



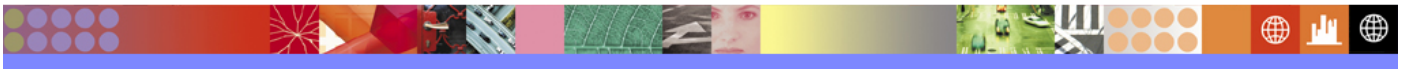
## Log Analyzer Version 4.5.0.1 Installation Demonstration

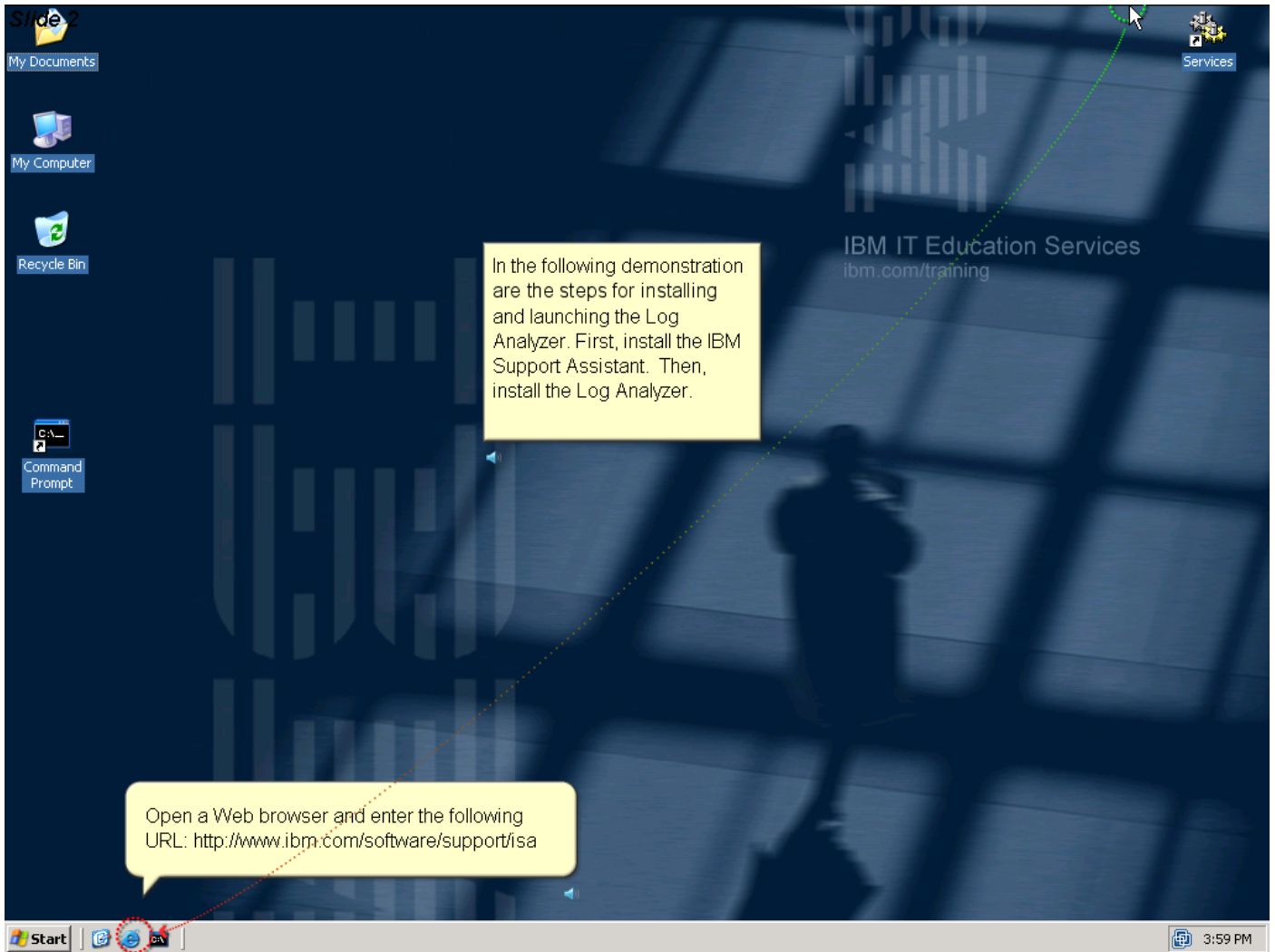
The objective of this IBM Education Assistant module is to demonstrate an installation of Log Analyzer.



This is a self-running demonstration that shows you how to complete a task. Controls are available at the bottom of the screen.

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In the following demonstration are the steps for installing and launching the Log Analyzer. First, install the IBM Support Assistant. Then, install the Log Analyzer.

Open a Web browser and enter the following URL: <http://www.ibm.com/software/support/isa>

Slide 3

My Documents

My Computer

Recycle Bin

Command Prompt

Services

IBM IT Education Services  
[ibm.com/training](http://ibm.com/training)

Start

3:59 PM

IBM Software Support - Overview - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites

Address http://www-01.ibm.com/software/support/isa/ Go Links

United States [ change ] Search

Home Solutions Services Products Support & downloads My IBM [ IBM Sign in ] [ Register ]

Software >

# Software support

## IBM Support Assistant

### What is IBM Support Assistant?

IBM Support Assistant (ISA) is a complimentary software support solution that helps you find answers and resolve issues with IBM software products.

