

Deploying the Support Tool for IBM i application via Zend Server Deployment Manager

The support tool application can be deployed to Zend Server for IBM i using Application Deployment. This method can be used as an alternative to the menu option (Option 40. from the ZSMAINT menu), and for Zend Server versions 8.5.x now includes the Apache logs Support sometimes needs to diagnose the current problem.

Environment

This version of the support tool application for Zend Server for IBM i requires a minimum version of 7.0 or later, running on any supported version of the IBM i Operating System.

Support Tool Versions for Zend Server for IBM i

There are 2 versions of the Support Tool application for Zend Server IBM i, depending on your current version of Zend Server.

Please note that the names of the links to the downloads are similar, so be sure to download the the .zpk file that is applicable to your version.

Version 2019.0.x and higher

Please access the following link.

<https://github.com/zendtech/zs-support-tool/releases>

Locate the ZSST_IBMi_2019.0.191107.203724.zpk file and click to download it to a location on your PC.

Releases Tags

Latest release

20191107
9e00f72

Compare

20191107

rbZend released this on Nov 7, 2019 · 1 commit to master since this release

Fixed zray-off
Fixed Apache config collection
Improved update and downloadtofile

Assets 8

SupportTool.exe	1.41 MB
SupportToolMulti.exe	1.6 MB
SupportToolMulti_LinuxSFX.tar.gz	20.1 KB
SupportTool_LinuxSFX.tar.gz	20.4 KB
ZSST_IBMi_2018.0.191107.203724.zpk	97.8 KB
ZSST_IBMi_2019.0.191107.203724.zpk	97.9 KB
Source code (zip)	
Source code (tar.gz)	

Select this file for Zend Server versions 2019.0.x and higher

Deployment Instructions

Open the Zend Server User Interface (UI) and click to open the Applications tab. Click Manage Apps.

Getting Started

WELCOME TO ZEND SERVER
Version 8.5.9, Enterprise Edition, Production profile

Start Here
Deploy an example application that includes monitoring and caching rules, events, recurring jobs, and more...
[DEPLOY NOW](#)

DEPLOY SAMPLE APPS
Logos for Magento, Drupal, WordPress, Joomla!, phpMyAdmin, and phpBB.

Continuous Delivery
Use Zend Server at every stage of your continuous delivery cycle to bring your applications all the way from development to production while maintaining flexibility, reducing risk and increasing quality.
[Continuous Delivery Blueprint](#)
[Zend Patterns](#)
[Schedule an Assessment](#)

WHAT'S NEW

GREAT! What's Next?

- PHP & WEB SERVER
- DEPLOYMENT
- PERFORMANCE

PHP & WEB SERVER
Zend Server provides a complete, reliable and secure PHP stack, bundling over 80 of the most popular PHP extensions and libraries. Whether on Apache, nginx or IIS - Zend Server provides you with a consistent PHP environment across all major operating systems, for both development and production.
Easily manage your PHP configuration settings to fit the needs of your applications - whether on a single server or a large cluster.

There are no default Applications deployed when Zend Server is installed, so your installation may already have Applications installed and may not look exactly like the example below.

Click the *Deploy Application* button to deploy the new Support Tool Application. Click the "Deploy Application" tab on the top left of the window.

Manage Applications [Applications](#)

[Deploy Application](#) [Define Application](#) [Define default application URL](#)

Name	Version	Type	Messages	Base URL	Actions
No results were found.					

Showing 0 of 0 entries

Note: There are no Applications deployed by default when Zend Server is installed. Your installation may already have Applications installed, so this window may look a bit different than yours.

The 'Deploy Application' dialog box will be presented. Click the "Choose File" button and navigate to location of the downloaded .zpk file on your PC.

Once the file has been uploaded, you will see a message indicating "Success! Package ... has successfully uploaded". Press Next to continue.

Deploy Application

Application Upload

Readme

Application Details

License Agreement

Prerequisites Validation

User Parameters

Deployment Summary

Success! Package ZSST_IBMi_2018.0.191107.203724.zpk successfully uploaded

Upload the Application Package

The deployment wizard will deploy a PHP packaged application in Zend Server. In the case of a clustered environment, the application will be deployed on all servers in the cluster. After you have installed the application, it will become available on the server so that users can begin using it.

Locate the package file that corresponds to the application you wish to install.

Choose Files

 ZSST_IBMi_2018.0.191107.203724.zpk

You can drag & drop a deployment package here

100%

You will receive a message indicating that the selected file has been successfully uploaded. Press Next to continue deployment.

CancelNext

Enter the Path to deploy the Support Tool with. In the example below we are using `/support_tool`. This will determine the URL created for the deployed application, as shown below. Press Next to continue.

