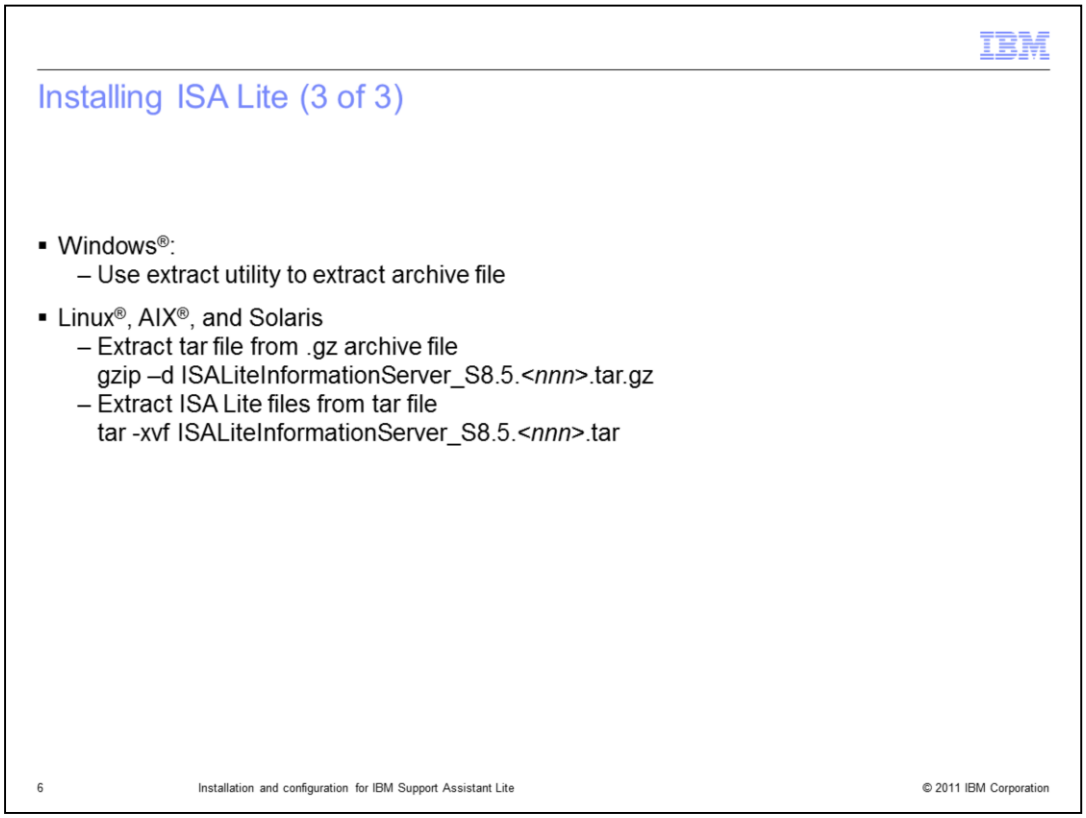
The ISA Lite for InfoSphere™ Information Server tool helps you troubleshoot IBM InfoSphere Information Server problems. The tool focuses on automatic collection of system configuration data and provides diagnostic verifications of an Information Server installation. Information pertinent to a problem is collected and analyzed to identify the origin of the problem. All log files and pertinent information is automatically packaged into compressed files for easy transfer to Information Server support. For more information on how ISA Lite handles sensitive data and passwords, see the ISA Lite Users Guide on the ISA Lite download site.



