



IBM Software Support

# IBM Support Online resources overview

<http://ibm.com/software/websphere/support/d2w.html>

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# IBM software support is just a click away . . .

This presentation includes:

Step 1 – Where to start?

Step 2 – Self-help is at your fingertips

Step 3 – Search for downloads and answers to questions

Step 4 – Stay current to avoid issues

Step 5 – Education options: choose what you need

Step 6 – Tools to save time and streamline support processes

# Step 1: Where to start?

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

Navigation on this page:

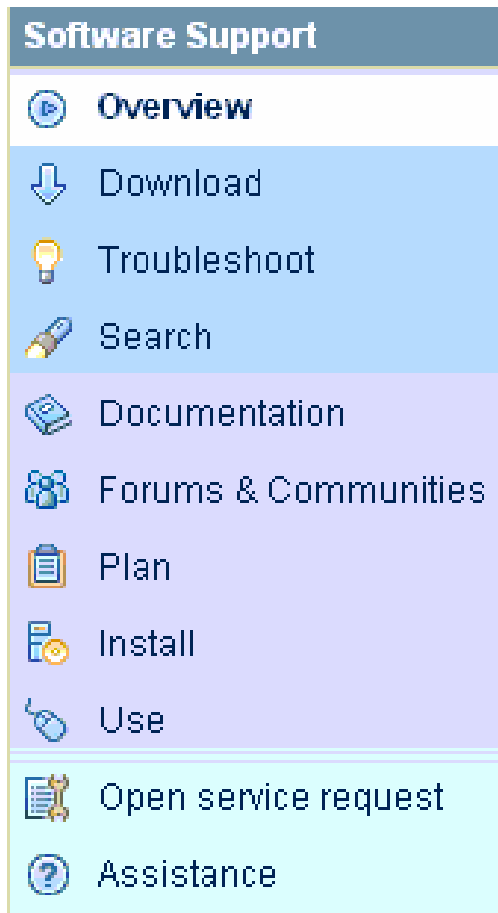
1. Dynamic navigation lets you choose the brand and the product to quickly find a specific Product support page
2. Simple text search allows retrieval of support information from all IBM software products
3. Additional support links guide you to the most requested links for IBM software support
4. Support task navigator replaces the previous tabbed navigation style, providing direct access to the primary support tasks and tools you need

The screenshot shows the IBM Software Support homepage. The page is titled "Software support" and includes a navigation menu on the left with categories like "Products A to Z", "Industry solutions", "Services", "Downloads", "Library", "News", "Training and certification", and "Events". The main content area features a search bar, a "Software support" header, and a "Support task navigator" with a list of tasks: Home, Search, Documentation, Forums & Communities, Pfix, Install, Use, Open service request, and Assistance. A sidebar on the right contains sections for "Personalized support", "System availability", "Support feedback", and "Translate my page".

Annotations on the screenshot:

- 1**: Points to the "New to a brand or product? Support page" section, which includes a dropdown menu for "Select a brand" and a search input field.
- 2**: Points to the "Search within all of IBM Software support" section, which includes a search input field and a search button.
- 3**: Points to the "Additional support links" section, which includes a "Stay up to date" section with a "RSS feeds of support content" link, and a "Support tools" section with links for "Software Support 11 Modules", "IBM Support Assistant", "Software Support Toolkit", and "Support Dashboard".
- 4**: Points to the "Support task navigator" section, which is a vertical list of tasks.

# Step 1: Where to start? Task navigator



- Many support pages now include this task navigator
- Click on the selection that matches your current task. A task page displays that lets you access content scoped to that task, eliminating extraneous content
- This helps you find the information you need, quickly

# Step 1: Where to start? – Registration

Home Solutions Services Products Support & downloads My IBM

Welcome [ IBM Sign in ] [ Register ]

Software > Tivoli > Products >

## IBM Tivoli Monitoring

Product support

**Primary support resources**

**Flash 7 Dec, 2007:** Time Zone Changes for the Bolivarian Republic of Venezuela - Information for IBM Tivoli Monitoring 5.1.2

**Flash 28 Nov, 2007:** URGENT Actions Required: Changes to Daylight Saving Time will affect IBM Tivoli Distributed Monitoring

**Flash 1 May, 2007:** Tivoli fix pack Strategy Update  
[View all Flashes]

**Solve a problem**

- Technotes | APARs

**Download**

- IBM Tivoli Monitoring 5.1.2, fix pack 14, 5.1.2-TIV-ITM-FP14
- Interim Fix (5.1.2-ITM-0205LA) for IBM Tivoli Monitoring 5.1.2
- Interim Fix (5.1.2-ITM-0135LA) for IBM Tivoli Monitoring 5.1.2  
[View all downloads]

**Learn**

- Product documentation
- Support Technical Exchange
- IBM Education Assistant
- IBM Tivoli software training
- Manuals | Whitepapers
- Redbooks

**Stay up to date**

- Request e-mail updates
- RSS feeds for support content

**Other valuable resources**

**Planning upgrades**

- Product support lifecycle

**Communities**

- Tivoli DeveloperWorks forums

**Search Support (this product)**

Enter terms, error code or APAR #

Limit results (optional):

- Solve a problem (Technotes, APARs)
- Download (Fixes, Utilities, APARs)
- Learn (Manuals, White Papers, etc.)

**Search**

→ Broaden or change scope

→ Tips for searching

**Assistance**

- Report problems
- Contact support
- Help with this site
- Support handbook
- Software Support Toolbar

**Personalized support**

Visit [My support](#) for fast access to your favorite features

**System Availability**

→ Last updated  
Sunday, December 09, 2007 7:00:00 AM

**Other Technical Exchange sites**

→ Tivoli

→ WebSphere

**Support feedback**

Help us improve online software support

**Translate my page**

Select a language

→ Translate

**Other support sites**

→ Tivoli support

→ All IBM support (A-Z)

- Register just once, using e-mail address for IBM ID
- Sign in using ID / password created on any IBM site
- Sign in to:
  - access the ESR tool for Passport Advantage clients
  - view entitled content
  - access MySupport for weekly e-mail updates
- Clients with existing ID that is not e-mail address format still use that ID
- Clients with a z/OS contract can use their IBMLink ID/password



# Step 2: Self-help on product support pages

## Transitioning from this

- Flashes for important product support information
- News for product announcements
- Solve a problem
  - Technotes for solutions to issues
  - APARs for fixes in progress
  - Featured documents for the most popular content
- Search box just for that product
- Downloads for interim fixes and fix packs
- Documentation and Information Centers
- Online service request tool
- Feedback comments and suggestions
- RSS feeds to stay current
- Planning upgrades
  - Product Life cycle detail information for all software
  - Detailed system requirements

The screenshot shows the IBM WebSphere Application Server product support page. The page is titled "WebSphere Application Server Product support" and features a navigation menu on the left, a main content area with "Primary support resources" (including Flash news and "Solve a problem" section), a search box, and various resource links like "Related solutions", "Related hardware", and "Related services". A blue arrow points from the "Online service request tool" bullet point to the "Assistance" section, and another blue arrow points from the "Planning upgrades" bullet point to the "Planning upgrades" section.

