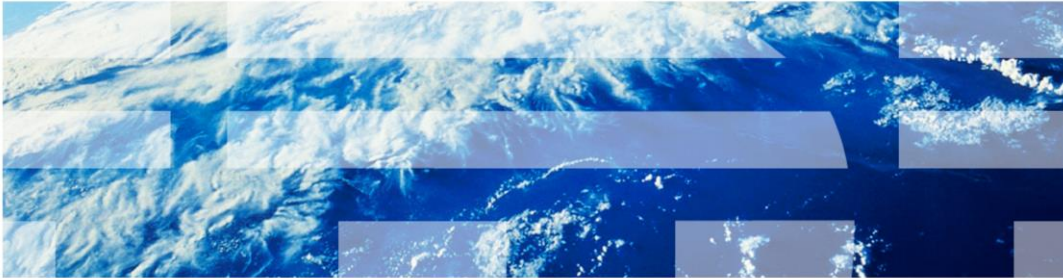


IBM Maximo Asset Management V7.1 and 7.5

IBM Support Assistant Lite collector



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In this training module, you learn about downloading and using the IBM Maximo® Asset Management ISA Lite collector.

Objectives

When you complete this module, you can perform these tasks:

- Describe the function of the ISA Lite collector tool
- Download and install the ISA Lite collector tool
- Run the ISA Lite collector tool
- Submit the results of the collector to IBM Support

When you complete this module, you can perform these tasks:

- Describe ISA Lite collector functionality and capabilities
- Download and install the ISA Lite collector tool
- Use the ISA Lite collector tool
- Transmit ISA Lite collector results to IBM Support

What is ISA Lite

What is ISA Lite?

- IBM Support Assistant Lite
- Full client application available for free from IBM
- Assists in identifying events that can impact system operation
- Can be considered a platform that requires plug-ins to provide functionality
- ISA Lite can be run as a small stand-alone program (ISA is not required)
- Collects system information that includes Maximo and system logs, Maximo application version number, key file, and the OS environment
- Collected information is saved in a single compressed file to be submitted to IBM Support

The ISA acronym stands for IBM Support Assistant. Think of ISA as a platform with plug-ins that provide functionality. ISA Platform is a large download and a full fat client application to help with problem resolution through log analysis, document discovery and more. ISA Lite is a small free ISA plug-in provided to customers by IBM to assist in collecting information that is used in problem resolution. ISA Lite can be run either inside ISA or, most commonly, as a stand-alone application without the ISA Platform. ISA Lite can collect system information including logs, critical files, database property settings, environment information and more. Once information is collected it is zipped and may be transmitted to IBM Support automatically or manually.

Where to find ISA Lite for Maximo

- In version 7.5, ISA Lite is installed on the Administrative Workstation along with the application in the following path: **<Maximo_Home>/tools/maximo/ISALite_75**
- You can also download ISA Lite, which works for both versions 7.1 and 7.5, from the following link. Sign in with your registered IBM email address or click **Register** <http://tinyurl.com/Maximo7-ISALite>

IBM Support Assistant Lite

Returning visitors

IBM ID: (usually e-mail address)
Email@SomeDomain.com

→ Forgot your IBM ID?
→ Get an IBM ID

Password*

→ Forgot your password?

Sign in

Not registered?

If you do not have a universal IBM user ID, please [register here](#), then return to sign in for this offering.

To find out more about the benefits of having an IBM Registration ID, visit the [IBM ID Help and FAQ](#).