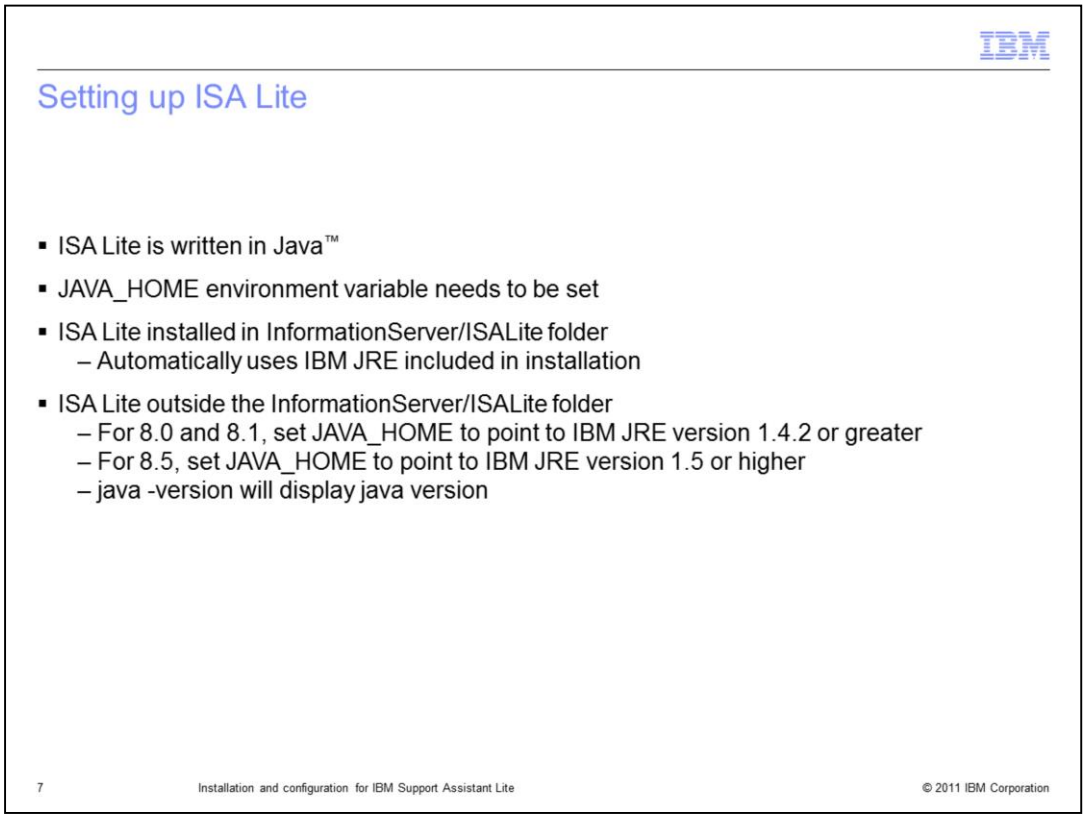
ISA Lite is automatically installed by the InfoSphere Information Server Version 8.5 so you can run the tool. However, previous versions of InfoSphere Information Server do not include the tool in their installation. The most current version of ISA Lite can be downloaded from the link displayed on this slide. The link includes the ISA Lite Quick Start Guide, ISA Lite User's Guide, and the ISA Lite tool. ISA Lite is supported with Information Server 8.0.1 Fix Pack 1 through version 8.5. It is recommended that you always download the most current version of ISA Lite even if you are running Information Server 8.5.



If you are using the ISA Lite that was installed with version 8.5, it is located in the Information Server home directory in a subdirectory called ISALite. If you have downloaded the latest ISA Lite archive, you will need to extract the files from the download archive. Place the archive file in the InformationServer directory. The extraction process will create an ISALite directory in the InformationServer directory. If you do not have an installation of InfoSphere Information Server, extract the downloaded archive in any folder of your choice. However, the path name of this installation folder cannot contain a space or a period. If you are upgrading to a newer version of the tool, completely remove the ISALite folder of the previous installation before installing the upgrade.



On Windows, extract files from the ISALite archive to the home installation folder of InfoSphere Information Server. For example, C:\IBM\InformationServer. On UNIX® and Linux, you must use gzip to decompress the archive file. The command is gzip –d ISALiteInformationServer_S8.5.<*nnn*>.tar.gz. <*nnn*> refers to the version of ISALite that was downloaded. Once the file has been decompressed, you will need to use tar to extract the ISA Lite files. The command is tar -xvf ISALiteInformationServer_S8.5.<*nnn*>.tar.



Because the tool is implemented as a Java™ application, you must set the **JAVA_HOME** environment variable before the tool can start. If you have installed the tool under the home installation folder of InfoSphere Information Server, the tool recognizes the installation and automatically uses the IBM JRE included in that installation.

