# IBM Support Assistant (ISA)
## Software support workbench

### Download the workbench and customize it for the products you use

This complimentary problem determination software support workbench helps you find answers and resolve issues for many IBM software products. It provides a variety of tools and features to expedite the resolution of software problems.

*To access the portal, go to:*
▶ **ibm.co**/supportportal

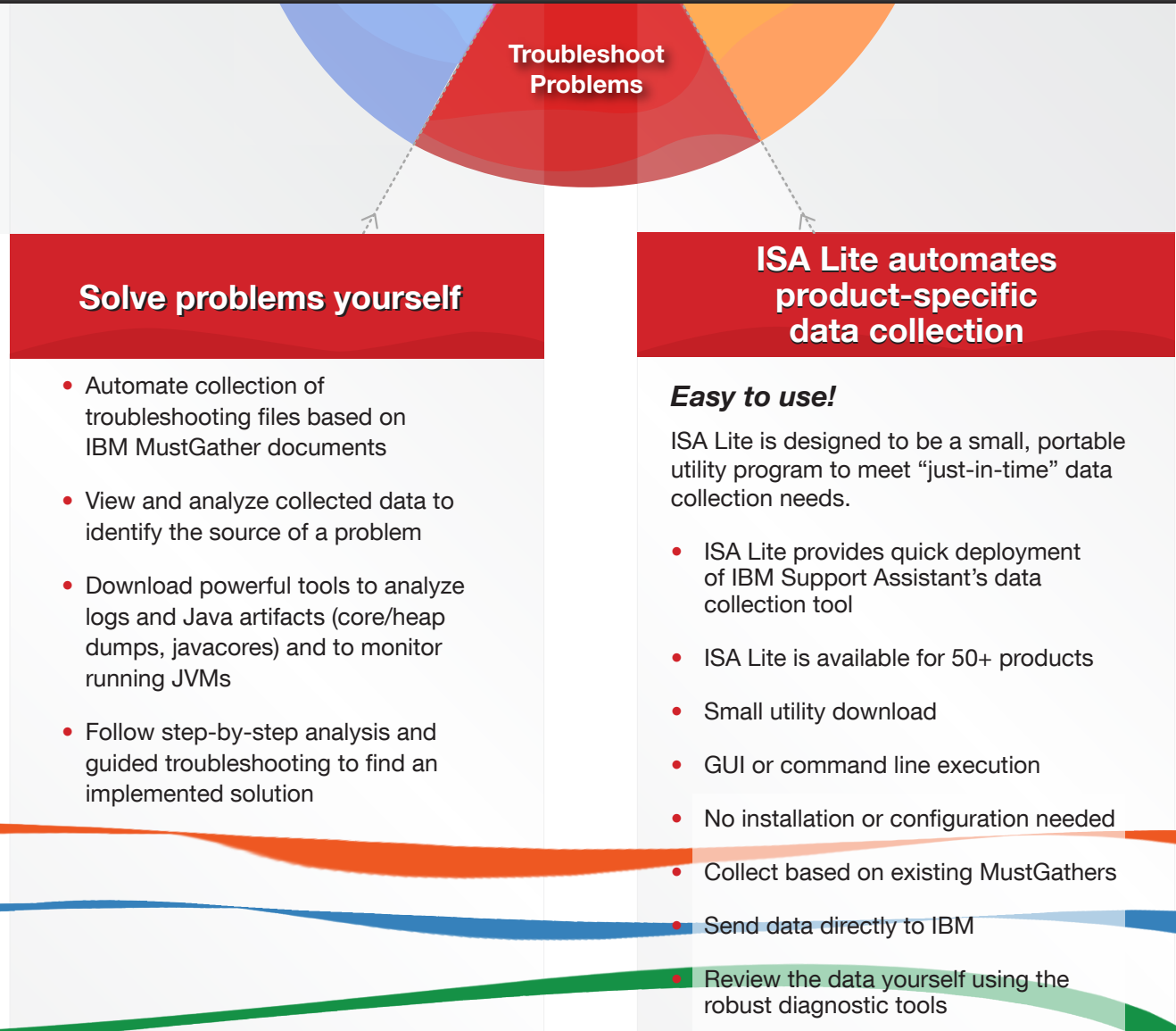*To learn more about IBM Electronic Support:*
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## IBM Electronic Support provides these advantages:

### Troubleshoot Problems

### Solve problems yourself

- Automate collection of troubleshooting files based on IBM MustGather documents

- View and analyze collected data to identify the source of a problem

- Download powerful tools to analyze logs and Java artifacts (core/heap dumps, javacores) and to monitor running JVMs

- Follow step-by-step analysis and guided troubleshooting to find an implemented solution

### ISA Lite automates product-specific data collection

#### Easy to use!

ISA Lite is designed to be a small, portable utility program to meet "just-in-time" data collection needs.

- ISA Lite provides quick deployment of IBM Support Assistant's data collection tool

- ISA Lite is available for 50+ products

- Small utility download

- GUI or command line execution

- No installation or configuration needed

- Collect based on existing MustGathers

- Send data directly to IBM

- Review the data yourself using the robust diagnostic tools

## Download the tools

# IBM Diagnostic tools offered by IBM Support Assistant workbench

**Download the tools available for the products you use.**

Diagnostic tools for the IBM Support Assistant workbench save you time by making it easier to interpret logs, traces and other diagnostic artifacts. Each tool analyzes a different type of diagnostic file and is geared toward troubleshooting specific types of problems.

**Memory Analyzer**

**Dump Analyzer**

**Garbage Collection and  Memory Visualizer (GCMV)**

**Health Center for Java**

**Thread and Monitor Dump Analyzer**

**Trace and Request Analyzer for WAS**

# IBM Diagnostic tools:

### Memory Analyzer

IBM Monitoring and Diagnostic Tools for Java - Memory Analyzer is based on the Eclipse Memory Analyzer tool and it offers far more than just finding memory leaks. Use it to analyze Java heap dumps and system dumps to help you:
- Troubleshoot memory management problems
- Optimize performance
- Analyze your application's architecture
- Add analysis modules customized for your application

### Dump Analyzer

IBM Monitoring and Diagnostic Tools for Java-Dump Analyzer is a great tool to start with when you're not sure where to begin troubleshooting a problem. Generate a Java system dump and use Dump Analyzer to start troubleshooting.

- Troubleshoot the entire gamut of Java application problems
- Automatically identifies certain problems
- Suggests additional troubleshooting actions
- Add specialized analyzers for WebSphere® Application Server

### Garbage Collection and  Memory Visualizer (GCMV)

The IBM Monitoring and Diagnostic tools for Java - GCMV takes raw verbose garbage collection data and creates a report showing problems and tuning suggestions. Its line plots and tables let you graphically examine GC activity to see how the heap changes over time.

- Fine tune the Java heap size
- Choose the optimal garbage collection policy
- Determine if there might be memory leaks
- View the data in a variety of formats

### Health Center for Java

The IBM Monitoring and Diagnostic Tools for Java - Health Center lets you monitor your running Java applications. It can help you optimize system resource usage, improve stability, and drive down development and maintenance costs by identifying problems early.

- Monitor your application while it's running
- Discover which methods take the most time to run
- Pin down I/O bottlenecks
- Analyze unusual WebSphere Real Time events

### Thread and Monitor Dump Analyzer

Javacores are text so you can view them in an editor, but that manual analysis is difficult and time consuming. The IBM Thread and Monitor Dump Analyzer for Java automates that process and makes it easy to interpret the data.

- See the run states of all threads
- Compare different javacore snapshots
- Find the causes of deadlocks and bottlenecks
- See which threads are the likely hang suspects

### Trace and Request Analyzer for WAS

Let the Trace and Request Analyzer read your Web server plug-in traces and WebSphere Application Server traces to simplify analysis. The tool's reports help you narrow down the sources of performance problems in your WebSphere Application Server applications.

- Find delays between HTTP requests and responses
- Find runtime hangs and delays