WebSphere Software

An introduction to the
IBM Guided Activity Assistant (IGAA)

Software Group Platform - 2007

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Welcome to the IBM Guided Activity Assistant, also known as IGAA. This presentation introduces you to the concepts behind IGAA and how you can use it to solve problems on your own. After completing the presentation you should have a clear understanding of what IGAA is and how it can help you. If you want in-depth information there is a separate tutorial that demonstrates in detail how to use IGAA in addition to guiding you through a typical troubleshooting scenario.

Agenda

- IBM Guided Activity Assistant (IGAA) overview
  - ✓ What is it?
  - ✓ What can IGAA do for me?
  - ✓ IGAA 3.1 viewer - Fully supported release
  - ✓ IGAA 3.1 content topics
  - ✓ IGAA user interface
  - ✓ IGAA resources

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This overview of the IBM Guided Activity Assistant covers the following topics.

• What is IGAA? This topic describes how IGAA delivers all of the information and other resources necessary to solve your particular problem.

•What can IGAA do for you? This topic explains how IGAA simplifies the troubleshooting process while also making it easy to find supplemental information that pertains to the problem you are investigating.

•Version 3.1 is the first fully supported release of IGAA. This topic describes the features available in V3.1 of IGAA.

•The IGAA content topics section tells you what guided activities are available in version 3.1.

•The IGAA user interface topic shows you a screen capture of the IGAA viewer and explains its features and layout.

•Finally, the IGAA resources topic shows you a list of additional resources where you can learn more about IGAA.
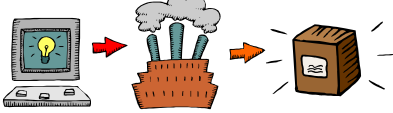
What is the IBM Guided Activity Assistant?

IGAA is a tool that brings together information, tools, and processes to help you solve problems on your own. It helps you determine the type of problem you are experiencing based on the initial symptoms and then it guides you step-by-step through the troubleshooting process. Troubleshooting generally involves collecting and analyzing diagnostics, identifying the root cause and solution, and verifying that you have fixed the problem. The guided activities follow a well-defined problem determination process and they incorporate the diagnostic tools and information you need to troubleshoot your problem.

The philosophy behind IGAA is to "guide first, educate second". This means that the primary goal of IGAA is to quickly guide you through the problem troubleshooting process until you find a solution. The second goal is to help you learn about topics relevant to the type of problem you're solving without requiring you to gain that in-depth knowledge before solving the problem.

What can IGAA do for you? It saves you time by showing you only the information that's relevant to your troubleshooting scenario and by giving you the tools you need when you need them. You don't have to search for tools and information on your own when IGAA guides you through the troubleshooting process.

IGAA educates you. As you navigate guided activities IGAA lets you view in-depth information either locally or through links to external documentation.

IGAA helps you organize your troubleshooting cases by letting you take notes and collect and classify diagnostic files. Then if you decide you need hand off the case to a colleague or work with IBM technical support, IGAA provides an export feature to bundle your case, allowing for easy transfer to the next user. When you export a case it contains a history of all the steps you traversed in the guided activity, all the notes you took, and all the diagnostics files you collected.

IBM Guided Activity Assistant 3.1 Viewer – Fully supported!

- IBM Guided Activity Assistant 3.1 (No longer Tech Preview!)
  - ✓ Fifth public release on the IBM Support Assistant (ISA) platform V3 – July 2007
    - **Case management**
      - Import/export/resume, notes, history, file management
    - **Customizable user interface with Dojo/Ajax integration**
    - **Internationalization support (compatible)**
      - Dynamic language changing, Group 1
    - **Multi-Platform/browser support (Windows/Linux, IE/Firefox)**
    - **Integrated tool launching (MDD4J, PMAT, TA, and so on)**
    - **ISA Search/Service integration, Simple AutoPD integration, and so on**

IGAA version 3.1 is the first fully supported release after being available as a tech preview for a little over a year. It's available on the IBM Support Assistant version 3 platform and it includes the following features:

•Case management which lets you manage your troubleshooting cases and organize your notes, diagnostic files, and case history for each case you open.

•Dojo technology which lets you customize the appearance of the IGAA user interface.

•Internationalization compatibility so that no changes to the viewer are required to support other languages and translated guided activities.

•Support for Windows and Linux platforms and Internet Explorer and Firefox browsers.

•Integrated tool launching so that you can run ISA tools such as the Memory Dump Diagnostic for Java (MDD4J), Pattern Modeling and Analysis Tool (PMAT), or Thread Analyzer when the troubleshooting situation calls for them.

•And, integration with ISA features such as Search, Service, Update, and AutoPD scripts.

Some additional IGAA features include:

Exporting case information to an archive so that it can be transferred to IBM technical support. This allows a technical support representative to begin troubleshooting right where you left off.

Sending comments and suggestions to IBM using the integrated feedback form.

Separating guided activity content from the IGAA viewer so that you can install upgrades to your guided activities without being required to also upgrade the viewer.

Launching diagnostic tools on any files you have collected by clicking on the file name and choosing an application such as a text editor or any of the associated ISA based tools to open it.

And many other features that are explained in detail in the IGAA tutorial.