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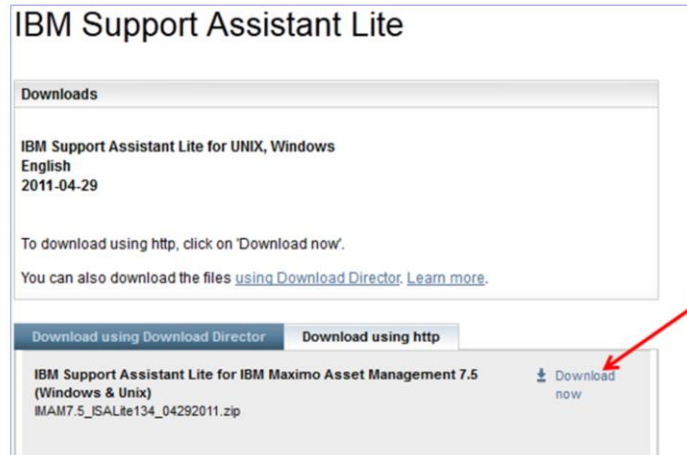
IBM Support Assistant Lite collector

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The advantage of ISA Lite is it knows what information is required and how to get it which relieves the administrator from that effort. ISA Lite works with Maximo Asset Management V7.1 and Maximo Asset Management V7.5. This slide shows the system install path for the ISALite_75 directory and the ISA Lite software download URL. The ISA Lite plug-in can be downloaded from <http://tinyurl.com/Maximo7-ISALite>. Your IBM ID and password is required to download ISA Lite. If you do not have an IBM ID, click the **register here** link to sign up.

Downloading ISA Lite (1 of 3)

- After logging in you are directed to the Maximo ISA Lite download page
- Click **Download now**



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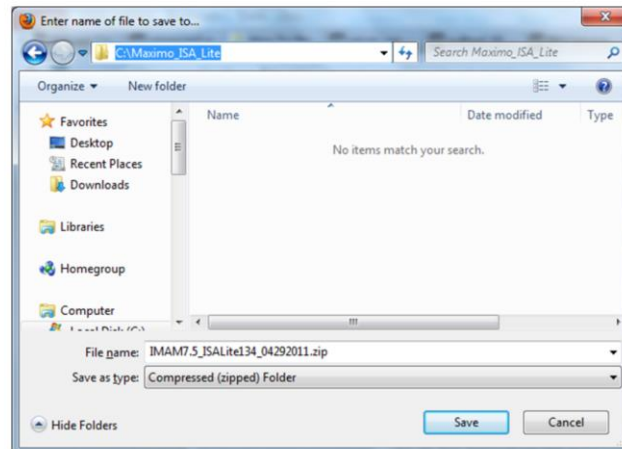
IBM Support Assistant Lite collector

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After logging in with a valid username and password you are directed to the download page. Click **Download Now** located in the lower right corner.

Downloading ISA Lite (2 of 3)

- Your browser gives you the option to save the file. Click **Save**.
- Choose an existing location or create a new one



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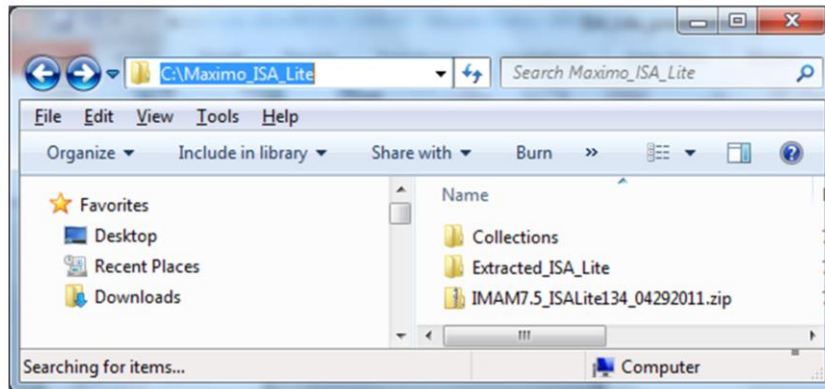
IBM Support Assistant Lite collector

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The browser can display the option to either open or save the file. Choose **Save**. Save the download package to either a new or an existing disk drive location. In this example you created directory called C:\Maximo_ISA_Lite.

