IBM Support Assistant

Simplifying software support

ibm.com/software/support/isa

Highlights

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.

Solve problems yourself
➢ View and analyze collected data to identify the source of a problem
➢ Download powerful tools to analyze logs, JVMs (core/heap dumps, javacores), etc.
➢ Follow step-by-step analysis and guided troubleshooting to find an implemented solution

Collect and send data
➢ Collect data using automated remote and local collection tools
➢ Use symptom-specific data collectors to automated log and data collection
➢ Use ISA Lite for automated data collection if the workbench is not installed yet
➢ Create online Service Requests and attach collected data to send to IBM for analysis

Downloadable tools
➢ Dump Analyzer - Analyze JVM system dumps (core files)
➢ Log Analyzer - Analyze and correlate logs from numerous sources
➢ Garbage Collector Tooling - Analyze verbose GC log output for tuning performance and detecting issues
➢ Visual Configuration Explorer - Create graphical representations of your deployment
➢ Full list of tools available on the IBM Support Assistant website

Find information
➢ Use concurrent search capability to search product support sites, developerWorks and Google with one search string
➢ Use powerful search filters for product, version and document type
➢ Access product information pages quickly for technical information, support RSS feeds, and the latest news!

IBM Support Assistant helps you:

- Save time!
- Shorten downtime
- Enable self-help
- Automate collection
- Quicken resolution
- Lower cost of ownership