### Why should you use IBM Support Assistant?

IBM Support Assistant provides one-stop shopping for your software issues, saving you time and effort. Use IBM Support Assistant to quickly find key information, solve software problems, and expedite your PMRs.

### Install IBM Support Assistant today and start enjoying simplified software support!

IBM Support Assistant Workbench gives you key features to streamline your support experience, including:

- Robust search feature to query IBM and non-IBM knowledge banks concurrently
- Problem diagnosis and analysis tools to identify and fix software issues with JVM, configuration, memory, etc.
- Product information to locate APARs, fixes, and product education
- Links to easily transfer problems to IBM and open a PMR with collected data attached
- Automated, symptom-based data collection on local and remote systems.

**Stay informed**  
Subscribe to receive support notifications  
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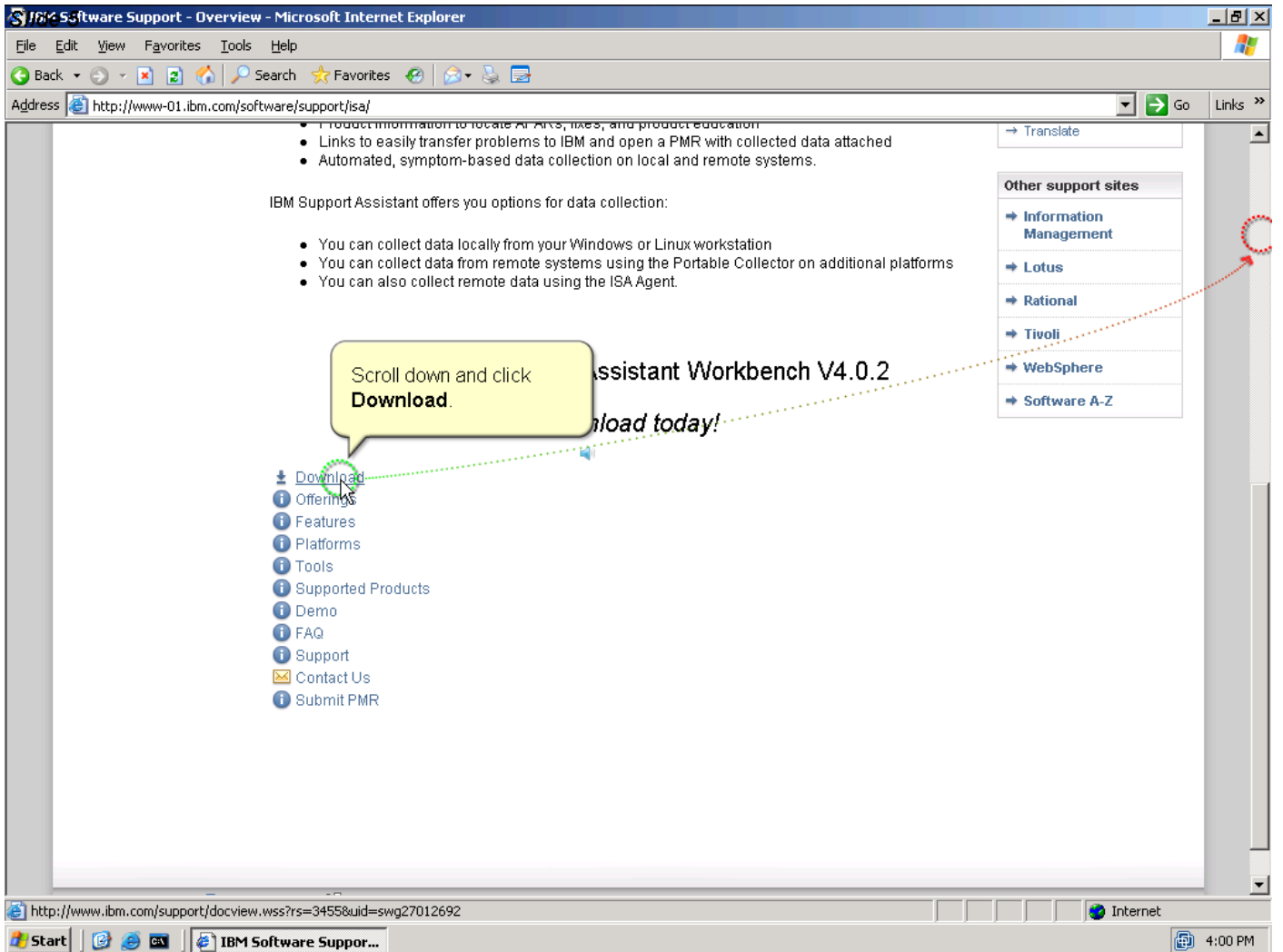
**System availability**  
→ Last updated  
Sunday, March 01, 2009  
7:00:00 AM