Downloading ISA Lite (3 of 3)

- After downloading, extract files to a directory on one of the Maximo system servers
- Start with the Administrative Workstation for the first collection
- Collect files from other servers after this collection, if necessary
- Create a directory or folder for your collections



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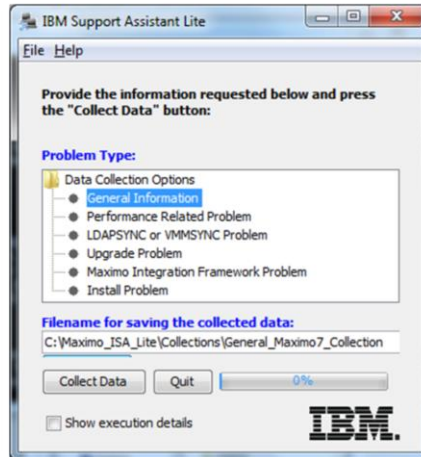
IBM Support Assistant Lite collector

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Once the ISA Lite package is saved, extract the package into the directory. It can help in organizing ISA Lite results to create a directory or folder to hold the collection files. In this example you created a folder called **collections**. ISA Lite can be run on any server in the Maximo infrastructure, but all problem submissions should include a general information collection from the Administrative Workstation. The first collection you choose should be this option.

Preparing to run ISA Lite (1 of 2)

- Each server where Maximo is installed might have different information
- Some environments might have multiple application, database, web, and administrative machines



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IBM Support Assistant Lite collector

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Different information is collected using different ISA Lite options on different servers. For example, the **General Information** option will collect environment information including the operating system and memory availability from any system it is run on. So this option should be selected on each server that the ISA Lite plug-in is run on. **LDAPSYNC (LDAPSYNC or VMMSYNC Problem)** problem and **General Information** collections should be run on the application server where those synchronizations run. For performance problems, the **Performance** collection and **General Information** options should be run on all of the servers in the Maximo infrastructure. Upgrade (**Upgrade Problem**) and **Install Problem** collections and **General Information** should be run on the servers where those problems occurred. Integration (**Maximo Integration Framework Problem**) problems and **General Information** collections should be run on servers that are used for that integration.

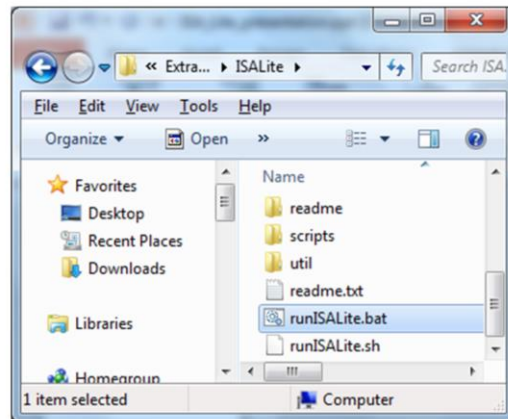
Preparing to run ISA Lite (2 of 2)

- For best results, run the ISA Lite collector on each computer in the Maximo infrastructure
- At a minimum, run ISA Lite on your administrative workstation
- On each server select the **General Information** option first and then select other options related to the problem
- Run **Install Problem collectors** on administrative workstations and **Performance Problem collectors** on all servers

For best results in solving problems, run the ISA Lite collector on each computer in the Maximo infrastructure. At a minimum, run ISA Lite on the administrative workstation. Select the **General Information** option first and then select other options related to the problem.

Running ISA Lite

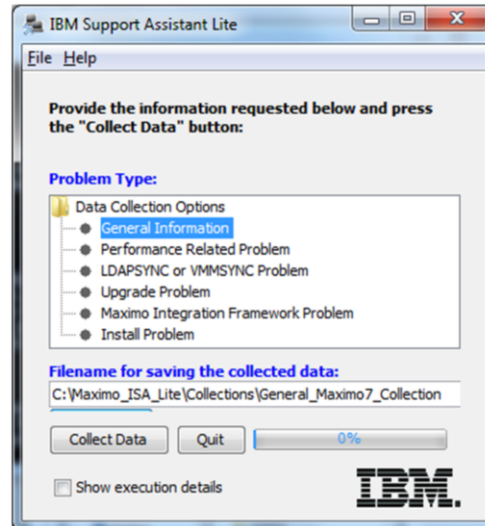
- Change the directory to or open the ISALite directory in the **Extracted** files directory
- Run the **runISALite.bat** file in Windows® or run the **runISALite.sh** file in Linux® or UNIX® systems



To start ISA Lite, inside the extracted ISA Lite folder, the **runISALite.bat** file initiates ISALite for Windows. The file **runISALite.sh** does the same for Linux and UNIX environments.