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IBM Guided Activity Assistant 3.1 content topics

✓ **Phase 1 PD / filtering / rediscovery**

✓ Java **out of memory** problem determination

✓ Java **hang** problem determination

✓ Java **crash** problem determination

✓ **HTTP Server** and WebSphere **plug-in** problem determination

✓ WebSphere **system management** problem determination

✓ WebSphere **security** problem determination

✓ WebSphere **J2EE Connector (J2C)** problem determination

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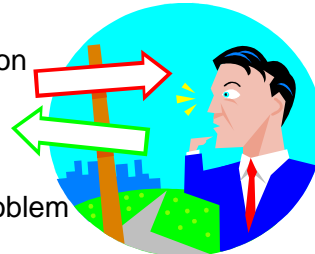
IGAA version 3.1 provides guided activities for troubleshooting various types of problems when using WebSphere Application Server. The current topics include guided activities for troubleshooting Java related problems such as Out Of Memory, hangs and crashes. Additionally, guided activities for troubleshooting IBM HTTP Server and WebSphere Application Server plug-in problems, WebSphere Application Server management, WebSphere Application Server security and J2EE connections are all available.

If you would like to see guided activities for other products and scenarios you can use the feedback form to send your suggestions to the IBM Guided Activity Assistant development team.

IBM Guided Activity Assistant – Screen capture
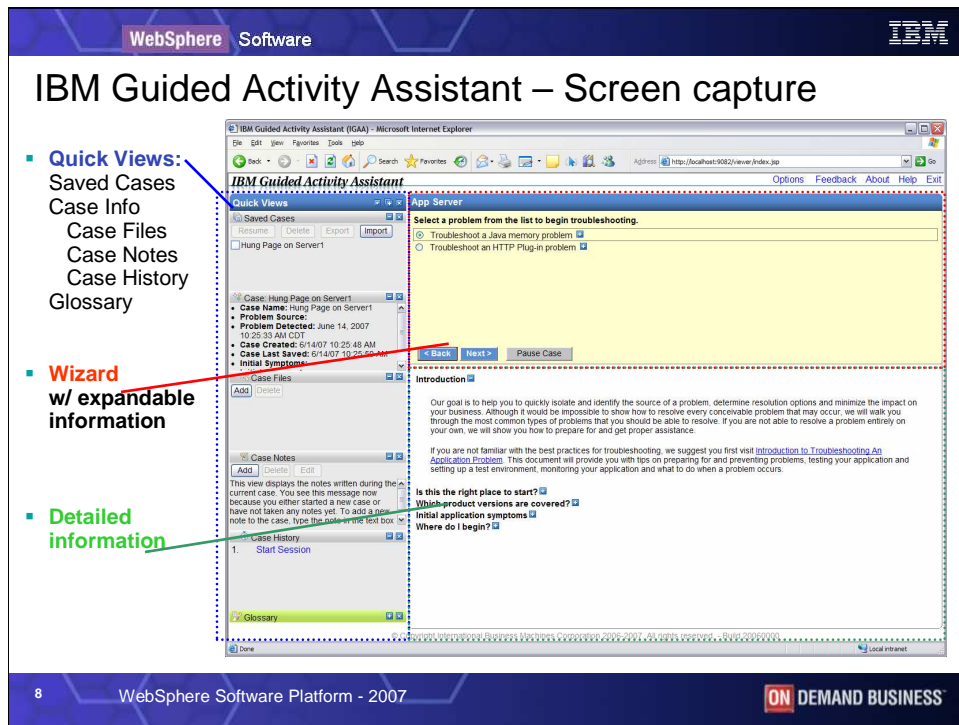
The IGAA screen is separated into three different sections: Quick Views, the wizard, and detailed information.

Quick Views are small expandable windows that provide case management and other capabilities.
This section consists of:
Saved Cases, which let you **r**esume, delete, import, and export cases.
Case context so you can see the case information defined when you created the case.
Case Files so you can add and organize diagnostic data files collected while navigating guided activities.
Case Notes let you enter short notes describing observed details, such as tool analysis results and case information.
Case History which lets you see the steps taken for this case.
And the **Glossary** that shows you definitions of common terms used in the guided activity.
You can customize which side of the panel you want the Quick Views section to appear (left or right)
by dragging the Quick Views title bar from one side to the other. Every time you perform an operation
with a Quick View, IGAA saves your work automatically.

The Wizard section is where you choose the path through a guided activity.
In addition, if there are specific steps or information that are particularly important, that
information is presented here. You can click the [+] symbols next to most path choices
to see more information that can help you choose what to do next. Note that every
time you navigate to a page, IGAA saves all your work automatically.

The detailed information section provides details about the step that you are viewing.
Additional text, links to existing resources (such as Tech Notes, Information Centers, and Redbooks),
and processing notes are contained here.

Resources

- **IBM developerWorks Article - Out of memory scenario**
  - ✓ http://www-128.ibm.com/developerworks/websphere/techjournal/0705_supauth/0705_supauth.html
    - Phase 1 problem determination / filtering
    - Collecting files / case files widget
    - Adding notes / case notes widget
    - Tool Launching (for example, MDD4J and PMAT)

- **How to acquire IBM Guided Activity Assistant (IGAA)**
  - ✓ http://www-1.ibm.com/support/docview.wss?uid=swg24011818

- **IBM Support Assistant (ISA) Forum**
  - ✓ http://www-128.ibm.com/developerworks/forums/dw_forum.jsp?forum=935&cat=9

For more information about the IBM Guided Activity Assistant, check out the resources listed here.

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