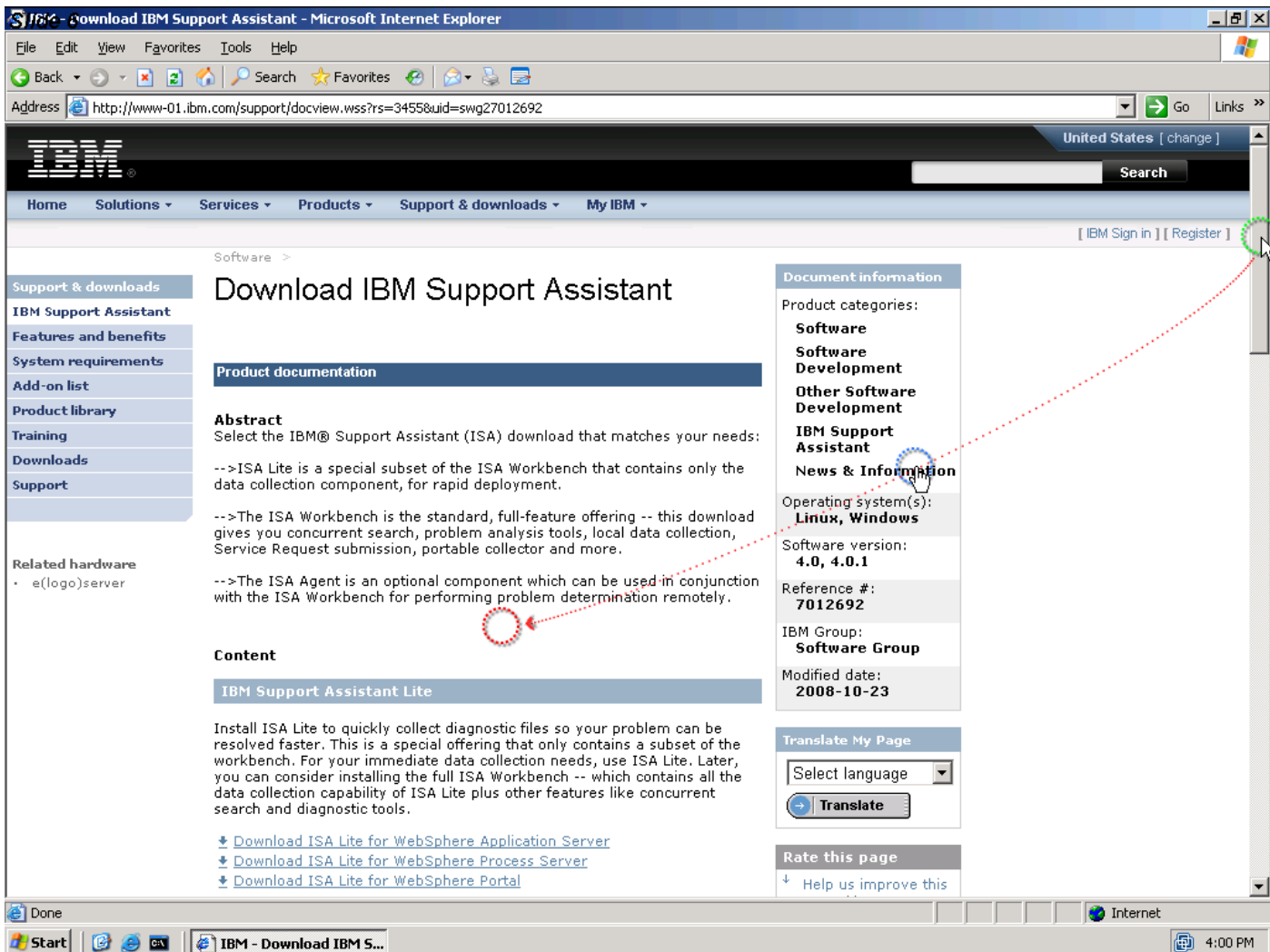
**Support feedback**  
[Help us improve online software support](#)