Creating an ISA Lite collection (1 of 6)

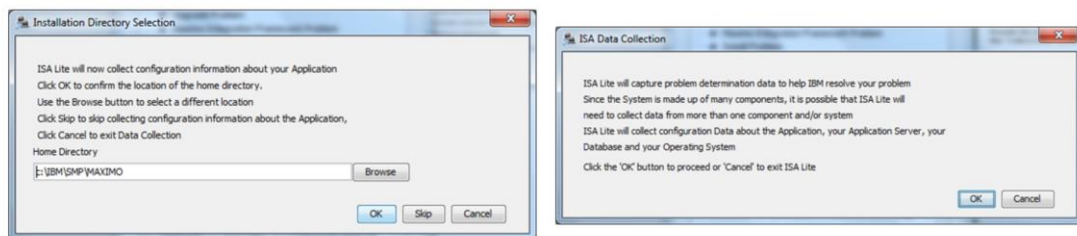
- Choose **General Information**
- Browse to the collection directory you created and give the file a name
- The ISA Lite collector is programmed to know where most of the information is
- If it is collecting logs or other information and it does not find the information as expected, it might ask you where the information can be found
- Click **Collect Data**



Once the program has started, Choose **General Information** option. Browse to the created collection directory and give the collected file a name. It is important to give collection files intuitive names so that they can be identified later. For example the file name **Admin_Workstation_General_Info** will show where the collection was run and which collection type it is. After selecting the type of collection click **Collect Data**. The ISA Lite collector is programmed to know where most of the information is. If ISA Lite is collecting logs or other information, and it does not find the information as expected, it can ask where the information can be found.

Creating an ISA Lite collection (2 of 6)

- When an information window opens, click **OK**
- A window to request the installation directory opens. If this is not running on the administrative workstation, click **Skip** to skip this part of the collection
- Browse to the root Maximo installation directory.
- Click **OK**



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IBM Support Assistant Lite collector

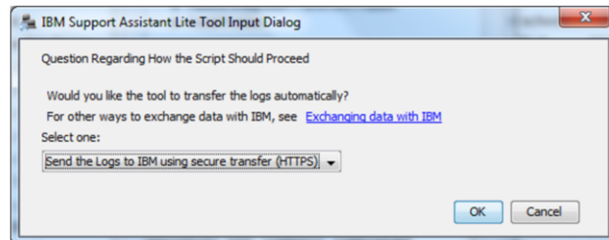
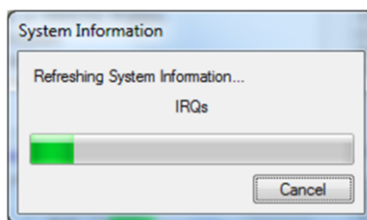
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An information dialog displays, click **OK** to continue. When running the **General Information** collector, a dialog to request the Maximo installation directory displays.

If ISA Lite is not running on the administrative workstation click **Skip** to skip this part of the collection. If ISA Lite is running on the administrative workstation, confirm the path displayed or browse to the correct path and click **OK**.

Creating an ISA Lite collection (3 of 6)

- A window opens to show the progress of the collection
- When the collection completes, an option window opens
- If you already have a PMR opened with IBM and you have an internet connection, choose a method to transfer this file to your PMR
- If you do not have a PMR or internet connection, click **Cancel**
- The collection file exists in the collection path you selected when the program started
- You can manually send it to your IBM support representative or PMR at a later time if you do not transfer it at this time