# Step 2: Self-help on product support pages

## Transitioning to this

- Search box just for that product
- Flashes for important product support information
- News for product announcements
- Troubleshoot – Task navigator
  - Technotes for solutions to issues
  - APARs for fixes in progress
- Download – Task navigator
  - Interim fixes and fix packs
- Documentation – Task navigator
  - Information Centers, documentation and so on.
- Plan – Task navigator
  - Product Life cycle detail information for all software
  - Detailed system requirements
- Open Service Request – navigator
  - Online service request tool
- Feedback comments, suggestions
- RSS feeds to stay current

Software > Application Servers >

## WebSphere Application Server Support

### Overview

Welcome to WebSphere Application Server support, your technical resource gateway. Use the support task navigator to find the information you need.

**Search WebSphere Application Server support**

Your focused search in WebSphere Application Server support can be refined on the results page. You can also access advanced options by choosing Search in the support task navigator.

Enter search terms

**Flash 15 Jan, 2008:** Disabling the on demand configuration component

**Flash 15 Jan, 2008:** Regression in DataDirect Connect for JDBC driver in IBM WebSphere Application Server versions 61013, 61014, 60225, and 51117

**Flash 14 Jan, 2008:** Education: Join Webcast on Automating problem identification using IBM Autonomic Computing technology

[\[View all Flashes\]](#)

**Additional support links**

<p><b>News</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Utility: Feature Pack for Web Services for WebSphere Application Server V6.1</a></li> </ul> <p><b>Stay up to date</b></p> <ul style="list-style-type: none"> <li>• <a href="#">RSS feeds of support content</a> </li> <li>• <a href="#">Request e-mail updates</a></li> <li>• <a href="#">Test Link</a></li> </ul> <p><b>Support tools</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Product Support Lifecycle</a></li> <li>• <a href="#">IBM Support Assistant</a></li> <li>• <a href="#">Software Support Toolbar</a></li> <li>• <a href="#">Support handbook</a></li> <li>• <a href="#">Test link</a></li> </ul> <p><b>Related products</b></p> <ul style="list-style-type: none"> <li>• <a href="#">IBM HTTP Server</a></li> <li>• <a href="#">Rational Application Developer for WebSphere</a></li> <li>• <a href="#">WebSphere Application Server Community Edition</a></li> <li>• <a href="#">WebSphere Extended Deployment</a></li> <li>• <a href="#">WebSphere Application Server for z/OS</a></li> </ul>	<p><b>Related</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Featured documents</a></li> <li>• <a href="#">Support Technical Exchange</a></li> <li>• <a href="#">Steps to getting support</a></li> </ul> <p><b>Buying &amp; managing support</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Support Offerings</a></li> <li>• <a href="#">Why renew your Support?</a></li> <li>• <a href="#">Software maintenance and support</a></li> <li>• <a href="#">Passport Advantage</a></li> </ul> <p><b>Browse by document type</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Education</a></li> <li>• <a href="#">Redbooks</a></li> <li>• <a href="#">Technotes</a></li> <li>• <a href="#">White papers</a></li> </ul>
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**WebSphere Application Server support**

- [Overview](#)
- [Download](#)
- [Troubleshoot](#)
- [Search](#)
- [Documentation](#)
- [Forums & Communities](#)
- [Plan](#)
- [Install](#)
- [Use](#)
- [Open service request](#)
- [Assistance](#)

**Personalized support**

Visit [My support](#) for fast access to your favorite features.

---

**System availability**

→ Last updated

Sunday, August 05, 2007 3:00:00 AM

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**Support feedback**

[Help us improve online software support](#)

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**Translate my page**

Select a language

→ Translate

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**Other support sites**

- [Software Support](#)
- [Information Management](#)
- [Lotus](#)
- [Rational](#)
- [Tivoli](#)
- [WebSphere](#)
- [Software A-Z](#)

# Step 2: Self-help – Send us your Feedback

The screenshot shows the IBM Feedback page. The main content area has three sections:

- Sign up to participate in one of our product or website User Interface studies.** Help us ensure that future designs meet your needs. Provide input through phone surveys, lab studies, focus groups, on-site visits or any number of other methods.
- Fill out a brief survey about ways we can improve the current Support Site to better meet your needs.**
- Complete a survey about your experiences with our full product lifecycle - from shopping through support. Let us know how we can improve our products and processes to make the overall experience a more enjoyable one.**

The callout box on the right shows a zoomed-in view of the 'Your feedback' section:

- Radio buttons for:
  - Have a suggestion
  - Have a general comment
  - Technical difficulties (broken links, error messages)
  - Search functionality
  - Web site organization/navigation** (selected)
- \*2. Your feedback:** A large text input area.
- \*3. Contact Information:**
  - Anonymous feedback** (selected)
  - If required, you may contact me for more information
  - Please contact me
- Submit** button

A yellow callout box points to the 'Your feedback' section with the text: "Option 2 lets you complete this short feedback form".



# Step 3: Search – up to five IBM software products

ibm.com/software/support

**Software Support**

- Overview
- Download
- Troubleshoot
- Search
- Documentation
- Forums & Communities
- Plan
- Install
- Use
- Open service request
- Assistance

Search up to 5 software products selected from the A-Z list

**Search**

Find support information about multiple software products.  
[Find downloads](#)

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**1. Select the products and/or operating system**

# A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

Select up to 5 products from the A-Z list above

[Clear selected products](#)      [Clear all products](#)

Operating system: Any operating system ▼

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**2. Enter search terms**

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**3. Limit and sort results**

Limit results by unchecking document types:

<input checked="" type="checkbox"/> Troubleshooting documents <small>Technotes, Flashes, InfoCenters, Forums...</small>	<input checked="" type="checkbox"/> Learning documents <small>Manuals, Redbooks, White Papers, InfoCenters, Newsletters...</small>
<input checked="" type="checkbox"/> APARs <small>Defect report (Authorized Program Analysis Report)</small>	

Sort by:

Relevancy     
  Date: newest first     
  Date: oldest first

---

Your criteria will return 0 documents

Search      [Search tips](#)

**Software support**

- Overview
- Download
- Troubleshoot
- Search
- Documentation
- Forums & Communities
- Plan
- Install
- Use
- Open service request
- Assistance

# Step 3: Search – One product

**Lotus Notes**

- Compare editions
- Features and benefits
- System requirements
- Library
- Competitive info
- Case studies
- How to buy
- Services
- Support**

**Related links**

- Lotus Notes & Domino
- Lotus Notes and Domino 8 forum
- developerWorks: Lotus Notes and Domino
- Lotus Domino Solutions Catalog
- Lotus Notes and Domino licensing
- Warranties, licenses and maintenance

## Lotus Notes Support

Overview

**Software Support**

- Overview
- Download
- Troubleshoot

**Notice anything new?**

We're pleased to introduce our new Web pages designed to help you locate resources for important support tasks.

[→ Learn more](#)

Welcome to Lotus Notes support, your technical resource gateway. Use the support task navigator to find the information you need.

**Search Lotus Notes support**

Your focused search in Lotus Notes support can be refined on the results page. You can also access advanced options by choosing Search in the support task navigator.

