

# IBM Support Assistant Lite

*Simplifying software support*

[ibm.com/software/support/isa](http://ibm.com/software/support/isa)

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## *Highlights*

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**IBM Support Assistant Lite (ISA Lite)** is a lightweight application for quick deployment of IBM Support Assistant's automated data collection tool. It's customized to automate product-specific data collection.

### **Automate data collection**

- Gather needed data for problem
- Get the right data the first time
- Review the file yourself, or
- Upload files to IBM using IBM FTP servers or send securely through HTTPS. Upload to an FTP server of your choice.
- Reach problem resolution quicker

### **It's easy to use!**

- Download this less than 10 MB file [for your product](#)
- Execute using a GUI or command line (no installation or configuration needed)
- Collect data from application middleware where no agents are set up
- Collect based on existing Must Gathers
- Send data directly to IBM through ISA Lite

### **Learn more**

- View a quick tutorial on [IBM Education Assistant](#)

### **Download now**

- Under [Quick Data Collection](#), choose a product and click the arrow

OR

1. Download the product add-on in the workbench
2. Go to the Data Collection view. Three options display
3. Choose ISA Lite and indicate the directory where to export the file

Note: If the ISA Lite selection does not display, it is not an option for that product.

IBM Support Assistant Lite helps you:

- Save time
- Automate data collection
- Gather reliable, accurate data
- Ensure privacy
- Expedite time to resolution!

## Manual MustGather collection

### Manual MustGather steps - example: WebSphere Application Server

1. Access the [Support Portal](#)
2. Choose the Troubleshooting task for your product
3. Find the MustGather document in the Featured Troubleshooting links portlet
4. Follow the MustGather instructions to gather the needed environment information
5. Find the product component in the MustGather that matches the part of the product experiencing problems
6. Read the detailed product component instructions
7. Manually gather the needed troubleshooting files
8. Submit files to IBM Support by attaching to the Service Request in the Service Request tool. Or, email the files to IBM Support using the [Exchanging information with IBM Technical Support](#) instructions

## ISA Lite automated data collection

### ISA Lite Automated Collector steps:

1. Access [ISA Lite downloads](#)
2. Choose the brand and select the product
3. Download ISA Lite and extract it to your preferred directory
4. Start ISA Lite by running `runISALite.[sh|bat]`
5. Select the problem type, (i.e., for WebSphere Application Server, Admin console)
6. Follow the prompts to automatically submit the collected data to IBM Support