Deploy Application

Application Upload

Readme

Application Details

License Agreement

Prerequisites Validation

User Parameters

Deployment Summary

Enter the Application Details

Define the application details and the way the application is accessed.

Application

 Support Tool App (IBM i)

Version

 2018.0.191107.203724

Display Name

 Support Tool App (IBM i)

Virtual Host

 default server:1008 Add New

Path

 /support_tool

URL

 http://10.151.16.49:10080/support_tool

Define a Path for your support tool, such as `/support_tool` as illustrated in the example.

The URL to access the support tool will be created based on the Path entered above.

CancelPreviousNext

Once the Support Tool Application details have been determined, the License Agreement accepted and the Prerequisites validated, the *View the Deployment Summary* window will be presented for verification. If the details are correct, Press the *Deploy* button to continue the Deployment.

Deploy Application

- Application Upload
- Readme
- Application Details
- License Agreement
- Prerequisites Validation
- User Parameters
- Deployment Summary

View the Deployment Summary

Review the summarized details for the deployed application before submitting.

! Zend Server will be unavailable for a short while as the application is deployed and a restart is performed.

Application	Support Tool App (IBM i)
Application Version	2018.0.191107.203724
Display Name	Support Tool App (IBM i)
Base URL	http://<default-server>:10080/support_tool

Review the Deployment Summary information for the support tool deployment. Press the **Deploy** to complete the Deployment.

Cancel

Previous

Deploy

When the Deployment has completed, the Manage Apps window will be updated with the newly deployed application. Click once to display the details, as illustrated below.

Manage Applications

Deploy Application

Define Application

Define default application URL

When the Deployment completes, the Manage Applications window is returned and will now show the *Support Tool App (IBM i)* as deployed.

Name	Version	Type	Messages	Base URL	Actions
Support Tool App (IBM i)	2018.0.191107.203724	deployed		http://10.151.16.49:10080/support_tool	

Details

Prerequisites

Active Servers

Base URL

http://10.151.16.49:10080/support_tool

Application

Support Tool App (IBM i)

Version

2018.0.191107.203724

Deployed On

Today, 10:03:03

See Monitoring Data

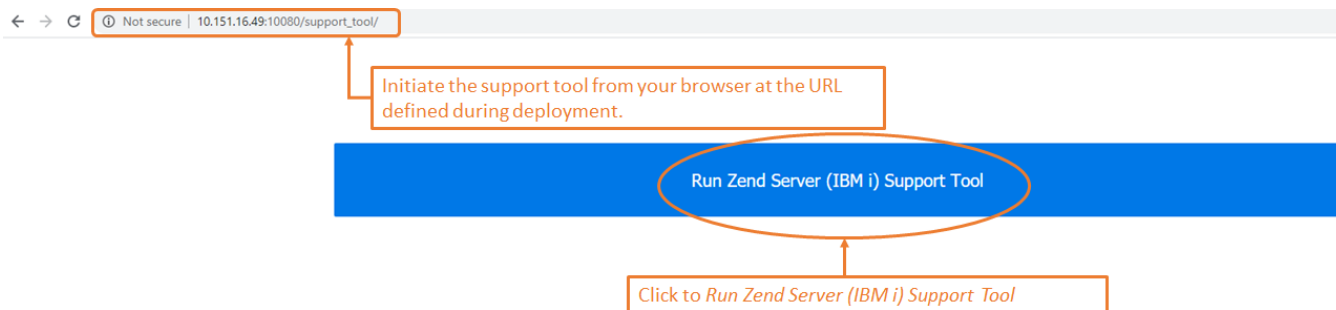
Configure Monitoring Rules

Configure Caching Rules

Access the support tool from the URL in your browser to create the Archive to send to Zend Support

Showing 1 of 1 entries

To run the Support Tool, access the Base URL from a browser. Click the *Run Zend Server (IBM i) Support Tool* to generate the .tar.gz archive.



Existing Support Tool Archives:

File Name	File Size
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The application will process for several minutes and when it completes, a message will indicate that the Archive was successfully created. The new archive will be listed in the "Existing Support Tool Archives:" list.

Click to download the .tar.gz file to your PC. You will be able to now attach the file to the Zend Support ticket.

Run Zend Server (IBM i) Support Tool

Running Zend Server Support Tool

Plugins :
Start "Apache Information Collector"
End "Apache Information Collector"
Start "Zend Server Logs Collector"
End "Zend Server Logs Collector"
Start "System Overview"
End "System Overview"
Start "HTML phpinfo Collector"
End "HTML phpinfo Collector"
Start "System Information Collector"
End "System Information Collector"
Start "Zend Server Information Collector"
End "Zend Server Information Collector"

Archive successfully created:
ZSST_8.5.9_2020-06-22-100525.tar.gz

Support Tool execution completed

Once the support tool has completed processing, click the link to the location of the .tar.gz archive to download. This archive can be attached to your Zend Support ticket for further analysis.

