



Lotus Expeditor 6.1 Education

IBM® Lotus® Expeditor 6.1 Server IBM Support Assistant Plug-in

Lotus software



@business on demand software

© 2006 IBM Corporation

Hello, and welcome to this presentation on the IBM Support Assistant plug-in for the Lotus Expeditor 6.1 Server.

Functions provided by IBM Support Assistant

- Search
 - ▶ Search multiple sources for support information
- Product Information
 - ▶ Find links to important product information and education
- Service
 - ▶ Automatic problem data collection and PMR management
- Updater
 - ▶ Search for new plug-ins and update IBM Support Assistant or existing plug-ins

The IBM Support Assistant provides multiple functions to assist you with IBM product support needs. These functions enable you to search multiple sources of support information to assist with product questions or problem resolution, link to important product information and education (such as this IBM Education Assistant site), and initiate an automatic data collection of must-gather documentation when reporting a problem to IBM support. IBM Support Assistant also contains functions to help you manage your Problem Management Report (PMR) records and provides an updater which allows you to search for new plug-ins or updates to existing plug-ins.

IBM Support Assistant

- Web downloadable application
- Extended by creation of “plug-in”
- Multiple plug-ins can be installed

The IBM Support Assistant application can be downloaded from the IBM Web site. It can be extended by creating a plug-in for a specific product. Multiple product plug-ins can be installed into a single instance of the IBM Support Assistant to assist you with all of your IBM products.

IBM Support Assistant search function

- Provides a “federated” search capability
- Search can include the following sources:
 - ▶ IBM Software Support Documents
 - ▶ IBM developerWorks®
 - ▶ IBM Newsgroups and Forums
 - ▶ Google Web Search
 - ▶ Product information centers

The search capabilities in IBM Support Assistant provide a federated search that will search multiple sources of information such as IBM Software support documents, the IBM developerWorks site, IBM newsgroups and forums, Google Web search, and a product's information center.

IBM Support Assistant product information function

- Important links for the IBM Lotus Expeditor product
 - ▶ Product Home page
 - ▶ Product Support page
 - ▶ IBM Education Assistant

Each product plug-in provides links to important information. The Lotus Expeditor Server plug-in provides links to the product home page, the product support page, and to this IBM Education Assistant site.

Lotus Expeditor Server IBM Support Assistant plug-in service function

- Provides the following capabilities:
 - ▶ Capability for data collection for PMRs
 - ▶ Capability to create PMRs via ESR API
 - ▶ Capability to list all electronically created PMRs
 - ▶ Capability to upload data collection packages to IBM Support FTP site

The IBM Support Assistant Service function provides capabilities to help you manage your Problem Management Reports. This includes collecting must-gather documentation for problems, viewing and creating Problem Management Reports, and uploading data collection packages to the IBM Support FTP site. The IBM Support Assistant Service function enables you to use the Electronic Service Request (ERS) system to create Problem Management Reports.

Lotus Expeditor Server data collection

- Collection Categories:
- General Problem
 - ▶ Collects data for all Lotus Expeditor Server components
- Install, Configuration, or Uninstall Problem
 - ▶ Collects data for install/uninstall or configuration problems
- Authentication or User Management Problem
 - ▶ Collects data for Expeditor's core services, which provide user and group functions
- Device Management Problem
 - ▶ Collects data for Expeditor's Device Management Server
- Database Synchronization Problem
 - ▶ Collects data for Expeditor's DB2® Everyplace® Synchronization Server
- IBM HTTP Server Problem
 - ▶ Collects data for the HTTP Server being used by Lotus Expeditor Server

The Expeditor Server data collector will collect must-gather documentation for the following problem categories:

General problems will collect data for all Expeditor Server components. Use this option when you are unable to narrow down the problem type.

Install, Configuration, or Uninstall problems will collect data for problems encountered installing or uninstalling the Expeditor Server or when attempting to update the configuration.

Authentication or User Management problems will collect data for Expeditor Server's core services which provide access to user and group information.

Device Management problems will collect data for problems encountered while using the device and software management functions of the Expeditor Server.

Database Synchronization problem will collect data for problems encountered while using the database synchronization functions of the Expeditor Server.

IBM HTTP Server problems will collect data for problems encountered with the IBM HTTP server being used to access the Expeditor Server.

Network client installer data collection

- The Expeditor Server IBM Support Assistant plug-in also includes collectors for the Network Client Installer

Collection Categories:

- Network Client Installer for Web Server
 - ▶ Collects data for Network Client Installer on a Web server
- Network Client Installer for Portal Server
 - ▶ Collects data for Network Client Installer on a WebSphere® Portal server

The Lotus Expeditor Server plug-in also provides data collection for Network Client Installer problems. Network Client Installer provides server-side functionality to allow downloading and managing of the Lotus Expeditor client but does not require the Lotus Expeditor Server. Therefore the server plug-in can be installed on a system where the Lotus Expeditor Server is not installed in order to use the data collection for Network Client Installer. The Network Client Installer data collector options will collect must-gather documentation for the following problem categories:

Network Client Installer for Web Server will collect data for problems with the Network Client Installer and download applet on a Web server machine.

Network Client Installer for Portal Server will collect data for problems with the Network Client Installer and Portal Managed Client portlets on a WebSphere Portal server machine.

Information about Network Client Installer can be found in the “Assembling and Deploying Lotus Expeditor Applications” guide and the IBM Lotus Expeditor Information Center.

