Generating a Support Tool Archive

The Support Tool gathers logs, configuration files, and setup information from the Zend Server instance. This data is used to help Zend's support team to troubleshoot issues, and provide comprehensive and efficient support.

The instructions to generate a Support Tool archive on all supported operating systems can be found below:

Linux and macOS

1. Run the following command in the terminal as 'root':

```
/usr/local/zend/bin/support_tool.sh
```

> ⓘ **Note:**
>
> The script accepts options (add `--help` for the list), however, refrain from using `--full` and `--get-dbs`, unless the Support personnel asked for these options specifically.

2. The Support Tool archive will be created as *$TMPDIR/ZSST_<hostname>_<version>_<timestamp>.tar.gz* (if **TMPDIR** is not defined, it defaults to */tmp*), for example:

```
[root@server ~]#/usr/local/zend/bin/support_tool.sh
Plugins :
  "Zend Server Database"
  "System Information"
  "System Overview"
  "HTML phpinfo() Collector"
  "Zend Server Logs Collector"
  "Zend Server Information"
Archive created at /tmp/ZSST_server_2019.0.3_2019-11-26-133805.tar.gz
[root@server ~]#
```

Windows

1. From the Start Menu, select **Zend Server | Support Tool**. On most systems you will receive a UAC prompt, which you'll have to accept.

2. Select the **Create Support Tool archive with these options** radio button (selected by default):

Zend Server 2019.0 Support Tool version 2019.0

Select Options Or Actions
Information to add to Support Tool or actions to perform

Select either the additional information types to include in the archive created by the Support Tool or an action to be performed.

Basic

◉ Create Support Tool archive with these Options:
  ☐ Full logs (by default only last 1000 lines)
  ☐ SQLite databases
◯ Perform this Action:
  ◯ Change the 'admin' password
  ◯ Switch to Simple Authentication
  ◯ Zend Server services:
    ◯ Stop
    ◯ Start

Note: Each of the Options above will increase the size of the generated archive.

Next >   Cancel

ⓘ **Note:**

Marking the **Full logs** and/or **SQLite databases** checkboxes may seem a good idea. However, in most cases this simply increases the size of the archive significantly without adding useful information. Please mark these checkboxes only when the Support personnel asked you to do so.

3. Press **Next**.

4. Enter a location for the archive to be created in:

Zend Server 2019.0 Support Tool version 2019.0

Location of the Support Tool Archive
Where would you like to save the generated archive?

Select the directory where the Support Tool archive will be saved.
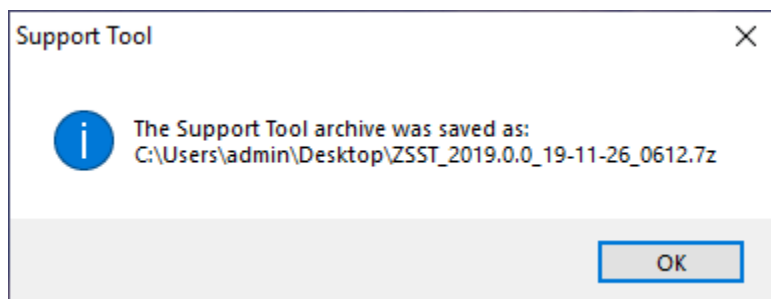
C:\Users\admin\Desktop   Browse...

< Back   Next >   Cancel

5. Press **Next**.

6. The Support Tool archive will be created in the location specified in step 4:

IBM i

1. Log in with a *SECOFR class user profile and go to a 5250 command line.

2. Go to the Zend Server menu and run Support Tool:

    2.1. On Zend Server **9.x and later**:

        `go zendphp7/zsmaint`

        Select option "**40. Run Support Tool**"

2.2. On Zend Server **8.5.3 to current version of 8.5.x**:

`go zendsvr6/zsmaint`

Select option "**40. Run Support Tool**"

```
MAIN                        IBM i Main Menu
                                             System:   ZENDSUP1
    Select one of the following:

         1. User tasks
         2. Office tasks
         3. General system tasks
         4. Files, libraries, and folders
         5. Programming
         6. Communications
         7. Define or change the system
         8. Problem handling
         9. Display a menu
         10. Information Assistant options
         11. IBM i Access tasks

         90. Sign off

    Selection or command
    ===> go zendsvr6/zsmaint

    F3=Exit   F4=Prompt   F9=Retrieve   F12=Cancel   F13=Information Assistant
    F23=Set initial menu
    (C) COPYRIGHT IBM CORP. 1980, 2013.

                                                            20/27
```

```
ZSMAINT                 Zend Server Maintenance Menu
                                             System: ZENDSUP1
    Select one of the following:

     PTF                                 Support
      1. Display Zend Server PTF status    40. Run Support Tool
      2. Load Zend Server PTF              41. Reset Zend Server environment
      3. Apply Zend Server PTF
      4. Remove Zend Server PTF          IBMi Server General
                                          50. Display IBMi Server Info
     Global Activation                    51. Work with User Spooled Files
      20. Start Zend Server Subsystem at IPL   52. Work with System Values
      21. Stop Zend Server Subsystem at IPL

     Zend Server General
      31. Display Zend Server Version
      32. Display XMLSERVICE Version
      33. Display Zend Server Info


    ===> 40
    F3=Exit   F4=Prompt   F9=Retrieve   F12=Cancel
    F13=Information Assistant  F16=System main menu

                                                            21/9
```

