



IBM Software Group

# IBM® WebSphere® Application Server V7

## *IBM Support Assistant overview*



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This presentation provides an overview of IBM Support Assistant.

## Agenda

- IBM Support Assistant architecture
- IBM Support Assistant overview



The first section of this presentation describes the architecture of IBM Support Assistant. The second section provides a brief overview of the different components in the IBM Support Assistant architecture.

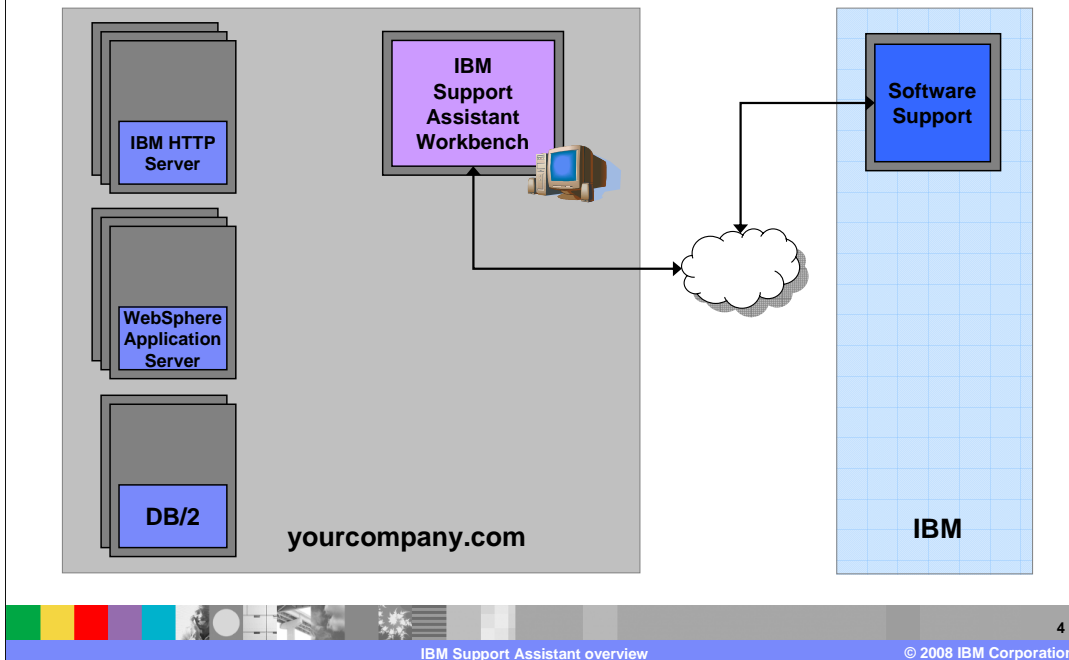
## Section

# ***IBM Support Assistant architecture***



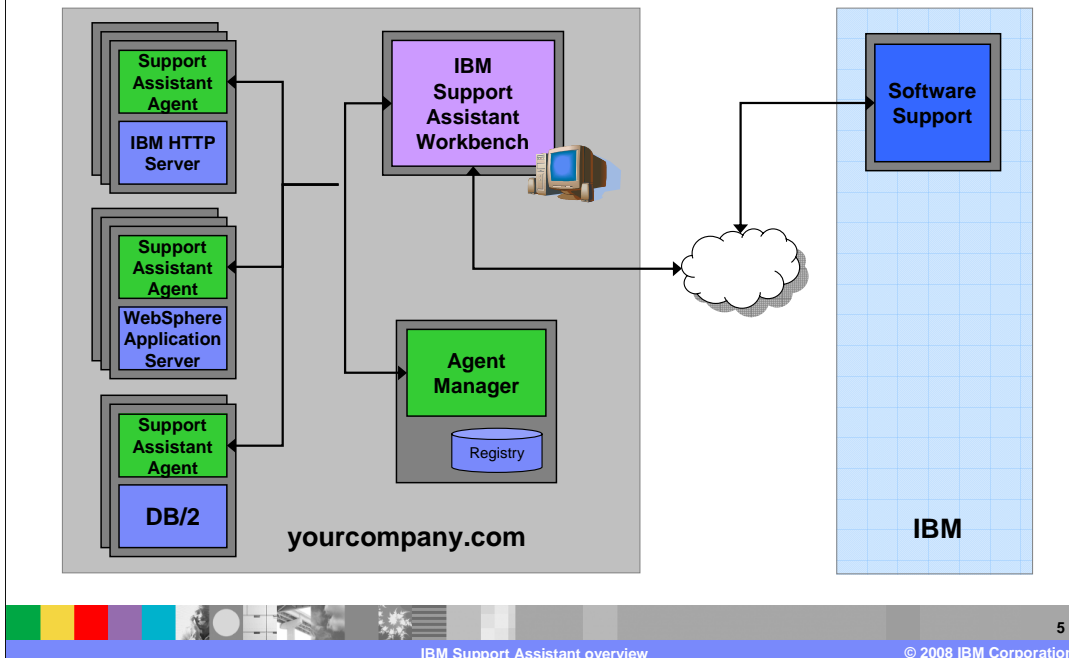
This section compares the IBM Support Assistant Version 3 architecture to the updated product architecture in Version 4.