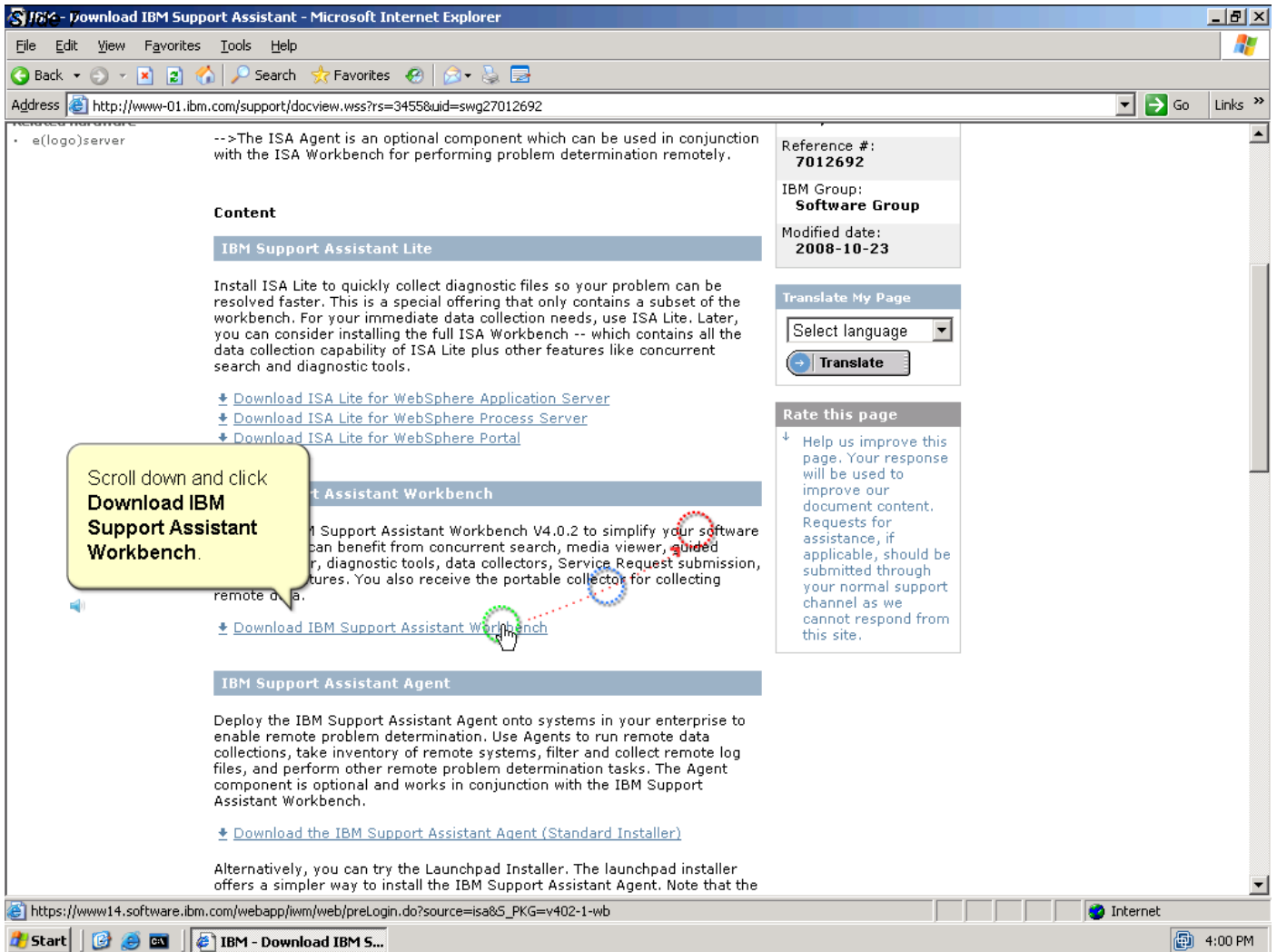
**Translate my page**  
Select a language  
→ Translate

Done

Start IBM Software Suppor... Internet 4:00 PM







Slide 8 Download IBM Support Assistant - Microsoft Internet Explorer

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Address http://www-01.ibm.com/support/docview.wss?rs=3455&uid=swg27012692 Go Links

Reference #: 7012692  
IBM Group: Software Group  
Modified date: 2008-10-23

Translate My Page  
Select language

**Content**

**IBM Support Assistant Lite**

Install ISA Lite to quickly collect diagnostic files so your problem can be resolved faster. This is a special offering that only contains a subset of the workbench. For your immediate data collection needs, use ISA Lite. Later, you can consider installing the full ISA Workbench -- which contains all the data collection capability of ISA Lite plus other features like concurrent search and diagnostic tools.

[Download ISA Lite for Web](#)  
[Download ISA Lite for Web](#)  
[Download ISA Lite for Web](#)

**IBM Support Assistant Workbench**

Download IBM Support Assistant Workbench. You can benefit from troubleshooter, diagnostic tool and other features. You also receive the portable collector for collecting remote data.

[Download IBM Support Assistant Workbench](#)

**IBM Support Assistant Agent**

Deploy the IBM Support Assistant Agent onto systems in your enterprise to enable remote problem determination. Use Agents to run remote data collections, take inventory of remote systems, filter and collect remote log files, and perform other remote problem determination tasks. The Agent component is optional and works in conjunction with the IBM Support Assistant Workbench.

[Download the IBM Support Assistant Agent \(Standard Installer\)](#)

Alternatively, you can try the Launchpad Installer. The launchpad installer offers a simpler way to install the IBM Support Assistant Agent. Note that the

