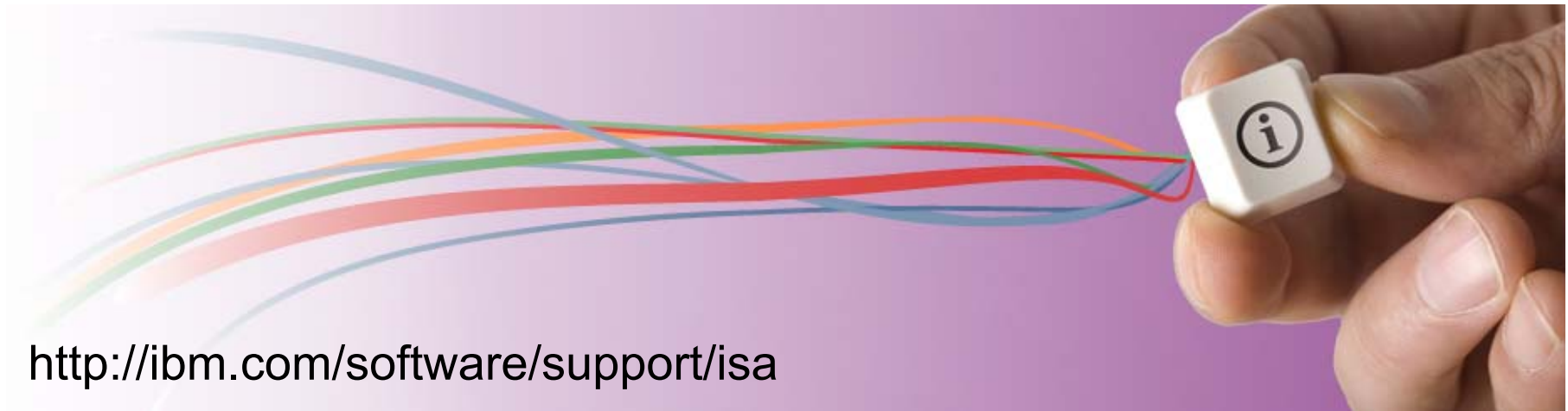


Introduction to IBM® Support Assistant



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

Overview

- Goal of this presentation
- Highlights of IBM Support Assistant (ISA)
- Leveraging ISA
- Two solutions
- What brands / product use IBM Support Assistant
- Backup charts
 - Platform support
 - ISA Lite highlights
 - ISA Problem Determination Tools

Goal of this presentation

This is a brief introduction to the IBM Support Assistant and IBM Support Assistant Lite. It is meant to describe the tool and its functionality at a high level.

IBM Support Assistant is a complimentary problem determination software support workbench that helps you find answers and resolve issues with IBM software. It provides a variety of tools and features to expedite the resolution of software problems.

Highlights

IBM Support Assistant helps clients:

Save time

Shorten downtime

Enable self-help




Automate data collection


Quicken resolution

Lower cost of ownership

IBM Support Assistant Leveraging the Problem Determination Workbench

Client Support Challenges and ISA Opportunities

Challenges	Finding Information	Collecting Key Data	Troubleshooting Problems
	Difficult to locate common issues, fix information, technical tips and other helpful information provided by IBM	To resolve software issues, analyzing key data is essential but it is often hard to locate and collect in a timely manner	Complexity of certain problems/configurations requires tooling
ISA BENEFITS	Locate solutions faster	Shorten time to resolution	Apply Tools for Problem Determination
	Easily find the information through ISA's concurrent search. Targets include tech-docs, Redbooks, APARs, etc.	Quickly collect diagnostic files or run traces that are predefined for products. View files easily and optionally send to IBM swiftly	Problem determination tooling that allows analysis and problem resolution
			
	Discovery	Data Gathering	Problem Analysis


ISA provides the features and tools to allow clients to do more problem determination at their desktop

IBM Support Assistant Two Solutions

ISA Support Assistant - Lite

- *Quick data collection*
- Gathers the information that IBM Support requests
- Automated – choose product, symptom
- More reliable – eliminates mistakes
- Convenient – Collect and send to IBM
- Secure – protects sensitive data
- Viewable – clients can analyze

IBM Support Assistant Workbench

- Full complement of problem determination (PD) features and tools
- Enables clients for self-help PD
- Expedites service requests
- Data Collection (local and exportable)
- PD Tools
- Concurrent search
- Product specific information (APARs, education, Fixes, etc.)
- Media Player

What brands / products use IBM Support Assistant?

Over 400 SWG product add-ons!