**Enter search terms**

**Lotus Notes support**

- Overview
- Download
- Troubleshoot
- Search
- Documentation
- Forums & Communities
- Plan
- Install
- Use
- Open service requests
- Assistance

**Flash 18 Feb, 2008:** Lotus Notes Traveler support content available on the Lotus Notes support page

**Flash 14 Feb, 2008:** IBM Lotus Domino Tech Exchange webcast: NSD para Administradores (IBM Lotus Domino Tech Exchange webcast: NSD for Administrators)

**Flash 14 Feb, 2008:** Flash: Domino server and Notes client outages after updating Trend Micro Pattern File

[\[View all Flashes\]](#)

**Additional support links**

**News**

- [Lotus Notes Traveler support content available on the Lotus Notes support page](#)
- [Preparing Lotus Notes \(including Calendaring and Scheduling\) for Argentina Davlight Savina Time 2007](#)

**Related**

- [Featured documents](#)
- [Detailed system requirements](#)
- [Notes and Domino 8 resources](#)
- [Composite Applications wiki](#)

**Personalized support**

Visit [My support](#) for fast access to your favorite support tasks.

**System availability**

→ Last updated

Sunday, February 17, 2008 7:00:00 AM

**Support feedback**

[Help us improve online software support](#)

**Translate my page**

Select a language ▼

→ Translate

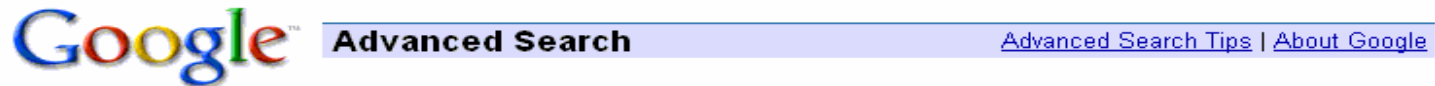
**Other support sites**

[Software Support](#)

→ [Software A-Z](#)

Every product page has a search box for its own content

# Step 3: Search – Through Google



Retrieve only  
IBM support  
content

**Find results**

with **all** of the words  10 results

with the **exact phrase**

with **at least one** of the words

**without** the words

Return pages written in

return results of the file format

Return web pages updated in the

**Numeric Range** Return web pages containing numbers between  and

**Occurrences** Return results where my terms occur

**Domain**  return results from the site or domain   
e.g. google.com, .org [More info](#)

**SafeSearch**  No filtering  Filter using [SafeSearch](#)

## Page-Specific Search

**Similar** Find pages similar to the page    
e.g. [www.google.com/help.html](http://www.google.com/help.html)

**Links** Find pages that link to the page

## Topic-Specific Searches

# Step 3: Search – Send feedback about documents

## Rate this page

Please take a moment to complete this form to help us better serve you.

This material provides me with the information I need.

Strongly Agree  
 Agree  
 Neutral  
 Disagree  
 Strongly Disagree

This material is clear and easy to understand.

Strongly Agree  
 Agree  
 Neutral  
 Disagree  
 Strongly Disagree

Did the information help you to achieve your goal?

Yes  No  Don't know

What updates, improvements, or related information would you like to see in this document?

Your response will be used to improve our document content. Requests for assistance, if applicable, should be submitted through your normal support channels as we cannot respond from this site.

Enter verification number to submit feedback:

Verification number: 27487

**Submit**

Provide your feedback on documents retrieved in Search

# Step 4: Stay current – with RSS feeds (Really Simple Syndication)

Software support  
Overview

Welcome to IBM support, your technical resource gateway. Use the support task navigator to find the information you need.

**Navigate to a brand or product Support page**

Select a brand and/or product:

Select one

**Search within all of IBM Software support**

Your focused search in IBM Software support can be refined on the results page. You can also access advanced options by choosing Search in the support task navigator.

Enter search terms

**Software Support**

- Overview
- Download
- Troubleshoot
- Search
- Documentation
- Forums & Communities
- Assistance

**Additional support links**

**Stay up to date**

- [RSS feeds of support content](#)
- [Request e-mail updates](#)

**Support tools**

- [Software Support Lifecycle](#)
- [IBM Support Assistant](#)

**Related**

- [All IBM software \(A-Z\)](#)
- [IBM Education Assistant](#)
- [Software specific to eServer, workstations, or storage](#)
- [Drivers](#)

Click this RSS link on any page to view the latest content

- RSS is a quick, easy, and lightweight format for monitoring new content added to Web sites
- An RSS feed uses XML-formatted files to deliver content that you access with an RSS Reader
- Our RSS feeds provide the title of a new piece of content, such as a Technote, a description of the new content, and a link to the content
- RSS help is available at: <http://ibm.com/developerworks/library/x-rssintro/>
- In-depth explanation of RSS, and links to RSS Reader downloads



# Step 4: Stay current – MySupport access

- Complimentary subscription service for weekly e-mail updates with technical information for the products you choose
- Click *MySupport* on any Support page
- Enter your IBM ID and password at the sign-in prompt and complete the profile
- For step-by-step instructions: [http://ibm.com/software/support/site\\_tours.html#My\\_Support](http://ibm.com/software/support/site_tours.html#My_Support)
- For product list assistance: <http://ibm.com/software/sw-bycategory/?ca=wspace>

## Content Manager

Product support

### Primary support resources

**News:** CM Migration Information & Resources

**Flash 26 Dec, 2007:** eClient v8.4 support Applet Viewer limitation on cluster environment

**Flash 21 Dec, 2007:** IBM DB2 Content Manager V8.3 client customers using DB2 Information Integrator for Content upgrading to V8.4 should use V8.3 fix pack 7

[View all Flashes]

### Solve a problem

- Forums and newsgroups
- IBM Support Assistant (tool to help resolve problems)
- Technotes | APARs

### Download

- Fix Packs by version
  - DB2 Content Manager Enterprise Edition Version 8.3 Fix Pack 7
  - Download the IBM Web Interface for Content Management Version 1.0 Modification 2
  - Download IBM DB2 Content Manager Version 8.4
- [View all downloads]

### Learn

- Information center
- Information roadmap
- IBM Education Assistant
- Standard Edition Information Center
- Redbooks | Whitepapers
- Education

### Stay up to date

- Request e-mail updates
- RSS feeds for support content

### Other valuable resources

Related resources

### Search Support (this product)

Enter terms, error code or APAR #

Limit results (optional):

- Solve a problem (Technotes, APARs)
- Download (Fixes, Utilities, APARs)
- Learn (Manuals, White Papers, etc.)