**Security Alert**

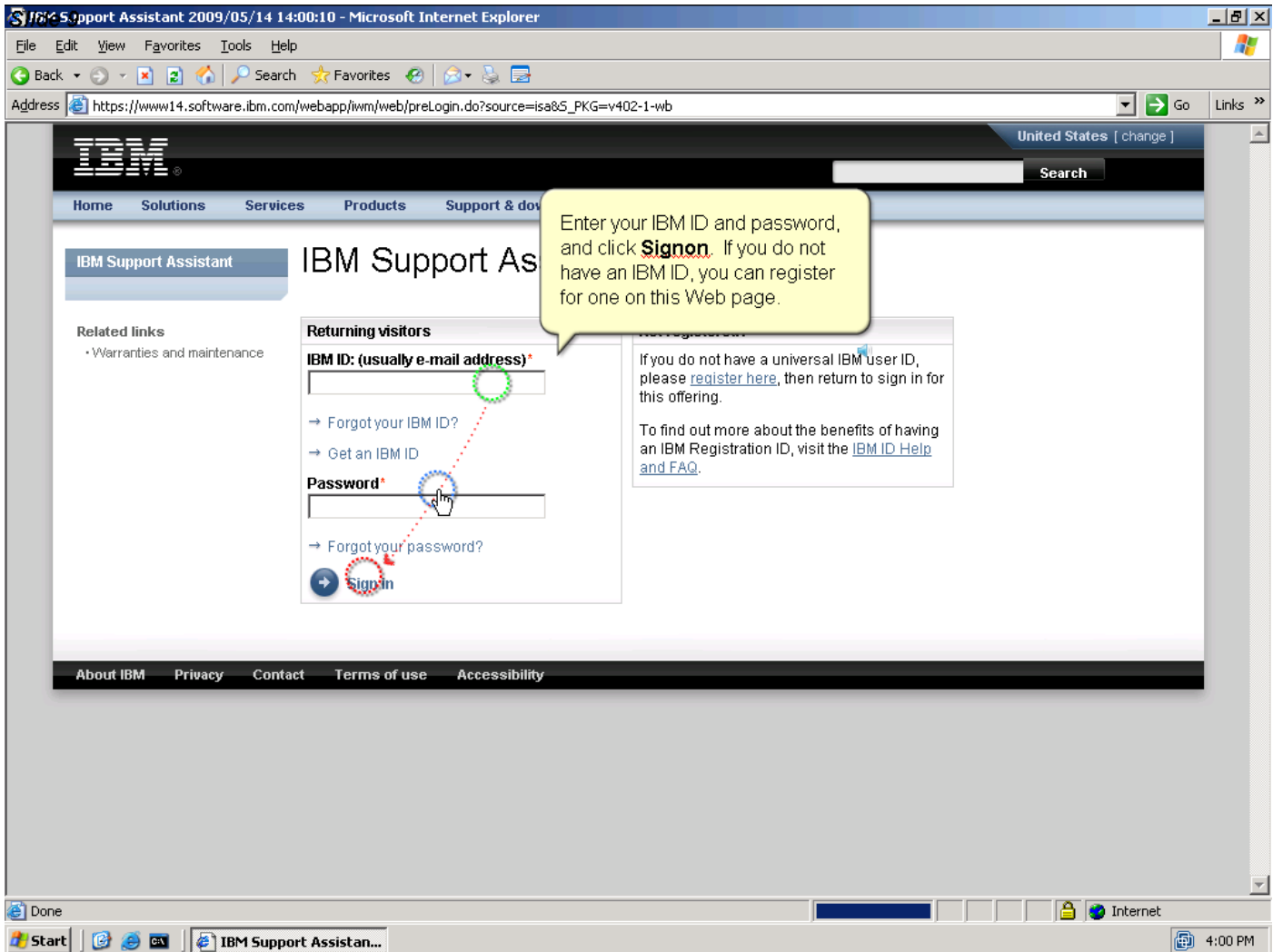
You are about to view pages over a secure connection. Any information you exchange with this site cannot be viewed by anyone else on the Web.

