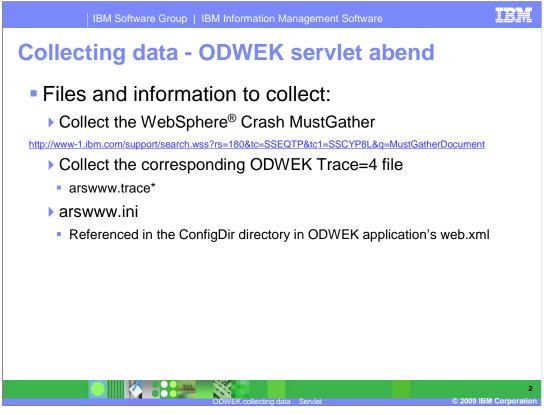


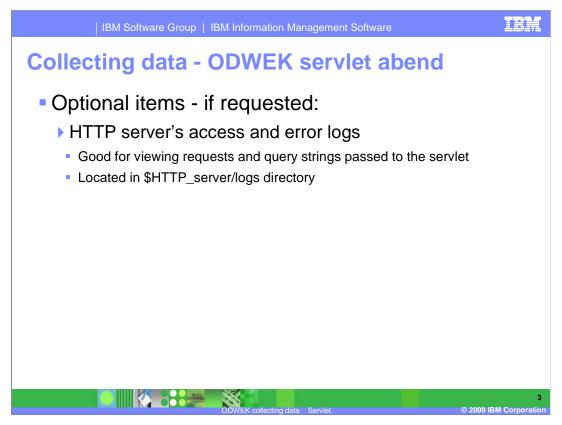
This presentation covers collecting data for ODWEK Servlet problems.



Collecting the necessary data before opening a support ticket with IBM Software Support will speed the process and resolution to the problem being reported.

The items listed here will assist you in providing that information.

Collect all of the data referenced in the WebSphere Crash MustGather document link, the ODWEK Trace=4 file and the arswww.ini file.



Optionally, the HTTP server's access and error logs might be requested for viewing requests and query strings passed to the servlet. The HTTP server's access and error logs are located in the \$HTTP\_server/logs directory.

Additionally, good information to have ready for the IBM Software Support Engineer is; is the abend reproducible at will? If so, what are the steps to re-create the problem?

Is there a pattern to the abend? How often does it occur? Daily? Weekly? Is it intermittent? Has the volume of users or ODWEK activity increased recently?

Have there been any changes made to the OnDemand server or ODWEK application recently?

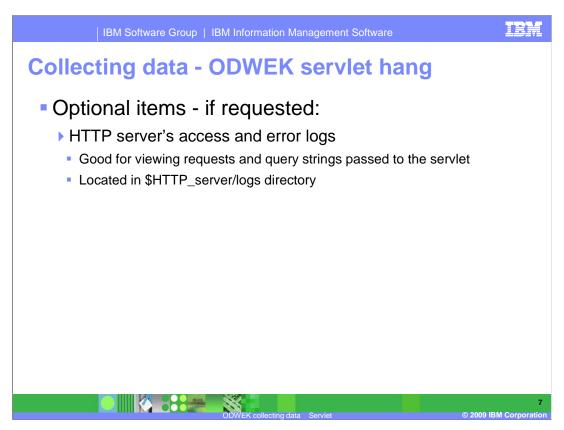
Is there only one ODWEK application deployed on the application server?

If there is more than one, is it another ODWEK servlet or Java API application? If so, see Technote 1303470

Collecting the necessary data before opening a support ticket with IBM Software Support will speed the process and resolution to the problem being reported.

The items listed here will assist you in providing that information.

Collect all of the data referenced in the WebSphere Hang MustGather document link, the ODWEK Trace=4 file and the arswww.ini file. Also collect the OnDemand server System log for a period of 10 minutes before the hang.



Optionally, the HTTP server's access and error logs might be requested for viewing requests and query strings passed to the servlet. The HTTP server's access and error logs are located in the \$HTTP\_server/logs directory.