Search

→ Broaden or change scope

→ Tips for searching

### Assistance

- ➔ **Report problems**
  - Contact support
  - Help with this site
  - Support handbook
  - Software Support Toolbar

### Information Management software

#### Personalized support

Visit [My support](#) for fast access to your favorite features

#### System Availability

→ Last updated  
Sunday, December 09, 2007 7:00:00 AM

#### Support feedback

Help us improve online software support

#### Translate my page

Select a language

→ Translate

#### Other support sites

- Info Mgmt support
- All IBM support (A-Z)
- WebSphere
- Lotus
- Rational

## Step 4: Stay current – WebSphere proactive e-mail

- These e-mails are sent quarterly and discuss potential support issues and related topics
- The product-specific e-mail includes links to technical support documents and information to help you learn about and avoid potential problems
- Signing up is easy
- Refer to Knowledge Collection: IBM products proactive e-mail for details on subscribing and to see the latest list of products that offer the e-mail:
  - Available for these products
    - CICS Transaction Gateway & CICS Universal Client
    - CICS Transaction Server
    - IBM HTTP Server
    - TXSeries for Multiplatforms
    - WebSphere Adapters
    - WebSphere Application Server
    - WebSphere Application Server for z/OS
    - WebSphere Business Modeler
    - WebSphere Business Monitor
    - WebSphere Commerce
    - WebSphere DataPower SOA Appliances
    - WebSphere Extended Deployment
    - WebSphere Integration Developer
    - WebSphere Message Broker
    - WebSphere MQ
    - WebSphere Process Server

<http://ibm.com/support/docview.wss?rs=180&uid=swg27011428>

# Step 5: Education – Support Technical Exchange webcasts

- Tivoli and WebSphere deliver complimentary Support Technical Exchange webcasts with technical information on a broad range of products and topics
- Scheduled weekly, with charts and MP3 files posted shortly after the live session
- Subject matter experts from Support, Development and Services deliver the webcasts
- Support Technical Exchange pages include information on upcoming and previous webcasts: WebSphere (WSTE) – [http://ibm.com/software/websphere/support/supp\\_tech.html](http://ibm.com/software/websphere/support/supp_tech.html)  
Tivoli (TSTE) – [http://ibm.com/software/sysmgmt/products/support/supp\\_tech\\_exch.html](http://ibm.com/software/sysmgmt/products/support/supp_tech_exch.html)  
Lotus (LSTE) – <http://www-1.ibm.com/support/docview.wss?rs=899&uid=swg27011126>

**WebSphere**

Products A to Z  
Products by category  
Services  
Trials and Demos  
Library  
Case studies  
News  
Training and certification  
Events  
Support

## Technical Exchange Webcasts

WebSphere

**Scheduled Webcasts** Previous Webcasts

WebSphere support wants to help you take full advantage of your product. Join us as technical experts share their knowledge and then answer your questions. Visit this site often to see upcoming topics and presenters.

Schedules are subject to change. For questions or topic suggestions, [contact the Technical Exchange team](#).

You will need an [IBM ID and password](#), which are used site-wide at ibm.com to attend Webcasts.

Please call into the phone conference and join the e-meeting 10 minutes early.

**Related links**

- IBM Business Partners
- ISVs
- Developers

**22 Jan 2008** **IBM HTTP Server - Certificates and the Secure Sockets Layer (SSL) - session#1**  
Presenter(s): Robert Boretti  
Time: 22 Jan 2008, 11 AM EST (GMT-5)  
Understand how to use IBM® key management utility to create keyfiles, certificate signing requests(CSR) and self-signed personal certs. You will receive a general overview of the certificate chain relationship & certificate authorities along with importing and exporting public and private keys.

**23 Jan 2008** **IBM HTTP Server - Certificates and the Secure Sockets Layer (SSL) - session#2**  
Presenter(s): Robert Boretti  
Time: 23 Jan 2008, 11 AM EST (GMT-5)  
Learn to configure the Secure Sockets Layer within IBM® HTTP Server 6.x. Learn specifically how to enable multiple SSL virtualhosts on port 443 and how to limit encryption at 128bit or higher for optimal security. See practical example s on how to automatically redirect non-SSL clients over SSL.

**24 Jan 2008** **IBM HTTP Server - Certificates and the Secure Sockets Layer (SSL) - session#3**  
Presenter(s): Robert Boretti  
Time: 24 Jan 2008, 11 AM EST (GMT-5)  
Learn specific SSL debugging techniques. See first hand how SSL tracing is

**Personalized support**  
Visit [My support](#) for fast access to your favorite features.

**System availability**  
→ Last updated  
Sunday, December 09, 2007 7:00:00 AM

**Support feedback**  
Help us improve online software support

**Translate my page**  
Select a language   
→ Translate

**Other support sites**

- Information Management
- Lotus
- Rational
- Tivoli
- Software A-Z

# Step 5: Education – IBM Education Assistant

<http://ibm.com/software/info/education/assistant>

The screenshot displays the IBM Education Assistant interface for WebSphere Business Modeler Version 6. The page is structured as follows:

- Navigation:** Home, Business solutions, IT services, Products, Support & downloads, My IBM.
- Search:** Search scope: All topics.
- Contents (Left Sidebar):**
  - IBM Education Assistant
  - WebSphere Application Server Version 5
  - WebSphere Application Server Version 6
  - WebSphere Application Server V6.1 Features
  - WebSphere Application Server Version 6.0
  - Rational Application Developer Version 6
  - WebSphere Extended Deployment Version 6
  - WebSphere Process Server, WebSphere Integration Developer
  - WebSphere Enterprise Service Bus, WebSphere Business Modeler Version 6
  - WebSphere Business Modeler Version 6
    - V6.0
      - Overview and new features
      - Process Modeling** (highlighted by a yellow callout)
      - Process Simulation
      - Modeler to WebSphere Integration Developer
    - V6.0.2
      - Overview and new features
      - Process modeling
      - Process Simulation
      - Modeler to WebSphere Integration Developer
    - Related topics
  - WebSphere Business Monitor Version 6
  - WebSphere Commerce
  - WebSphere Partner Gateway Version 6
  - WebSphere Developer for System z
  - WebSphere Everyplace Deployment Version 6
  - WebSphere Host Access Transformation Version 6
  - WebSphere Message Broker Version 6
  - WebSphere MQ Version 6

- Main Content Area:**
- WebSphere Business Modeler Version 6**
- IBM Education Assistant**
- IBM WebSphere® Business Modeler Version 6**
- Description:** WebSphere Business Modeler products help organizations fully visualize, comprehend, and document their business processes. Rapid results can be obtained through the collaboration functionality, where subject matter experts team to clearly define business models and eliminate inefficiencies. You can model business processes, then deploy, monitor, and take actions based upon KPIs, alerts, and triggers for continuous optimization. Business processes then get tightly linked with strategic corporate objectives. WebSphere Business Modeler products can drive much more granular business insight and knowledge, where knowledge equates to competitive advantage.
- Related topics:**
  - [Take a tour of IBM Education Assistant](#)
  - [V6.0](#)
    - [Overview and new features](#)
    - [Process Modeling](#)
    - [Process Simulation](#)
    - [Modeler to WebSphere Integration Developer](#)
  - [V6.0.2](#)
    - [Overview and new features](#)
    - [Process modeling](#)
    - [Simulation support for processes](#)

Select product of interest and choose topic

# Step 5: Education – drill down

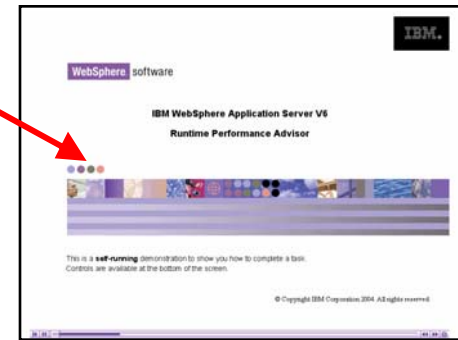
## Process Modeling

- [Process Modeling Overview and Enhancements](#)
11 min 480K
- [Process editor](#)
- [Process editor V6.0 enhancements](#)
- [Modeling a process](#)

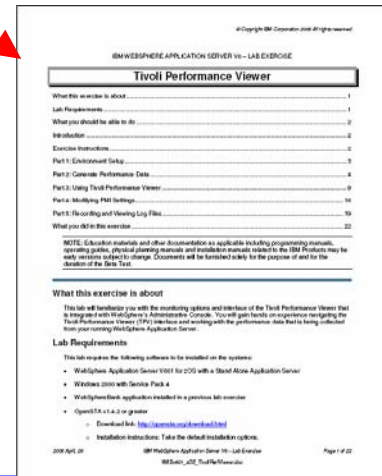
Presentation



Demonstration



Tutorial



Download files for completing the tutorials (LabFiles60.zip 1 MB)

- Due to the variable nature of computing environments and the complexity of troubleshooting, lab tutorial instructions and files are provided as-is.