IBM Support Assistant updater function

- Update IBM Support Assistant application
- Update existing installed IBM Support Assistant plug-ins
- Find and install new IBM Support Assistant plug-ins for IBM products
- Lotus Expeditor Server plug-in
 - ▶ Available on IBM Support Assistant update site
 - ▶ To install the plug-in
 - Download IBM Support Assistant from the IBM Web site
 - Install and start IBM Support Assistant
 - Select Updater, and then select New Products and Tools
 - Under the Lotus category, select Lotus Expeditor Server 6.1
 - Click Install, and then accept the License Agreement

The IBM Support Assistant updater allows you to update the IBM Support Assistant application itself or any installed plug-ins. You can also use it to find new IBM Support Assistant product plug-ins to install. The Lotus Expeditor Server plug-in is available on the IBM Support Assistant update site so it can be installed using the IBM Support Assistant updater. To install the Lotus Expeditor Server plug-in, download and install the IBM Support Assistant application. Start IBM Support Assistant and select Updater, then select New Products and Tools. Look under the “Lotus” category and select the Lotus Expeditor Server 6.1 plug-in. Click Install and accept the License Agreement. After you restart the IBM Support Assistant, you are ready to start using the Lotus Expeditor Server plug-in.

Lotus Expeditor Server plug-in requirements

- Requires IBM Support Assistant 3.0.1
- Lotus Expeditor plug-in version number contains the IBM Support Assistant version number + the date the plug-in was last updated.

Name	Version	Install Date	Type
<input type="checkbox"/> IBM Support Assistant + Fixpack 1	3.0.1.00	10/5/06	ISA
<input type="checkbox"/> WebSphere Application Server V6.0	3.0.1.20061002	10/5/06	Product
<input type="checkbox"/> Lotus Expeditor Server 6.1	3.0.1.20061008	10/9/06	Product
<input type="checkbox"/> IBM Support Assistant + Fixpack 1 - Language Pack	3.0.1.00	10/5/06	Translation

Matches required ISA version

Date of last update (yyyymmdd)

The Lotus Expeditor Server plug-in requires IBM Support Assistant 3.0.1. If you are using an older version of IBM Support Assistant, you will need to upgrade to 3.0.1 before using the Lotus Expeditor Server plug-in. After you install the Lotus Expeditor Server plug-in, you may use the IBM Support Assistant updater to periodically check for updates to the plug-in. When you view the list of installed plug-ins in the Updater you will see the version of the Lotus Expeditor Server plug-in. Note the version number will match the required level of IBM Support Assistant, not the product version. The version number will also contain the date when the plug-in was last updated.

Additional information

- Information on how to obtain and use IBM Support Assistant can be found at the following Web site:
 - ▶ <http://www.ibm.com/software/support/isa/>

Information on how to obtain and install the IBM Support Assistant can be found at the URL on this slide.

Trademarks, copyrights, and disclaimers

The following terms are trademarks or registered trademarks of International Business Machines Corporation in the United States, other countries, or both:

DB2 developerWorks Everyplace IBM Lotus WebSphere

Product data has been reviewed for accuracy as of the date of initial publication. Product data is subject to change without notice. This document could include technical inaccuracies or typographical errors. IBM may make improvements or changes in the products or programs described herein at any time without notice. Any statements regarding IBM's future direction and intent are subject to change or withdrawal without notice, and represent goals and objectives only. References in this document to IBM products, programs, or services does not imply that IBM intends to make such products, programs or services available in all countries in which IBM operates or does business. Any reference to an IBM Program Product in this document is not intended to state or imply that only that program product may be used. Any functionally equivalent program, that does not infringe IBM's intellectual property rights, may be used instead.

Information is provided "AS IS" without warranty of any kind. THE INFORMATION PROVIDED IN THIS DOCUMENT IS DISTRIBUTED "AS IS" WITHOUT ANY WARRANTY, EITHER EXPRESS OR IMPLIED. IBM EXPRESSLY DISCLAIMS ANY WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR NONINFRINGEMENT. IBM shall have no responsibility to update this information. IBM products are warranted, if at all, according to the terms and conditions of the agreements (for example, IBM Customer Agreement, Statement of Limited Warranty, International Program License Agreement, etc.) under which they are provided. Information concerning non-IBM products was obtained from the suppliers of those products, their published announcements or other publicly available sources. IBM has not tested those products in connection with this publication and cannot confirm the accuracy of performance, compatibility or any other claims related to non-IBM products.

IBM makes no representations or warranties, express or implied, regarding non-IBM products and services.

The provision of the information contained herein is not intended to, and does not, grant any right or license under any IBM patents or copyrights. Inquiries regarding patent or copyright licenses should be made, in writing, to:

IBM Director of Licensing
IBM Corporation
North Castle Drive
Armonk, NY 10504-1785
U.S.A.

Performance is based on measurements and projections using standard IBM benchmarks in a controlled environment. All customer examples described are presented as illustrations of how those customers have used IBM products and the results they may have achieved. The actual throughput or performance that any user will experience will vary depending upon considerations such as the amount of multiprogramming in the user's job stream, the I/O configuration, the storage configuration, and the workload processed. Therefore, no assurance can be given that an individual user will achieve throughput or performance improvements equivalent to the ratios stated here.

© Copyright International Business Machines Corporation 2006. All rights reserved.

Note to U.S. Government Users - Documentation related to restricted rights-Use, duplication or disclosure is subject to restrictions set forth in GSA ADP Schedule Contract and IBM Corp.

This concludes this presentation.