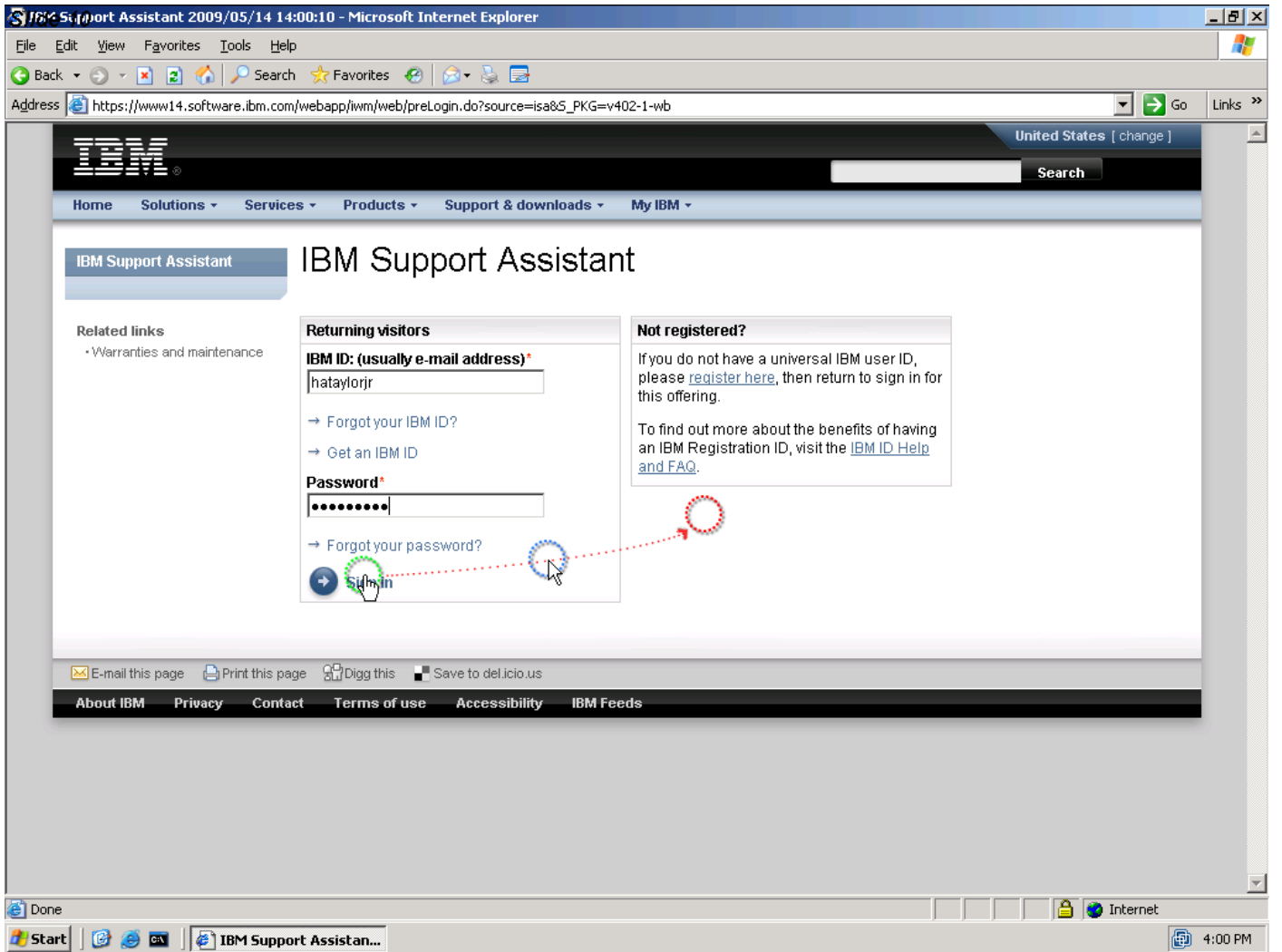
In the future, do not show this warning

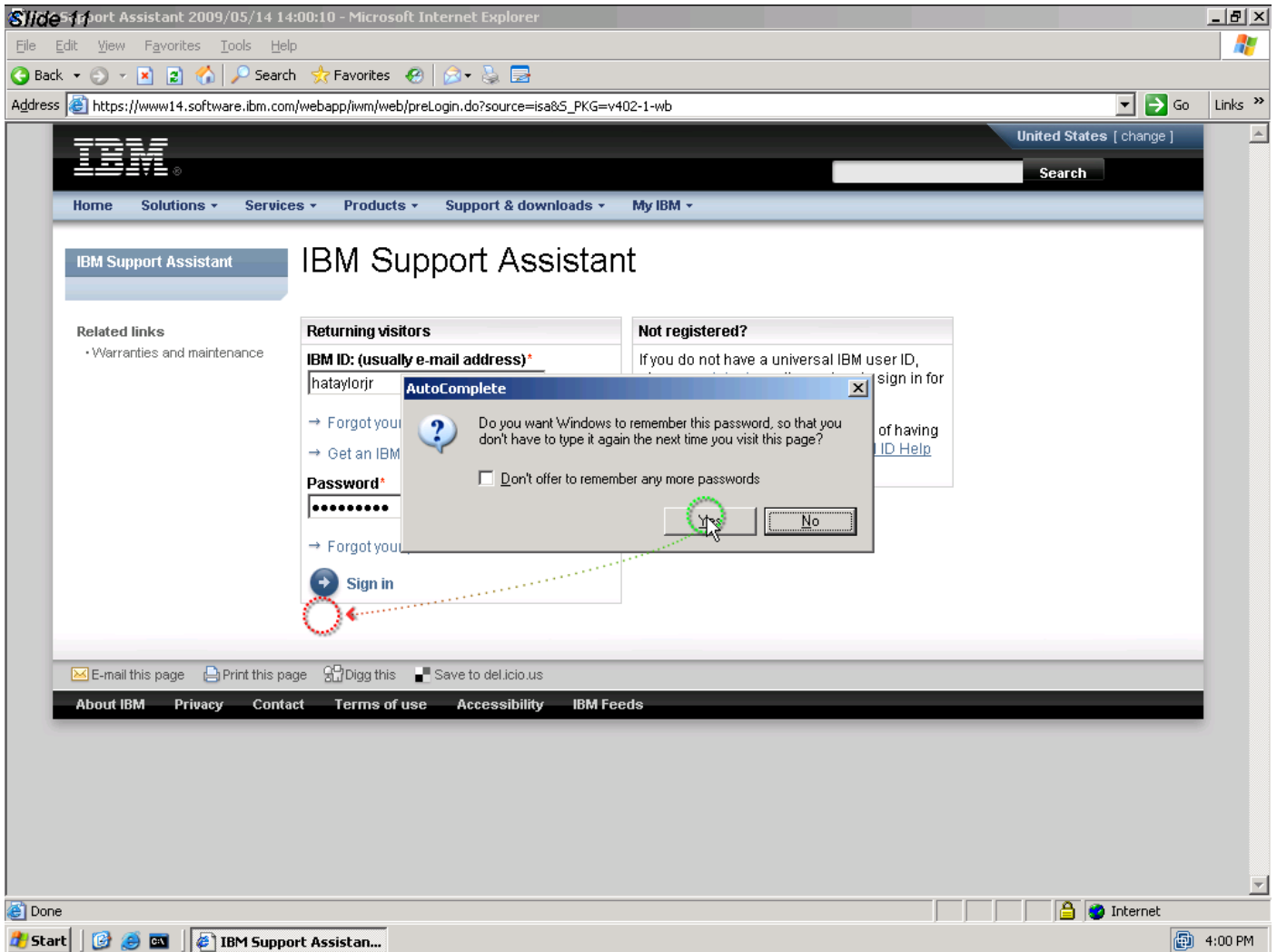