Content

- ➔ [Lotus Product Add-Ons](#) (click to expand)
- ➔ [Information Management Product Add-Ons](#) (click to expand)
- ➔ [Rational Product Add-Ons](#) (click to expand)
- ➔ [Tivoli Product Add-Ons](#) (click to expand)
- ➔ [WebSphere Product Add-Ons](#) (click to expand)
- ➔ [Other Product Add-Ons](#) (click to expand)

See this technote for all products: [Techdoc on Products Add-ons for ISA Workbench](#)

Backup

IBM Support Assistant Lite highlights (A key tool for clients)

- Is a special offering of IBM Support Assistant that contains *only the data collection component* from the workbench
 - Customized for a single product. See website:
<http://www.ibm.com/software/support/isa/download.html>
- Used to quickly **collect** diagnostic files so your problem can be resolved faster
- Available from two delivery mechanisms:
 - Downloadable from the IBM Support Assistant web site as a stand alone download
 - Generated from the IBM Support Assistant Workbench as a clone of the Workbench Collector
 - It is packaged as a ZIP file that contains all the necessary files to collect data for a particular product.
- You can transport it to another computer and run it there in two modes:
 - GUI mode
 - From the command line mode
- ISA Lite collectors support text/console mode
 - Ideal for running remotely on a system that can only be accessed through a telnet session or a low-speed network connection
 - User can send data collection to IBM or transfer it to the workbench for analysis
- IBM Support Assistant Lite unzips onto the problem machine and is ready to run.
 - Much smaller in size than the IBM Support Assistant workbench
 - Failing machine need not have a network connection.
 - Must have an IBM JVM 1.4.2 or greater

ISA Problem Determination Tools

<http://ibm.com/support/docview.wss?rs=3455&uid=swg27013116>

IBM Support Assistant for diagnostic tools



Why use ISA for tools

- Single repository for tools
- Ensures that tools are up-to-date
- Integration with data collection scripts
- Integration with Guided Troubleshooter

Remote assistance	<ul style="list-style-type: none"> ▪ Assist on-site - offers live remote assistance from IBM technical support
Java troubleshooting	<ul style="list-style-type: none"> ▪ Dump Analyzer – Analyzes IBM JVM dump files to diagnose hangs, crashes, memory, and other problems ▪ Garbage Collection and Memory Visualizer – Analyzes verbose GC logs for memory and performance problems ▪ Health Center – Real time monitoring of running virtual machines ▪ Memory Analyzer – Analyzes Java™ heap to fix memory leaks and suggests tuning options to improve performance ▪ Memory Dump Diagnostic for Java™ - Identifies leak suspects and their context in the heap ▪ IBM Thread and Monitor Dump Analyzer for Java™ - Analyzes javacores for deadlocks and resource contention
WebSphere troubleshooting	<ul style="list-style-type: none"> ▪ IBM Trace and Request Analyzer for WAS - Reads WebSphere® Application Server and HTTP plug-in traces to analyze performance ▪ Web Server Plug-in Analyzer for WAS – Detects improper plug-in configurations ▪ Database Connection Pool Analyzer for WAS – Troubleshoot JDBC connection pools and leaks ▪ WebSphere Application Server analysis modules for the Dump Analyzer
Lotus troubleshooting	<ul style="list-style-type: none"> ▪ Lotus® Notes Diagnostic – Troubleshoot problems using Notes® and Domino® ▪ Domino Configuration Tuner – Troubleshoot Domino server configuration problems
IM / FileNet troubleshooting	<ul style="list-style-type: none"> ▪ FileNet® OSAR Cable Tool – Verify configurations for optical drives to Images Services servers
Cross-product environment troubleshooting	<ul style="list-style-type: none"> ▪ Log Analyzer - Correlate and browse logs from different products to identify known problems and solutions ▪ Visual Configuration Explorer - Visually explores and diagnose problems with cross-product configurations ▪ Guided Troubleshooter - Guides you through identifying problem causes and implementing solutions

ISA Problem Determination Tools cont'd

- Learn about Assist On-site

<http://www.ibm.com/support/assistsite/>

- Learn about Dump Analyzer

<http://www.ibm.com/developerworks/java/library/j-ibmtools1/>

- Learn about Garbage Collection and Memory Visualizer

<http://www.ibm.com/developerworks/java/library/j-ibmtools2/index.html>

- Learn about Pattern Modeling and Analysis Tool

<http://www.alphaworks.ibm.com/tech/pmat>

- Learn about IBM Thread and Monitor Dump Analyzer for Java

<http://www.alphaworks.ibm.com/tech/jca>

ISA Problem Determination Tools cont'd

- Learn about Trace and Request Analyzer for WAS

<http://www.alphaworks.ibm.com/tech/tra>

- Learn about Log Analyzer

<http://www.ibm.com/developerworks/autonomic/library/ac-ltaanalyze/>

- Learn about Symptoms Best Practices

http://download.boulder.ibm.com/ibmdl/pub/software/dw/opensource/btm/SymptomBestPractices_v2.0.pdf

- Learn about Visual Configuration Explorer

http://www.ibm.com/developerworks/websphere/techjournal/0710_supauth/0710_supauth.html

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IBM Software Group
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10-2010
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