# Collecting data - ODWEK servlet hang

- Good background information to provide
  - Can the hang symptom be re-created using the OnDemand Windows® Client
  - Is there a pattern to the hang? Does it occur daily, weekly, intermittently?
  - Has the volume of users or ODWEK activity increased recently?
  - Any recent changes made?
    - OnDemand Server
    - ODWEK Servlet application



symptom be reproduced using the OnDemand Windows client? Is there a pattern to the

Has the volume of users or ODWEK activity increased recently?

hang? How often does it occur? Daily? Weekly? Is it intermittent?

Have there been any changes made to the OnDemand server or ODWEK application recently?

### **Feedback**

### Your feedback is valuable

You can help improve the quality of IBM Education Assistant content to better meet your needs by providing feedback.

- Did you find this module useful?
- Did it help you solve a problem or answer a question?
- Do you have suggestions for improvements?

#### Click to send e-mail feedback:

mailto:iea@us.ibm.com?subject=Feedback\_about\_CollectingData\_Servlet.ppt

This module is also available in PDF format at: ../CollectingData Servlet.pdf



You can help improve the quality of IBM Education Assistant content by providing feedback.

## Trademarks, copyrights, and disclaimers

IBM, the IBM logo, ibm.com, and the following terms are trademarks or registered trademarks of International Business Machines Corporation in the United States, other countries, or both:

VebSphere

If these and other IBM trademarked terms are marked on their first occurrence in this information with a trademark symbol (@ or TW), these symbols indicate U.S. registered or common law trademarks owned by IBM at the time this information was published. Such trademarks may also be registered or common law trademarks in other countries. A current list of other IBM trademarks is available on the Web at "Copyright and trademark information" at <a href="http://www.bmc.orm/egal/copyrides.html">http://www.bmc.orm/egal/copyrides.html</a>

Windows, and the Windows logo are registered trademarks of Microsoft Corporation in the United States, other countries, or both.

Java, and all Java-based trademarks and logos are trademarks of Sun Microsystems, Inc. in the United States, other countries, or both.

Other company, product, or service names may be trademarks or service marks of others.

Product data has been reviewed for accuracy as of the date of initial publication. Product data is subject to change without notice. This document could include technical inaccuracies or typographical errors. IBM may make improvements or changes in the products or programs described herein at any time without notice. Any statements regarding IBM's future direction and intent are subject to change or withdrawal without notice, and represent goals and objectives only. References in this document to IBM products, programs, or services does not imply that IBM intends to make such products, programs or services available in all countries in which IBM operates or does business. Any feterence to an IBM Program Product in this document is not intended to state or imply that only that program product may be used. Any functionally equivalent program, that does not infringe IBM's intellectual property rights, may be used instead.

THE INFORMATION PROVIDED IN THIS DOCUMENT IS DISTRIBUTED "AS IS" WITHOUT ANY WARRANTY, EITHER EXPRESS OR IMPLIED. IBM EXPRESSLY DISCLAIMS ANY WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR NONINFRINGEMENT. IBM shall have no responsibility to update this information. IBM products are warranted, if at all, according to the terms and conditions of the agreements (for example, IBM Customer Agreement, Statement of Limited Warranty, international Program License Agreement, etc.) under which they are provided. Information or oricerning non-Table products was obtained from the suppliers of those products, their published amountements or other publish, available sources. IBM has not tested those products in connection with this publication and cannot confirm the accuracy of performance, compatibility or any other claims related to non-IBM products.

IBM makes no representations or warranties, express or implied, regarding non-IBM products and services.

The provision of the information contained herein is not intended to, and does not, grant any right or license under any IBM patents or copyrights. Inquiries regarding patent or copyright licenses should be made, in writing, to:

IBM Director of Licensing IBM Corporation North Castle Drive Armonk, NY 10504-1785 U.S.A.

Performance is based on measurements and projections using standard IBM benchmarks in a controlled environment. All customer examples described are presented as illustrations of how those customers have used IBM products and the results they may have achieved. The actual throughput or performance that any user will experience will vary depending upon considerations such as the amount of multiprogramming in the users job stream, the I/O configuration, the storage configuration, and the workload processed. Therefore, no assurance can be given that an individual user will achieve throughput or performance improvements equivalent to the ratios stated here.

© Copyright International Business Machines Corporation 2009. All rights reserved.

Note to U.S. Government Users - Documentation related to restricted rights-Use, duplication or disclosure is subject to restrictions set forth in GSA ADP Schedule Contract and IBM Corp.



.

© 2009 IBM Corporation