- Includes audio (items without audio might have audio added in the future)
- A technical overview that provides background on a topic ([Macromedia Flash](#))
- A guided demonstration that shows how to complete a specific task ([Macromedia Flash](#))
- Step by step instructions to follow for completing a task
- PDF format ([Adobe Acrobat Reader](#))
- ZIP format (use [WinZip](#) or a similar program)
- Additional reading material



# Step 5: Education – IBM developerWorks

<http://ibm.com/developerworks>

- In-depth technical information for developers and administrators
- New technology introductions
- Technical tutorials and training
- Downloads
- Communities and forums
- Events
- The Support Authority column in WebSphere Technical Journal

The screenshot displays the IBM developerWorks website interface. On the left is a vertical navigation menu with categories like AIX and UNIX, IBM Systems, Information Mgmt, Lotus, Rational, Tivoli, WebSphere, Architecture, Autonomic computing, Grid computing, Java™ technology, Linux, Open source, Power Architecture™, SDA and Web services, Web development, XML, About dW, Submit content, and Feedback. The main content area features a header with the developerWorks logo and tagline, a date (Updated 18 Dec 2007), and a featured article titled "Push RSS to new limits". Below this are sections for "Most popular downloads", "Most popular content", and "Most popular forums", each with a featured article snippet. A "Featured community space" section highlights "Domino Portal Integration". The right sidebar includes "My developerWorks" (Welcome guest, Sign in, Register), "Across the site" (Downloads, Demos, Tutorials and training, Software products, Sample IT Projects, Technical events, RSS feeds, Newsletters, Community), and "Spotlight" (Trial: Lotus Sametime Standard 8, alphaWorks: IBM LanguageWare Miner, Download: IBM Data Studio V1.1).

<http://ibm.com/developerworks/websphere/techjournal/contents.html>

# Step 6: Tools – IBM Software Support Toolbar

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

The screenshot shows the IBM Software Support website interface. At the top, there are navigation menus for 'View', 'Favorites', 'Tools', and 'Help'. Below this is a search bar and a toolbar with various product categories like 'Information Management', 'Lotus', 'Rational', 'Tivoli', and 'WebSphere'. The main content area is for 'Rational ClearCase' product support. A toolbar menu is open, showing options such as 'Software Support home', 'My IBM Registration', 'Electronic Service Request', 'Send Attachments', 'Passport Advantage', 'More Support Resources', and 'Support Tools'. The 'Support Tools' sub-menu is expanded, showing 'Quick Reference', 'IBM Assist On-site (AOS)', 'IBM Support Assistant (ISA)', 'IBM Education Assistant (IEA)', 'Software support RSS feeds', and 'MySupport'. A yellow callout box points to the 'Support Tools' menu item.

Download the IBM Software Support Toolbar for easy access to cross-brand and brand support information

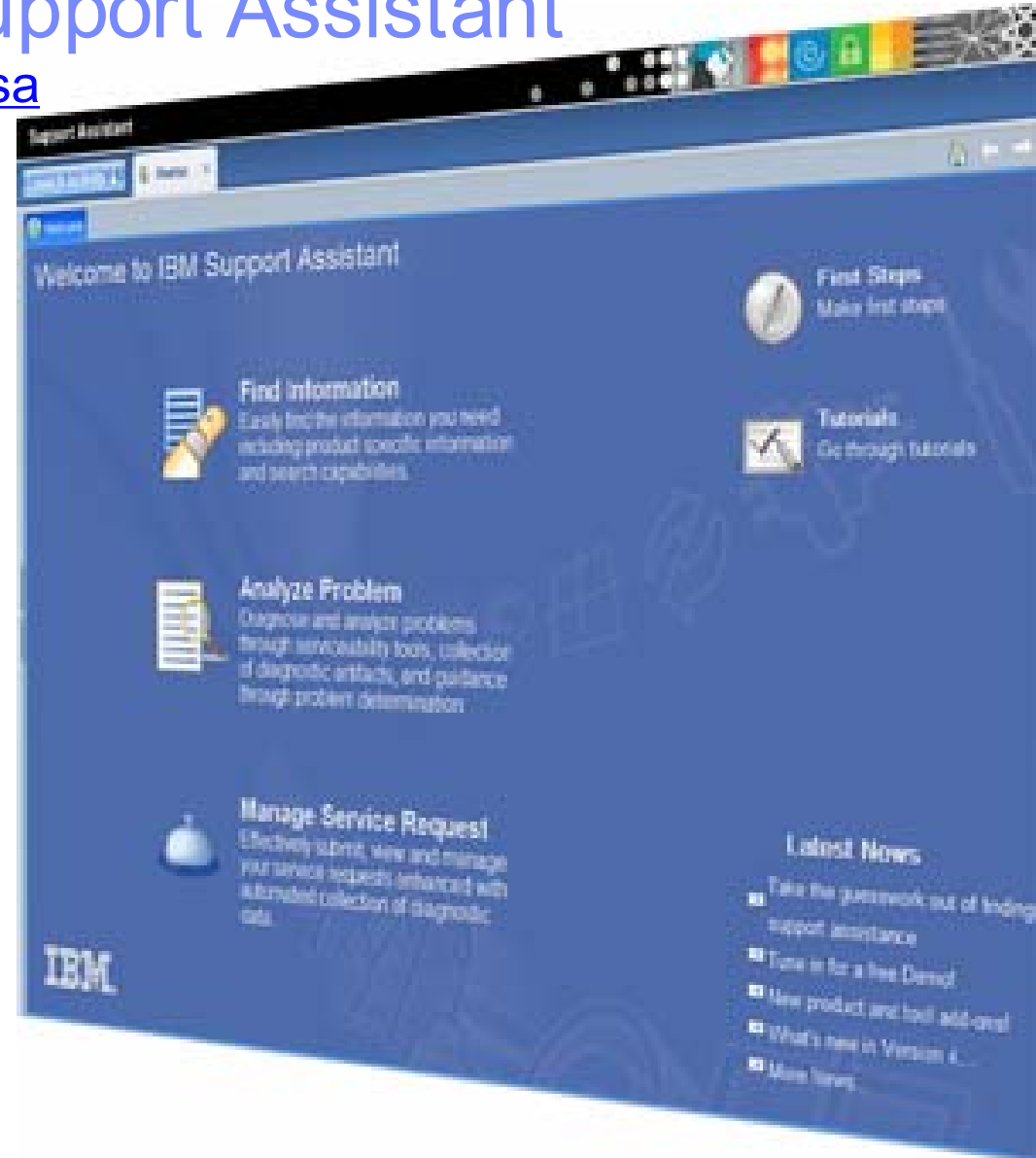
# Step 6: Tools – IBM Support Assistant

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

IBM Support Assistant is a no-charge troubleshooting workbench offering:

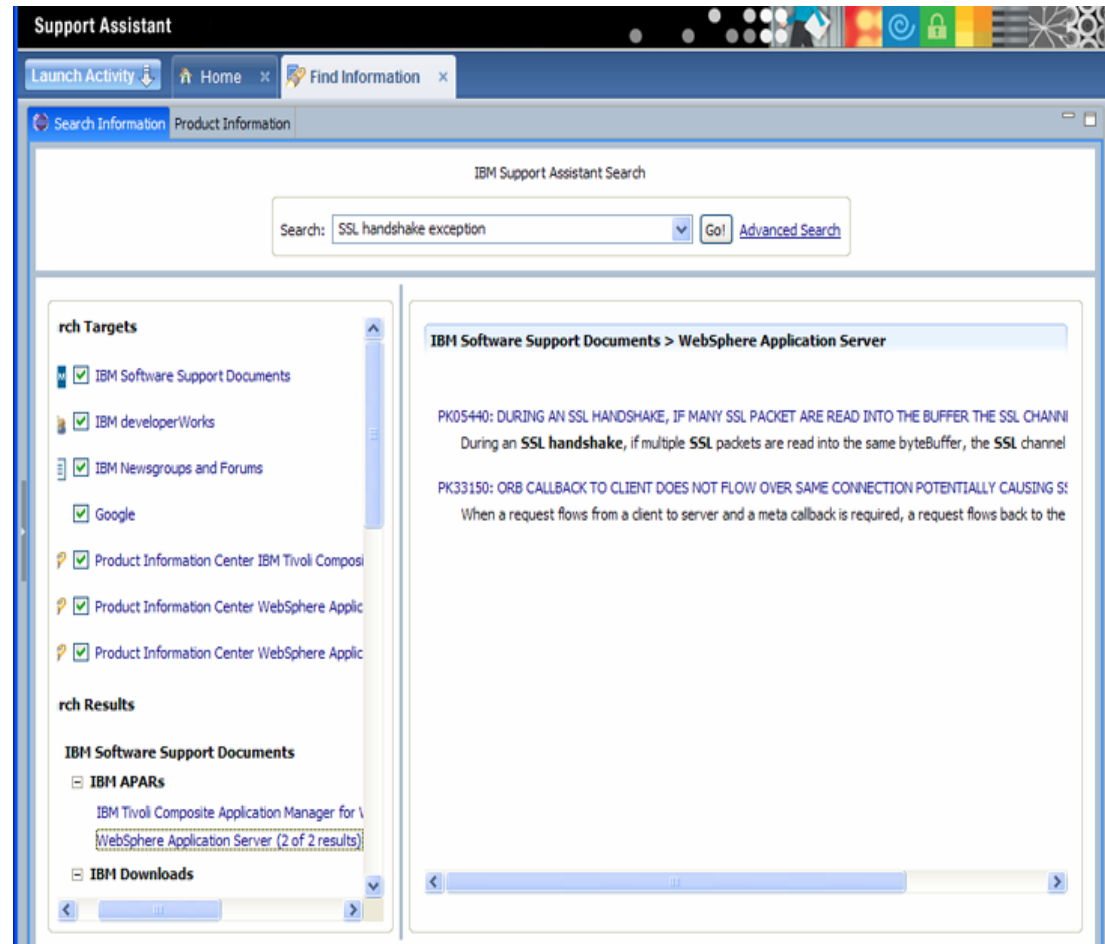
- multi-source search capabilities and access to product information
- automated data collection
- problem determination tools
- ability to capture and store environment information, and
- integration with Service Request tool

View IBM Support Assistant training on IBM Education Assistant or visit the [website](#) to attend an upcoming scheduled demo.

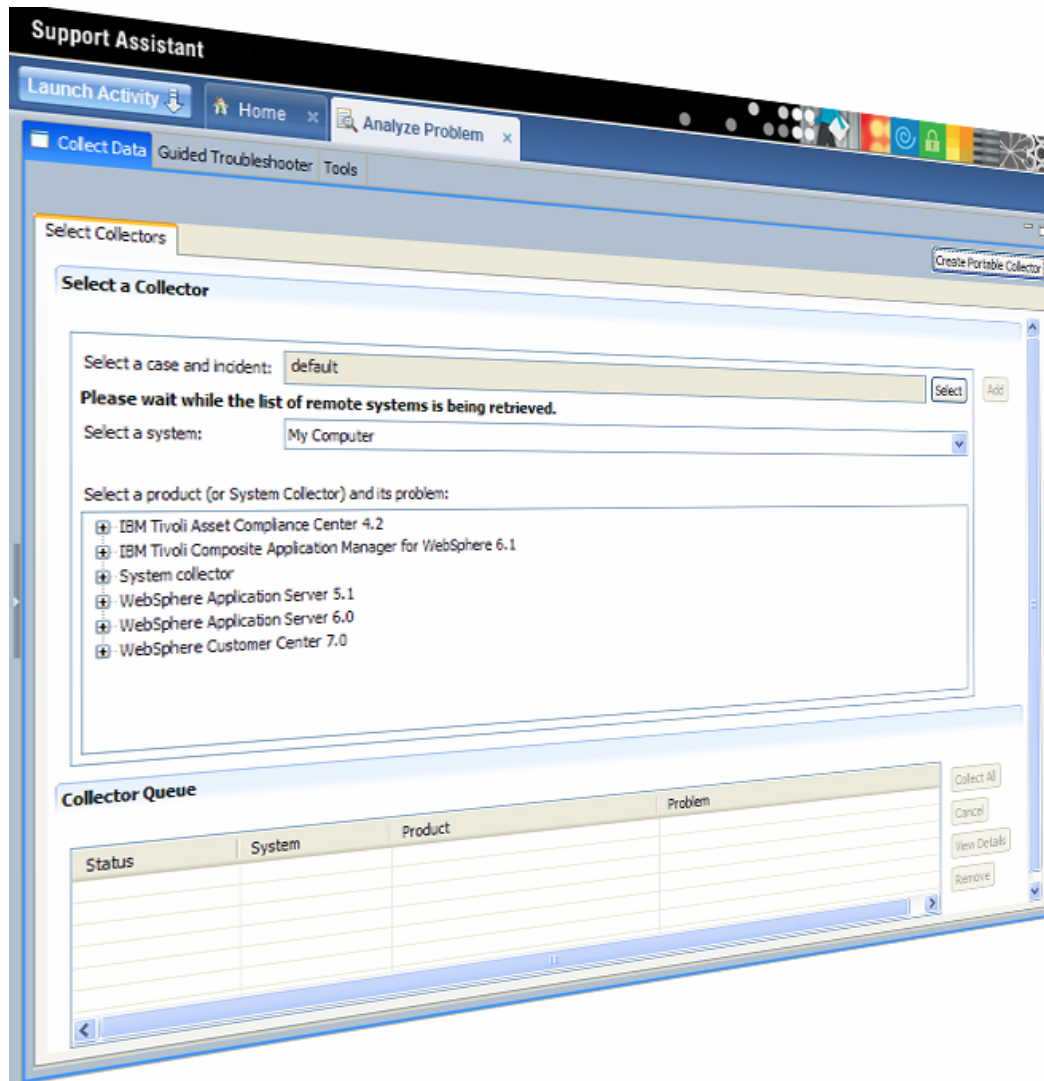


# Step 6: Tools – Support Assistant – Find Information

- Concurrent search capability to search product support sites, developerWorks and Google with one search string
- Ability to add additional search targets to above search option
- Product Information page offers quick access to technical information from product support page and many other sites too
- Each product information page now displays content just published from the product's support page



