

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.

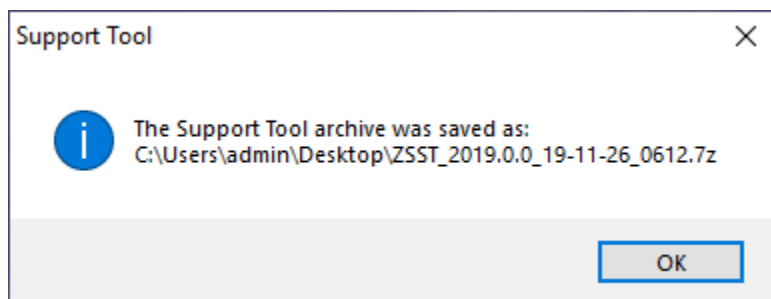
C:\Users\admin\Desktop

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"**

```
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_zendphp7/zsmaint_

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

MW                                20/26

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

Global Activation                  IBMi Server General
 20. Zend Server Subsystem action at IPL  50. Display IBMi Server Info
                                           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

==> 40_

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

MW                                21/9
```

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.

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ZSMAINT                            Zend Server Maintenance Menu                            System:  ZENDSUP1

Select one of the following:

PTF
  1. Display Zend Server PTF status
  2. Load Zend Server PTF
  3. Apply Zend Server PTF
  4. Remove Zend Server PTF

Global Activation
  20. Start Zend Server Subsystem at IPL
  21. Stop Zend Server Subsystem at IPL

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

Support
  40. Run Support Tool
  41. Reset Zend Server environment

IBMi Server General
  50. Display IBMi Server Info
  51. Work with User Spooled Files
  52. Work with System Values

===> 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
1. Display Zend Server PTF status
2. Load Zend Server PTF
3. Apply Zend Server PTF
4. Remove Zend Server PTF

Global Activation
20. Zend Server Subsystem action at IPL

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

Support
40. Run Support Tool
41. Reset Zend Server environment
42. Reset Toolkit environment

IBMi Server General
50. Display IBMi Server Info
51. Work with User Spooled Files
52. Work with System Values

==> 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
Job: ZSVR_REP User: QTMHHTTP Number: 468534 System: ZENDSUP1

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

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

                                     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
5_  ALL      Not assigned to printer (use Opt 10)
    QPRINT   Not assigned to printer (use Opt 10)

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

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
  1. Display Zend Server PTF status
  2. Load Zend Server PTF
  3. Apply Zend Server PTF
  4. Remove Zend Server PTF

Global Activation
  20. Zend Server Subsystem action at IPL

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

Support
  40. Run Support Tool
  41. Reset Zend Server environment
  42. Reset Toolkit environment

IBMi Server General
  50. Display IBMi Server Info
  51. Work with User Spooled Files
  52. Work with System Values

==> 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

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

1. Display Zend Server PTF status
2. Load Zend Server PTF
3. Apply Zend Server PTF
4. Remove Zend Server PTF

Support

40. Run Support Tool
41. Reset Zend Server environment

Global Activation

20. Start Zend Server Subsystem at IPL
21. Stop Zend Server Subsystem at IPL

IBMi Server General

50. Display IBMi Server Info
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

==> wrklnk obj('/tmp/zend*report*') detail(*NAME)

F3=Exit F4=Prompt F9=Retrieve F12=Cancel

F13=Information Assistant F16=System main menu

MW

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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

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