OK More Info

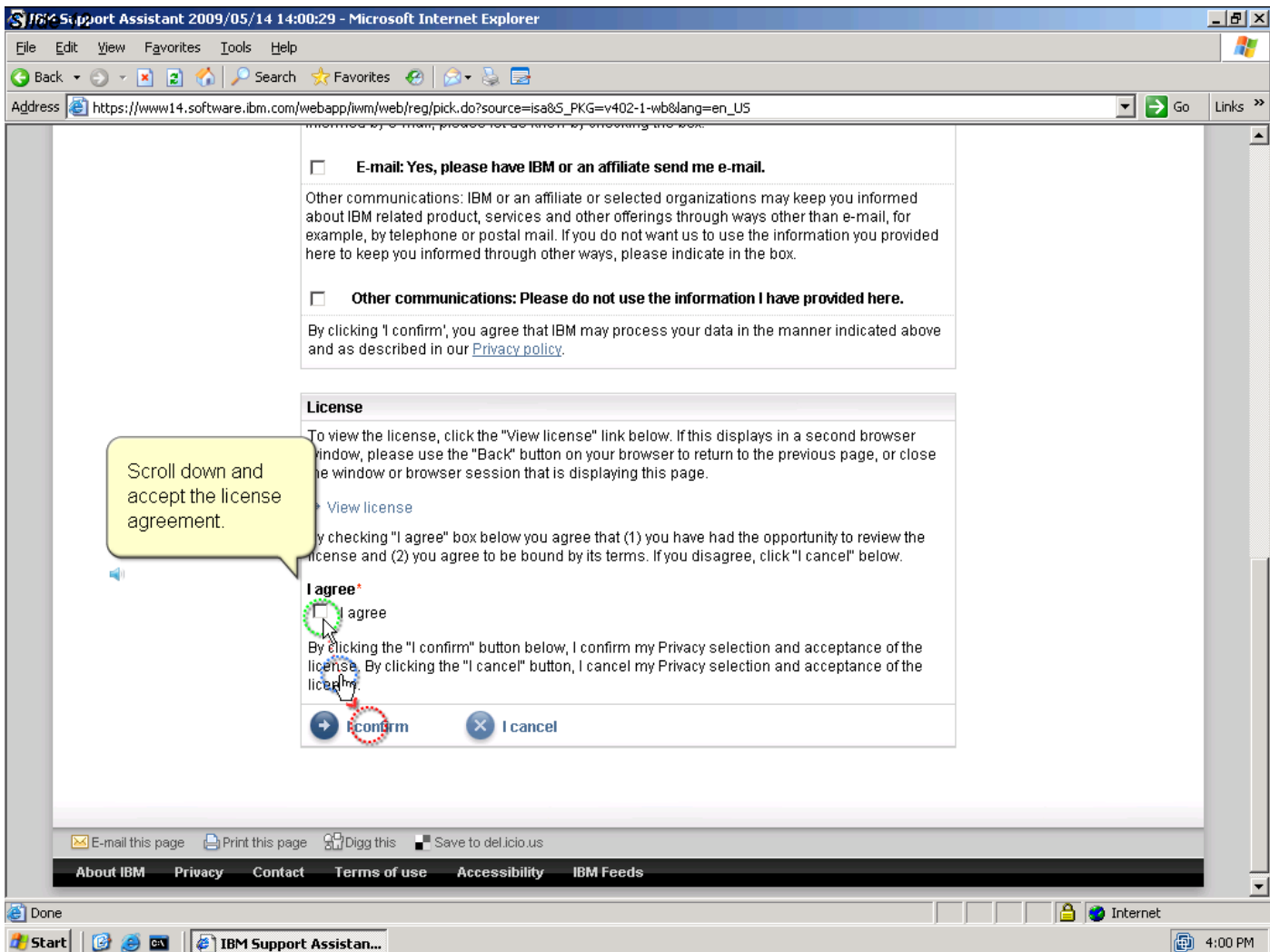
Start | IBM - Download IBM S... | 4:00 PM