# Step 6: Tools – Support Assistant – Analyze Problems

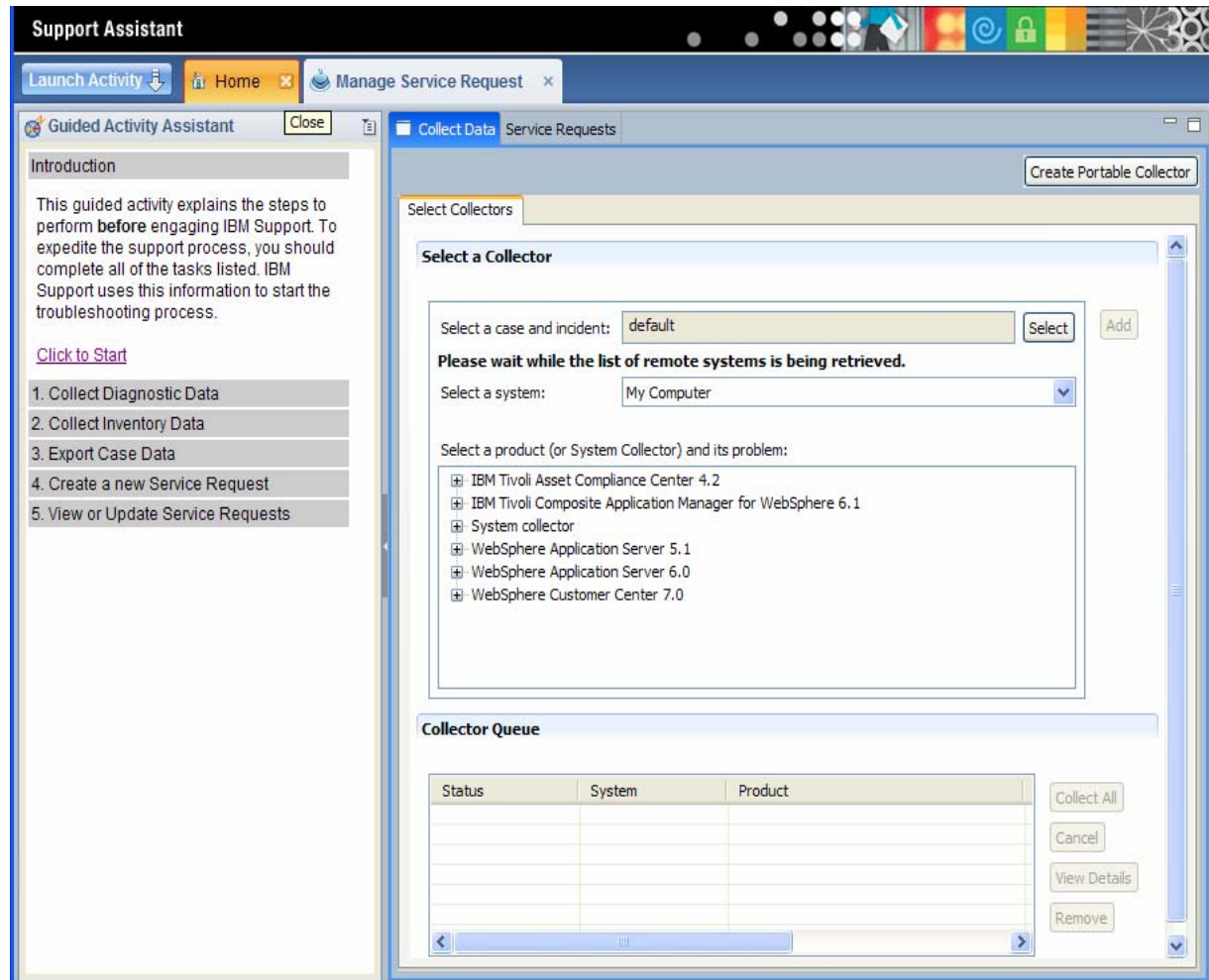


- Automate log and data collection (automated mustgathers, etc.) with symptom-specific data collectors
- Collect logs from remote systems
- Integrated Log Analysis capabilities accelerate first steps of problem investigation
- Reengineered Data Collection process:
  - Remotely execute “MustGather” data collections
  - Collect remote files
  - Organize problem determination data, notes, files, data collector files, inventory reports, etc. and share them with other analysts or IBM Support



## Step 6: Tools – Support Assistant – Manage Service Request

- Collect needed troubleshooting files
- Open a new Service Request (PMR or Problem Management Record) and attach troubleshooting files
- Update an existing Service Request
- Review Service Requests for an IBM customer number



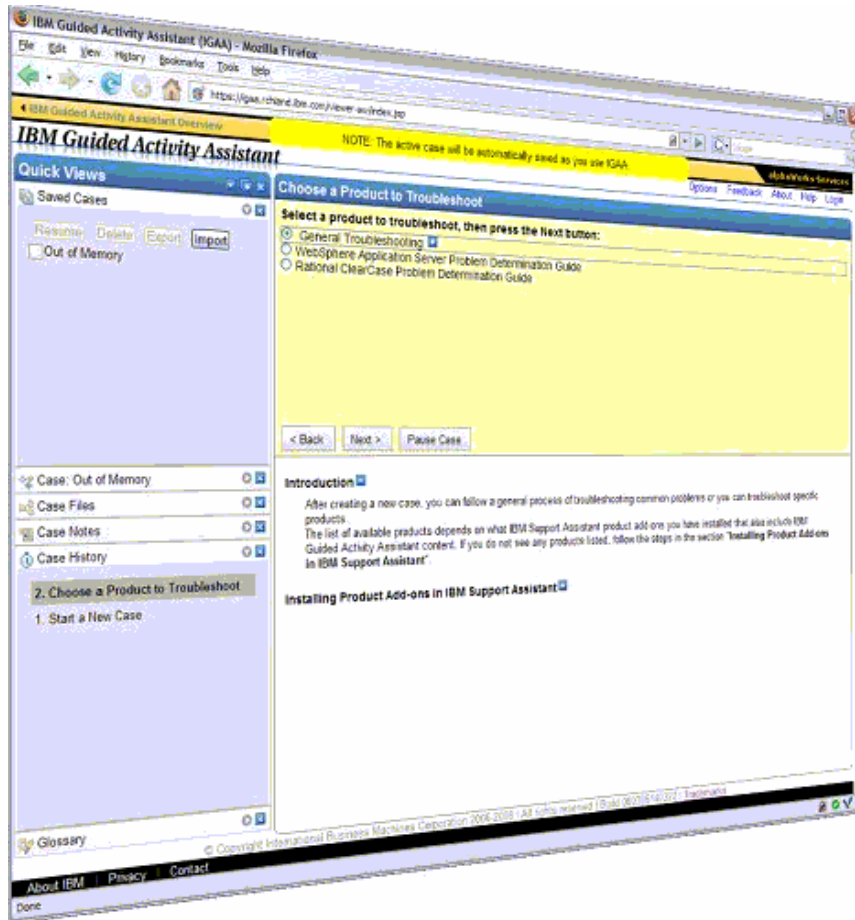
## Step 6: Tools – IBM Support Assistant includes problem determination tools