## Deployment architecture, Version 3



This diagram shows the IBM Support Assistant Workbench in Version 3. The Version 3 workbench was designed to run on a typical development workstation. It provides easy access to product documentation, federated search capability, integrated problem determination tools, and the ability to connect directly to IBM and work with service requests. To help solve most software problems, IBM support needs log files and diagnostic data related to the problem. The Version 3 workbench provides some local data collection capabilities and can create remote data collection scripts. You can manually deploy those scripts to a remote system, run them, and the required diagnostic data is gathered into a JAR file that you can submit to IBM support.

## Deployment architecture, Version 4



The Version 4 architecture for IBM Support Assistant includes an agent manager and remote agents that help gather diagnostic data for your IBM software products. The agents are designed to run on the systems where you have your software products – like WebSphere Application Server – deployed. They can be customized with add-ons to gather relevant data for a variety of problem determination tasks. The agent manager is a lightweight server component that coordinates communication between the agents and the workbench. Together, the agent manager and agents allow you to access remote systems directly from your support assistant workbench and easily transfer files from the remote systems to your desktop to send to IBM support. The Version 4 workbench also still provides the product information and tools that were available in the previous release.

## Section

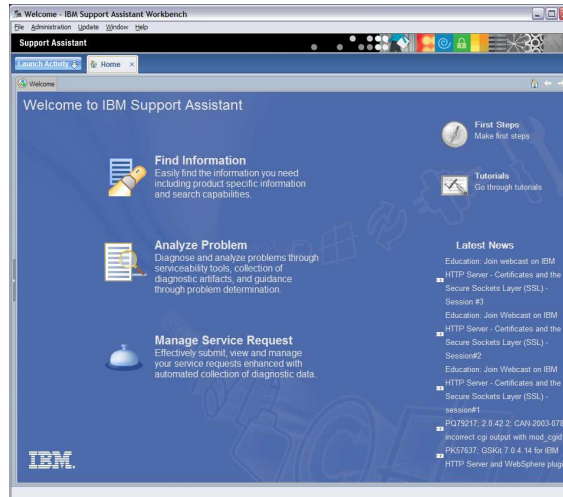
# ***IBM Support Assistant overview***



This section provides an overview of IBM Support Assistant.

## IBM Support Assistant overview

- IBM Support Assistant is a self help and support application that helps you resolve questions and problems with IBM software products
- The support assistant consists of three components:
  - ▶ The IBM Support Assistant Workbench, and
  - ▶ IBM Support Assistant Agent Manager and Agents which provide the ability to run data collection and other tasks remotely



IBM Support Assistant is an application that has been designed to help you find the information and support that you need to resolve questions and problems with IBM software products. If you have used IBM Support Assistant V3, or earlier versions, you are familiar with the IBM Support Assistant Workbench. The workbench continues to be an important part of the support assistant architecture in Version 4, and it has an updated user interface based on common activities. New in Version 4, the support assistant now supports agents that allow you to remotely interact with other systems in your environment from within your workbench. You can connect to remote systems, access their file system, run data collection and other tasks, and pull the relevant information back down to your workstation, all from within the workbench.