If you have installed the tool outside of an installation of InfoSphere Information Server, or you do not have an installation of InfoSphere Information Server, you need to set JAVA_HOME to point to an IBM JRE. For 8.0 and 8.1 you will need IBM JRE version 1.4.2 or greater. For version 8.5, you will need IBM JRE version 1.5 or higher. You can run the java –version command to see what version of java you are currently using.

Which Java should be used?

- Server has WebSphere® Application Server installed
  - Set JAVA_HOME to point to <WASHome>/AppServer/java/jre directory
  - For **Windows**, default folder is C:\IBM\WebSphere\AppServer\java\jre
  - For **Linux**, **AIX**, **or Solaris,** default folder is /opt/IBM/WebSphere/AppServer/java/jre
- Server has InfoSphere Information Server installed
  - Set JAVA_HOME to point to <IS_HOME>/ASBNode/apps/jre directory
  - For **Windows**, default folder is C:\IBM\InformationServer\ASBNode\apps\jre.
  - For **Linux**, **AIX**, **or Solaris**, default folder is /opt/IBM/InformationServer/ASBNode/apps/jre
- WebSphere Application Server and Information Server not installed
  - ISA Lite requires IBM JRE at level 1.4.2 or higher
  - Manually set JAVA_HOME
    - Windows: Ex: IBM jre 1.4.2 installed in c:\jre1.4.2
      SET JAVA_HOME=c:\jre1.4.2
    - UNIX/Linux: Ex: IBM JDK installed in /opt/jre142
      JAVA_HOME=/opt/jre142; export JAVA_HOME