2.3. On Zend Server **6, 7, or 8 prior to 8.5.3**:

`go zendsvr6/zsmenu`

Select option "**3. Run Support Tool**"

A job named **ZSVR_REP** will be submitted. Allow this job to complete.

3. In the **Display Job** menu, select option "**4. Display spooled files**"

```
ZSMAINT              Zend Server 2019.0.0 Maintenance Menu
                                                    System: ZENDSUP1
        Select one of the following:

        PTF                              Support
         1. Display Zend Server PTF status    40. Run Support Tool
         2. Load Zend Server PTF              41. Reset Zend Server environment
         3. Apply Zend Server PTF             42. Reset Toolkit environment
         4. Remove Zend Server PTF
                                         IBMi Server General
        Global Activation                    50. Display IBMi Server Info
         20. Zend Server Subsystem action at IPL   51. Work with User Spooled Files
                                              52. Work with System Values

        Zend Server General
         31. Display Zend Server Version
         32. Display XMLSERVICE Version
         33. Display Zend Server Info
         34. Display PHP version

        ===> dspjob ZSVR_REP_____
        F3=Exit   F4=Prompt   F9=Retrieve   F12=Cancel
        F13=Information Assistant  F16=System main menu
        Check QTMHHTTP/ZSVR_REP job spooled file for the report location


                              MW                                  21/22
```

```
                         Display Job
                                          System:   ZENDSUP1
        Job:   ZSVR_REP      User:   QTMHHTTP      Number:   468534


        Select one of the following:


              1. Display job status attributes
              2. Display job definition attributes
              3. Display job run attributes, if active
              4. Display spooled files

             10. Display job log, if active, on job queue, or pending
             11. Display call stack, if active
             12. Display locks, if active
             13. Display library list, if active
             14. Display open files, if active
             15. Display file overrides, if active
             16. Display commitment control status, if active
                                                        More...
        Selection
              4_

        F3=Exit   F12=Cancel


                              MW                                  21/8
```

5. Find and open the **QPRINT** spool file with a single page, containing the path and filename of the Support Tool archive

```
                        Display Job Spooled Files

        Job:   ZSVR_REP        User:   QTMHHTTP        Number:    468534

        Type options, press Enter.
          5=Display

                          Device or                        Total   Current
        Opt  File          Queue       User Data  Status   Pages    Page    Copies
         5   QPRINT        QPRINT                  RDY        1                 1




                                                              Bottom
        F3=Exit    F10=View 3   F11=View 2   F12=Cancel   F24=More keys


                           MW                                      10/3
```

```
                        Display Spooled File
File . . . . . :   QPRINT                              Page/Line   1/6
Control . . . .    _____                             Columns    1 - 130
Find  . . . . .    _____
*...+....1....+....2....+....3....+....4....+....5....+....6....+....7....+....8....+....9....+....0....+....1....+....2....+....3
Plugins :
 "Apache Information Collector"
 "Zend Server Logs Collector"
 "System Overview"
 "HTML phpinfo Collector"
 "System Information Collector"
 "Zend Server Information Collector"
Archive successfully created at /tmp/ZSST_2019.0.0_2019-12-20-211415.tar.gz




                                                              Bottom
F3=Exit    F12=Cancel   F19=Left   F20=Right   F24=More keys


                           MW                                      3/22
```

```
                            Work with Printer Output
                                                     System:   ZENDSUP1
              User . . . . . .   SHLOMO          Name, *ALL, F4 for list

              Type options below, then press Enter.  To work with printers, press F22.
                2=Change   3=Hold   4=Delete   5=Display        6=Release   7=Message
                9=Work with printing status     10=Start printing  11=Restart printing


                    Printer/
              Opt    Output       Status
                    Not Assigned
                __    ALL         Not assigned to printer (use Opt 10)
                5_    QPRINT       Not assigned to printer (use Opt 10)




                                                              Bottom
                F1=Help   F3=Exit   F5=Refresh   F11=Dates/pages/forms     F12=Cancel
                F14=Select other printer output    F20=Include system output   F24=More keys
                Printer output ALL deleted.                                        +

                             MW                                        13/3
                                    Display Spooled File
 File . . . . . :   QPRINT                                      Page/Line   1/6
 Control . . . . .   _____                                   Columns     1 - 130
 Find . . . . . .   _____
 *...+....1....+....2....+....3....+....4....+....5....+....6....+....7....+....8....+....9....+....0....+....1....+....2....+....3
 Archive created at /tmp/zend_server_report_bug_122019203710.tar.gz
















                                                                       Bottom
   F3=Exit   F12=Cancel   F19=Left   F20=Right   F24=More keys

                    MW                                            3/22
```