Existing Support Tool Archives:

File Name	File Size	
ZSST_8.5.9_2020-06-22-100525.tar.gz	377.068 KB	delete

Existing support tool archives can be deleted as desired after downloaded and attached to the support ticket.

Versions Zend Server for IBM i 7.0, 8.5.x, 9.1.x and 2018.0.x.

Click on the link below to access and download the .zpk file for the support tool application. Click to download `ZSST_IBMi_2018.0.191107.203724.zpk` to a location on your PC.

<https://github.com/zendtech/zs-support-tool/releases>

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Source code (zip)	
Source code (tar.gz)	

Select this file for Zend Server versions 8.5.x – 2018.0.x

Deployment Instructions

Open the Zend Server User Interface (UI) and click to open the Applications tab. Click Manage Apps.

Getting Started

Dashboard

Monitoring

Z-Ray

PHP

Applications

Manage Apps

Virtual Hosts

Libraries

Servers

Job Queue

Caching

Debugging

Plugins

Administration

Getting Started

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Version 8.5.9, Enterprise Edition, Production profile

Start Here

Click to expand *Applications* and then select *Manage Apps*

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DEPLOY NOW

DEPLOY SAMPLE APPS

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Click the *Deploy Application* button to deploy the new Support Tool Application. Click the "Deploy Application" tab on the top left of the window.

Manage Applications ⓘ / Applications

Deploy Application

Define Application

Define default application URL

Name	Version	Type	Messages	Base URL	Actions
No results were found.					

Showing 0 of 0 entries

Click the *Deploy Application* button to deploy the Support Tool as a new application

Note: There are no Applications deployed by default when Zend Server is installed. Your installation may already have Applications installed, so this window may look a bit different than yours.

The 'Deploy Application' dialog box will be presented. Click the "Choose File" button and navigate to location of the downloaded .zpk file on your PC.

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You can drag & drop a deployment package here

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You will receive a message indicating that the selected file has been successfully uploaded. Press Next to continue deployment.

Cancel

Next


Enter the Path to deploy the Support Tool with. In the example below we are using `/support_tool`. This will determine the URL created for the deployed application, as shown below. Press Next to continue.

Deploy Application

- Application Upload
- Readme
- Application Details
- License Agreement
- Prerequisites Validation
- User Parameters
- Deployment Summary

Enter the Application Details

Define the application details and the way the application is accessed.

Application	Support Tool App (IBM i)	
Version	2018.0.191107.203724	
Display Name	Support Tool App (IBM i)	
Virtual Host	default server:1008	Add New
Path	/support_tool	
URL	http://10.151.16.49:10080/support_tool	

Define a Path for your support tool, such as /support_tool as illustrated in the example.

The URL to access the support tool will be created based on the Path entered above.

Cancel
Previous
Next

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Cancel
Previous
Deploy

When the Deployment has completed, the Manage Apps window will be updated with the newly deployed application. Click once to display the details, as illustrated below.

Manage Applications ⓘ / Applications

Deploy Application Define Application Define default application URL

When the Deployment completes, the Manage Applications window is returned and will now show the *Support Tool App (IBM i)* as deployed.

Name	Version	Type	Messages	Base URL	Actions
Support Tool App (IBM i)	2018.0.191107.3724	3724	deployed	http://10.151.16.49:10080/support_tool	

Details Prerequisites Active Servers

Base URL http://10.151.16.49:10080/support_tool

Application Support Tool App (IBM i)

Version 2018.0.191107.203724

Deployed On Today, 10:03:03

See Monitoring Data ⓘ
Configure Monitoring Rules ⓘ
Configure Caching Rules ⓘ

Access the support tool from the URL in your browser to create the Archive to send to Zend Support

Showing 1 of 1 entries

To run the Support Tool, access the Base URL from a browser. Click the *Run Zend Server (IBM i) Support Tool* to generate the .tar.gz archive.

← → ↻ ⓘ Not secure | 10.151.16.49:10080/support_tool/

Initiate the support tool from your browser at the URL defined during deployment.

Run Zend Server (IBM i) Support Tool

Click to Run Zend Server (IBM i) Support Tool

Existing Support Tool Archives:

File Name	File Size
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Start "Zend Server Information Collector"
End "Zend Server Information Collector"
```

Archive successfully created:
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