## IBM Support Assistant workbench

- Personalize your workbench with product and tool add-ons
  - ▶ WebSphere Application Server V7.0 add-on is available
  - ▶ Examples of other product add-ons: WebSphere Process Server, Rational® Application Developer, Lotus® Notes®
  - ▶ Examples of tool add-ons: Dump Analyzer, Memory Dump Diagnostic for Java, Garbage Collection and Memory Visualizer
- Access product specific documentation
- Search for product information
- Use problem determination tools
- Gather and organize diagnostic data
- Work with service requests
- Easy access to product education

The workbench component of IBM Support Assistant is designed to run on your local workstation. The workbench can be customized with a variety of product and tool add-ons. For example, you can download product add-ons for WebSphere Application Server, Rational Application Developer, WebSphere Process Server, and many other products. Product add-ons contain references to product documentation, articles, skill-building activities, information on important fixes, and related problem determination information for the Guided Troubleshooter. You can also download tool add-ons for your workbench. The sample tools listed above are for Java problem determination activities. The Dump Analyzer, Memory Dump Diagnostic for Java, and Garbage Collection and Memory Visualizer process Java core files, memory dumps, and verbose garbage collection logs. These tools process their input files and then provide recommendations to help solve your problem or improve your application's performance. The workbench also includes an integrated Guided Troubleshooter that walks you through the problem determination process. In addition to product add-ons and problem determination tools, you can use the workbench to organize diagnostic data and work with your service requests. There is also an integrated media viewer in the workbench that provides easy access to product education.



## IBM Support Assistant agent manager

- Agent manager is a lightweight server component
  - ▶ Needs to be installed on a system that is visible to remote machines, workbenches (one agent manager in your environment)
  - ▶ Provides authentication and authorization services for communication from workbench to service agents
  - ▶ Maintains a registry of configuration information about the managed systems in your environment



The agent manager is a new component in the IBM Support Assistant V4 architecture to help support remote troubleshooting and data gathering. It is a lightweight server component that maintains a registry of the configuration information about the managed systems in your environment and provides authentication and authorization services for communication between the workbench and service agents. You only need to have one agent manager in your environment, and it needs to be installed on a system that is visible to the remote systems that are running the service agents and to the workstation where you have your workbench installed.

## IBM Support Assistant agents

- Agents are based on the Tivoli Common Agent runtime
  - ▶ Provide services such as data collection, software inventory, file transfer, and log filtering
  - ▶ Install the agent on any system you want to manage
  - ▶ Agents can be customized with product-specific content



The service agents that are now available with IBM Support Assistant are based on the Tivoli Common Agent runtime. They work in conjunction with the agent manager to provide remote debugging capability to your IBM Support Assistant Workbench. The agent needs to be installed on any system that you want manage. The basic agent provides services such as data collection, file transfer, and the ability to generate a software inventory for the system, but the agents can also be customized with product-specific content. For example, you can install agent add-ons for WebSphere Application Server V7 that allow you to remotely connect to a system, trigger a dump for the Java Virtual Machine in your WebSphere environment, and automatically transfer the dump back to your workstation.

## Section

# *Summary and reference*

This section contains a summary and reference.

## Summary

- IBM Support Assistant is a self help and service application
- The workbench provides product information and tools for problem determination, organizing problem data, and working with service requests
- The agent manager and agents provide support for remote system access, including remote data collection



The IBM Support Assistant application includes a workbench, agent manager, and service agents. The agent manager and agents are new in Version 4 and allow you to perform remote problem determination tasks on all of the managed systems in your environment, directly from your workbench. The workbench and service agents can be customized with product-specific content, based on the IBM software products that you use.

## Reference

- IBM Support Assistant

<http://www.ibm.com/software/support/isa/>



The IBM Support Assistant is included with your WebSphere Application Server media, but it is also available as a no-charge download from the address shown here.

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