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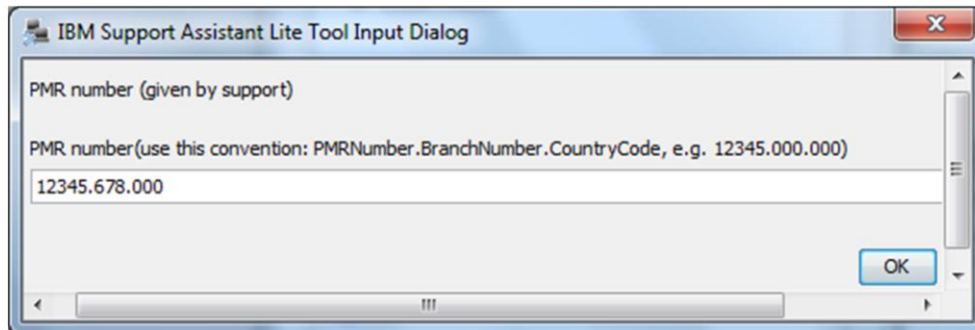
IBM Support Assistant Lite collector

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A dialog displays the collection progress. When the collection is complete, there is an option to transmit the collection to IBM. If there is already a PMR open and there is an available internet connection, choose the transfer type preferred and click **OK**. If there is not internet connection or a PMR has not been opened with IBM, click **Cancel**. The collection file is saved in the directory specified at the start of the collection but is not transmitted. The file can be manually sent to the IBM support representative or PMR at a later time if it is not transferred at this time

Creating an ISA Lite collection (4 of 6)

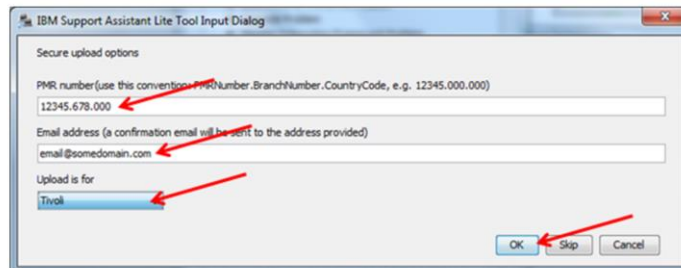
If you did not cancel the transfer, an input window opens



If the transfer was not cancelled, enter the PMR number for this associated problem. PMR numbers should be separated by periods after the fifth and eighth digit as shown in this dialog.

Creating an ISA Lite collection (5 of 6)

- Enter the PMR number for this problem with dots after the first 5 numbers and the next 3 numbers as in 12345.678.000
- Click **OK**
- Enter your email address
- From the Upload for selector, select **Tivoli®** and click **OK**



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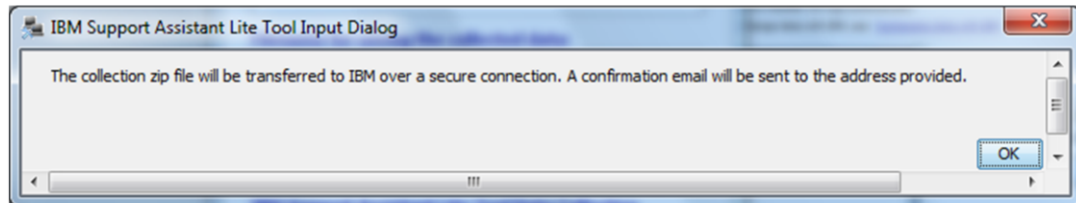
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Enter the contact email address. Next, be sure to select **Tivoli** from the **Upload for** menu and click **OK**.

Creating an ISA Lite collection (6 of 6)

The collection is uploaded to IBM



The final dialog box indicates that the archive file transfer is queued. Click **OK**. To start another collection, select another option from the ISA Lite menu and choose **Collect Data** again.

Summary

Now that you completed this module, you can perform these tasks:

- Describe what the ISA Lite collector tool is and what it can do for you
- Download the ISA Lite collector tool
- Run the ISA Lite collector tool
- Submit the results of the collector to IBM Support

Now that you completed this module, you can accomplish these tasks:

- Describe the ISA Lite collector functionality and capabilities
- Download and install the ISA Lite collector tool
- Use the ISA Lite collector tool
- Transmit ISA Lite collector results to IBM Support ...

Transmit ISA Lite collector results to IBM Support. Thank you for using this IBM Education Assistant to improve knowledge of IBM products.

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