

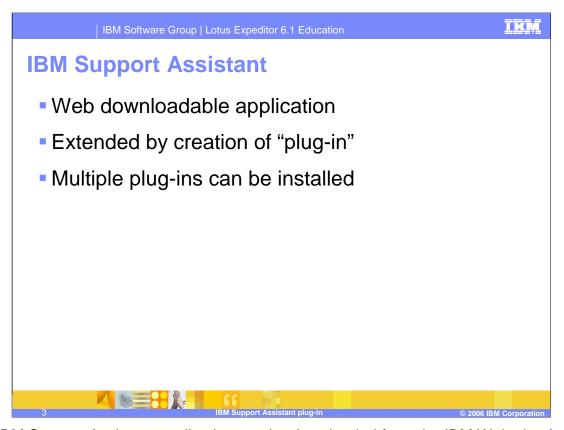
Hello, and welcome to this presentation on the IBM Support Assistant plug-in for the Lotus Expeditor 6.1 Server.

## **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.



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

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## **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



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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.

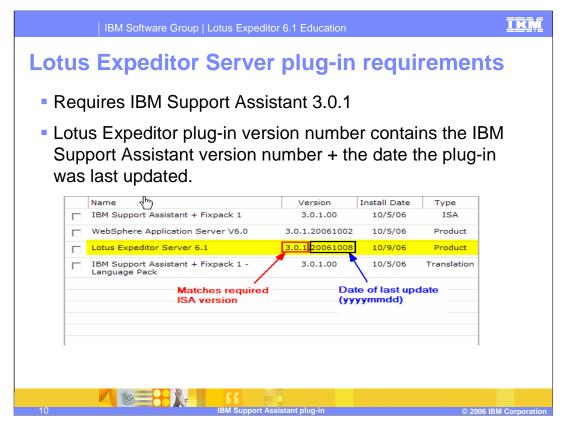
#### **IBM Support Assistant updater function**

- 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

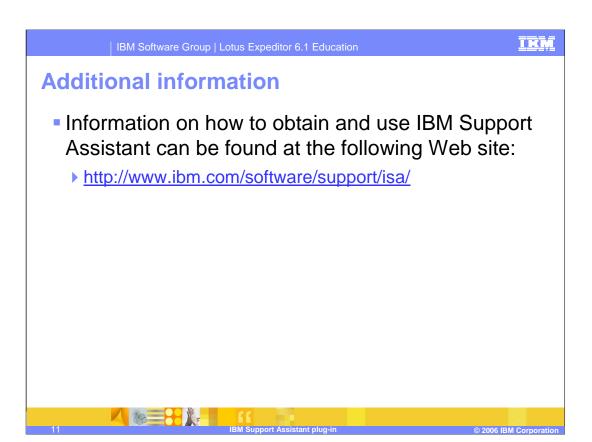


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The IBM Support Assistant updater allows you to update the IBM Support Assistant application itself or any installed plug-ins. You can also use it to find new IBM Support Assistant product plug-ins to install. The Lotus Expeditor Server plug-in is 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.



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.



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

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IBM Support Assistant plug-i

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