Alternatively, simply find the Support Tool archive in the **/tmp** directory of IFS. The file name in newer releases of Zend Server follows this pattern:

ZSST_*<version>*_*<timestamp>*.tar.gz

```
ZSMAINT              Zend Server 2019.0.0 Maintenance Menu
                                                    System: ZENDSUP1
         Select one of the following:

          PTF                              Support
           1. Display Zend Server PTF status    40. Run Support Tool
           2. Load Zend Server PTF              41. Reset Zend Server environment
           3. Apply Zend Server PTF             42. Reset Toolkit environment
           4. Remove Zend Server PTF
                                           IBMi Server General
          Global Activation                 50. Display IBMi Server Info
           20. Zend Server Subsystem action at IPL   51. Work with User Spooled Files
                                             52. Work with System Values

          Zend Server General
           31. Display Zend Server Version
           32. Display XMLSERVICE Version
           33. Display Zend Server Info
           34. Display PHP version

         ===> wrklnk obj('/tmp/ZSST*') detail(*NAME)_____
         F3=Exit   F4=Prompt   F9=Retrieve   F12=Cancel
         F13=Information Assistant   F16=System main menu


                                      MW                                21/45
```

```
                            Work with Object Links

         Directory  . . . . :   /tmp

         Type options, press Enter.
          2=Edit   3=Copy   4=Remove   5=Display   7=Rename   8=Display attributes
          11=Change current directory ...

         Opt     Object link
         __        ZSST_2019.0.0_2019-11-26-173917.tar.gz
         __        ZSST_2019.0.0_2019-12-20-204328.tar.gz
         __        ZSST_2019.0.0_2019-12-20-210824.tar.gz
         __        ZSST_2019.0.0_2019-12-20-210953.tar.gz
         __        ZSST_2019.0.0_2019-12-20-211415.tar.gz




                                                              Bottom
         Parameters or command
         ===> _____
         F3=Exit   F4=Prompt   F5=Refresh   F9=Retrieve   F12=Cancel   F17=Position to
         F22=Display entire field          F23=More options


                                      MW                                10/2
```

In older releases of Zend Server the file name pattern is this:

```
zend_server_report_bug_<timestamp>.tar.gz
```

```
ZSMAINT                        Zend Server Maintenance Menu
                                                        System: ZENDSUP1
      Select one of the following:

       PTF                                    Support
        1. Display Zend Server PTF status      40. Run Support Tool
        2. Load Zend Server PTF                41. Reset Zend Server environment
        3. Apply Zend Server PTF
        4. Remove Zend Server PTF             IBMi Server General
                                               50. Display IBMi Server Info
       Global Activation                       51. Work with User Spooled Files
        20. Start Zend Server Subsystem at IPL 52. Work with System Values
        21. Stop Zend Server Subsystem at IPL

       Zend Server General
        31. Display Zend Server Version
        32. Display XMLSERVICE Version
        33. Display Zend Server Info


     ===> wrklnk obj('/tmp/zend*report*') detail(*NAME)
     F3=Exit   F4=Prompt   F9=Retrieve   F12=Cancel
     F13=Information Assistant  F16=System main menu


                                MW                                21/52
```

```
                           Work with Object Links

      Directory  . . . . :   /tmp

      Type options, press Enter.
        2=Edit   3=Copy   4=Remove   5=Display   7=Rename   8=Display attributes
        11=Change current directory ...

      Opt     Object link
      __      zend_server_report_bug_122019202153.tar.gz
      __      zend_server_report_bug_122019203353.tar.gz
      __      zend_server_report_bug_122019203710.tar.gz




                                                              Bottom
      Parameters or command
      ===> _____
      F3=Exit   F4=Prompt   F5=Refresh   F9=Retrieve   F12=Cancel   F17=Position to
      F22=Display entire field              F23=More options


                                MW                                10/2
```