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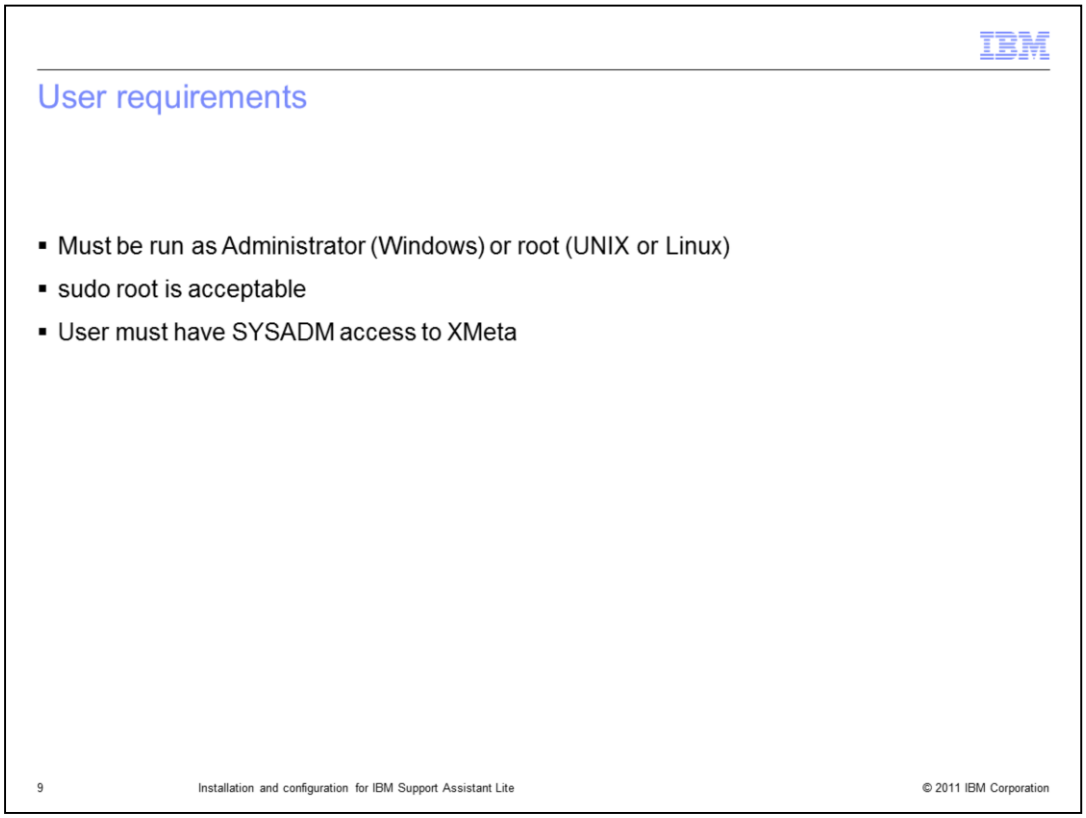
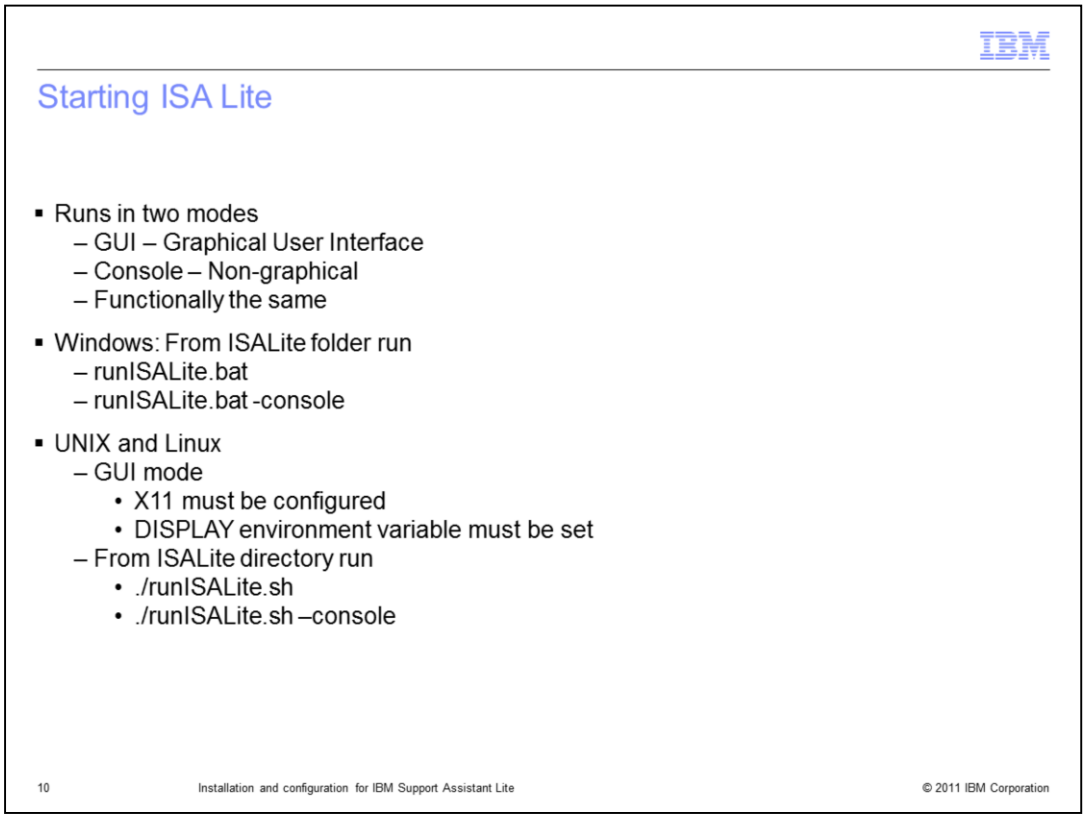
This slide illustrates exactly how your Java home environment variable needs to be set depending on your configuration. Review the information on this slide and set your JAVA_HOME variable to the value most appropriate for your configuration.



ISA Lite tasks, collections, and tools require that you have logged in to the system as an Administrator on a Windows system or as ‘root’ (or sudo root) on a UNIX or Linux system. Some operations require this administration role to access certain files or data. To properly collect all data from the DB2® collection, the user who is invoking the collection must also have the SYSADM access role to the database.



ISA Lite runs in two modes, Graphical user interface (GUI) and console. There are no functional differences between the two. For Windows, go to the ISALite folder and run runISALite.bat to run in graphical mode or runISALite.bat –console to run in console mode.

For UNIX and Linux, you must have X11 installed on your server and have your DISPLAY environment variable set to run in graphical mode. Once that is set, you can start ISA Lite from the ISALite directory by running ./runISALite.sh.

To run ISA Lite in console mode, run ./runISALite.sh –console from the ISALite folder.

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