- [Garbage Collection and Memory Visualizer](#) (Tech Preview) – provides graphic views of Java Verbose Garbage Collection logs
- [IBM Assist On-site](#) (AOS) – offers secure, encrypted troubleshooting sessions by allowing IBM engineers remote access to client's workstation
- [IBM Dump Analyzer](#) (Tech Preview) – provides automated analysis of dump files from IBM JVMs
- [IBM Guided Activity Assistant](#) (IGAA) – is integrated in IBM Support Assistant and guides users through diagnosing and solving problems, including invoking appropriate serviceability tools as necessary
- \*\*[IBM Pattern Modeling and Analysis Tool for Java Garbage Collector](#) (Tech Preview) – analyzes Java verbose garbage collection logs
- [IBM Rational Diagnostic Tool for Eclipse](#) – diagnoses Eclipse configuration problems as well as comparing configurations
- \*\*[Log Analyzer](#) (Tech Preview) – correlates log events from multiple products to diagnose cross-product problems
- [Symptom Editor](#) (Tech Preview) – lets users build additional symptom catalogs for the Log Analyzer to use in correlating events
- \*\*[Memory Dump Diagnostic for Java](#) (MDD4J) – analyzes IBM and non-IBM JVM heap dumps to find cause of memory leaks
- \*\*[ThreadAnalyzer](#) (Tech Preview) – analyzes thread dumps to find system hangs
- \*\*[Visual Configuration Explorer](#) (Tech Preview) – provides graphical view to explore and compare cross-product configurations
- [WSTE webcast](#), March 13, 2008 replay offers an overview of the tools

\*\*Denotes tools available at GA for ISA V4. Remaining tools will be migrated over the next few months

## Step 6: Tools – IBM Guided Activity Assistant V4

<http://services.alphaworks.ibm.com/IGAA>



- Clients need a web browser to access IGAA for guided assistance in problem resolution
- If a tool is recommended or files are collected, then IBM Support Assistant V4 is introduced
- FAQs are available on the alphaWorks site

## Step 6: Tools – IBM Assist On-site for complex issues

- Remote control technology through Internet. IBM Support views or shares keyboard and mouse control of client's workstation
- Provides the visual communication required to help speed time to resolution
- Secure session is initiated during phonecall between client and IBM support engineer
- Client is 'invited' to use tool and obtains a 7-digit random key to initiate encrypted session
- Communication is protected by 128-bit encryption
- Client accepts and runs a small 500-kb plug-in with Internet browser and only requires an outbound port
- No software to install and once session is terminated (by client or IBM support), the plug-in is no longer usable
- Accessible through the IBM Support Assistant
- For details: <http://ibm.com/software/support/assistsite>

# Step 6: Tools – Jumpstart PMRs with electronic Service Request (eSR) tool

eSR online tool for Passport Advantage clients and their Business Partners who are members of PartnerWorld

- Requires access approval: use Self-Nomination form (not for Business Partners or Site Technical Contact); access granted by Site Technical Contact (STC)
- Create personal preference profile including product/component lists
- Open PMRs pre-populated with your profile entries
- Submit your own issue and environment descriptions
- Attach troubleshooting files to online PMRs
- Submit PMRs directly to support queues
- Monitor PMR activity with customized reports
- Accessible through IBM Support Assistant

Note: z/OS clients continue to open ETRs at: <http://www.ibm.com/ibmlink>



## Step 6: Tools – eSR tool

- Access: <http://ibm.com/software/support/probsub.html>
- Help is available at: <http://ibm.com/software/support/help-esr.html>
- Support for eSR tool in U.S. and Canada: 1-800-978-2246
- International support: select number from here:  
<http://ibm.com/software/support/help-contactus.html>
- Step-by-step eSR instructions:  
<http://ibm.com/software/websphere/support/d2w.html>
- eSR education modules:  
[http://ibm.com/software/support/sitetours.html#Electronic\\_Service\\_Request\\_\(ESR\)\\_-\\_Online\\_problem\\_submission\\_tool](http://ibm.com/software/support/sitetours.html#Electronic_Service_Request_(ESR)_-_Online_problem_submission_tool)

# IBM software support is just a click away . . .



Software Support Toolbar quickly connects you to support resources

Product support pages for day-to-day support

IBM Support Assistant: your troubleshooting workbench

Software > Application Servers >

## WebSphere Application Server Support

Overview

Welcome to WebSphere Application Server support, your technical resource gateway. Use the support task navigator to find the information you need.

**Search WebSphere Application Server support**  
Your focused search in WebSphere Application Server support can be refined on the results page. You can also access advanced options by choosing Search in the support task navigator.

Enter search terms

**Flash 15 Jan, 2008:** Disabling the on demand configuration component

**Flash 15 Jan, 2008:** Regression in DataDirect Connect for JDBC driver in IBM WebSphere Application Server versions 61013, 61014, 60225, and 51117

**Flash 14 Jan, 2008:** Education: Join Webcast on Automating problem identification using IBM Autonomic Computing technology

[View all Flashes]

**Additional support links**

**News**

- Utility: Feature Pack for Web Services for WebSphere Application Server V6.1

**Stay up to date**

- RSS feeds of support content
- Request e-mail updates
- Test Link

**Support tools**

- Product Support Lifecycle
- IBM Support Assistant
- Software Support Toolbar
- Support handbook
- Test link

**Related products**

- IBM HTTP Server
- Rational Application Developer for WebSphere
- WebSphere Application Server Community Edition
- WebSphere Extended Deployment
- WebSphere Application Server for z/OS

**WebSphere Application Server support**

- Overview
- Download
- Troubleshoot
- Search
- Documentation
- Forums & Communities
- Plan
- Install
- Use
- Open service request
- Assistance

**Personalized support**

Visit My support for fast access to your favorite features.

**System availability**

→ Last updated  
Sunday, August 05, 2007  
3:00:00 AM

**Support feedback**

Help us improve online software support

**Translate my page**

Select a language

→ Translate

**Other support sites**

- Software Support
- Information Management
- Lotus
- Rational
- Tivoli
- WebSphere
- Software A-Z

**Related**

- Featured documents
- Support Technical Exchange
- Steps to getting support

**Buying & managing support**

- Support Offerings
- Why renew your Support?
- Software maintenance and support
- Passport Advantage

**Browse by document type**

- Education
- Redbooks
- Technotes
- White papers

## Welcome to IBM Support Assistant

**First Steps**  
Make first steps

**Tutorials**  
Go through tutorials

**Find Information**  
Easily find the information you need including product specific information and search capabilities.

**Analyze Problem**  
Diagnose and analyze problems through serviceability tools, collection of diagnostic artifacts, and guidance through problem determination.

**Manage Service Request**  
Effectively submit, view and manage your service requests enhanced with automated collection of diagnostic data.

**Latest News**

- Take the guesswork out of finding support assistance
- Tune in for a free Demo!
- New product and tool add-ons!
- What's new in Version 4...
- More News...