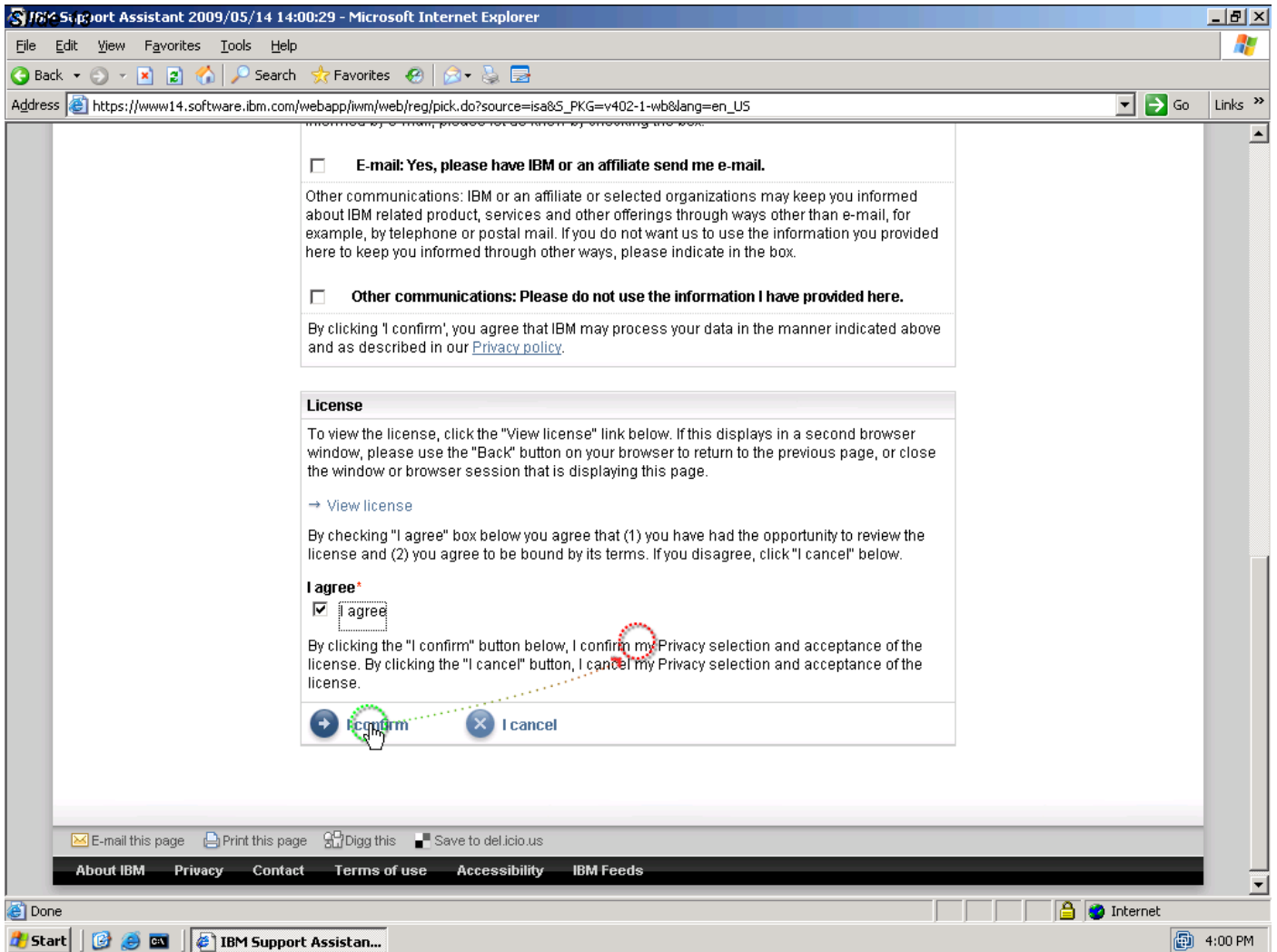












IBM Support Assistant 2009/05/14 14:00:41 - Microsoft Internet Explorer

File Edit View Favorites Tools Help

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Address [https://www14.software.ibm.com/webapp/iwm/web/reg/download.do?source=isa&S\\_PKG=v402-1-wb&lang=en\\_US&cp=UTF-8](https://www14.software.ibm.com/webapp/iwm/web/reg/download.do?source=isa&S_PKG=v402-1-wb&lang=en_US&cp=UTF-8) Go Links >>

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**IBM Support Assistant is a desktop software to help you find answers or solve problems as you use your IBM software products.**  
Send comments to [ibmsa@us.ibm.com](mailto:ibmsa@us.ibm.com)

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Start | IBM Support Assistan... | 4:00 PM

IBM Support Assistant 2009/05/14 14:00:47 - Microsoft Internet Explorer

File Edit View Favorites Tools Help

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Address [https://www14.software.ibm.com/webapp/iwm/web/reg/download.do?source=isa&S\\_PKG=v402-1-wb&lang=en\\_US&cp=UTF-8&dmethod=http](https://www14.software.ibm.com/webapp/iwm/web/reg/download.do?source=isa&S_PKG=v402-1-wb&lang=en_US&cp=UTF-8&dmethod=http) Go Links >>

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Start IBM Support Assistan... 4:00 PM

Slide 16 IBM Support Assistant 2009/05/14 14:00:47 - Microsoft Internet Explorer

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# IBM Support Assistant

Save the file and extract it for installation.

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Name: ibmsa-v402-wb-win32.zip  
Type: Compressed (zipped) Folder, 120 MB  
From: www6.software.ibm.com

Open Save Cancel

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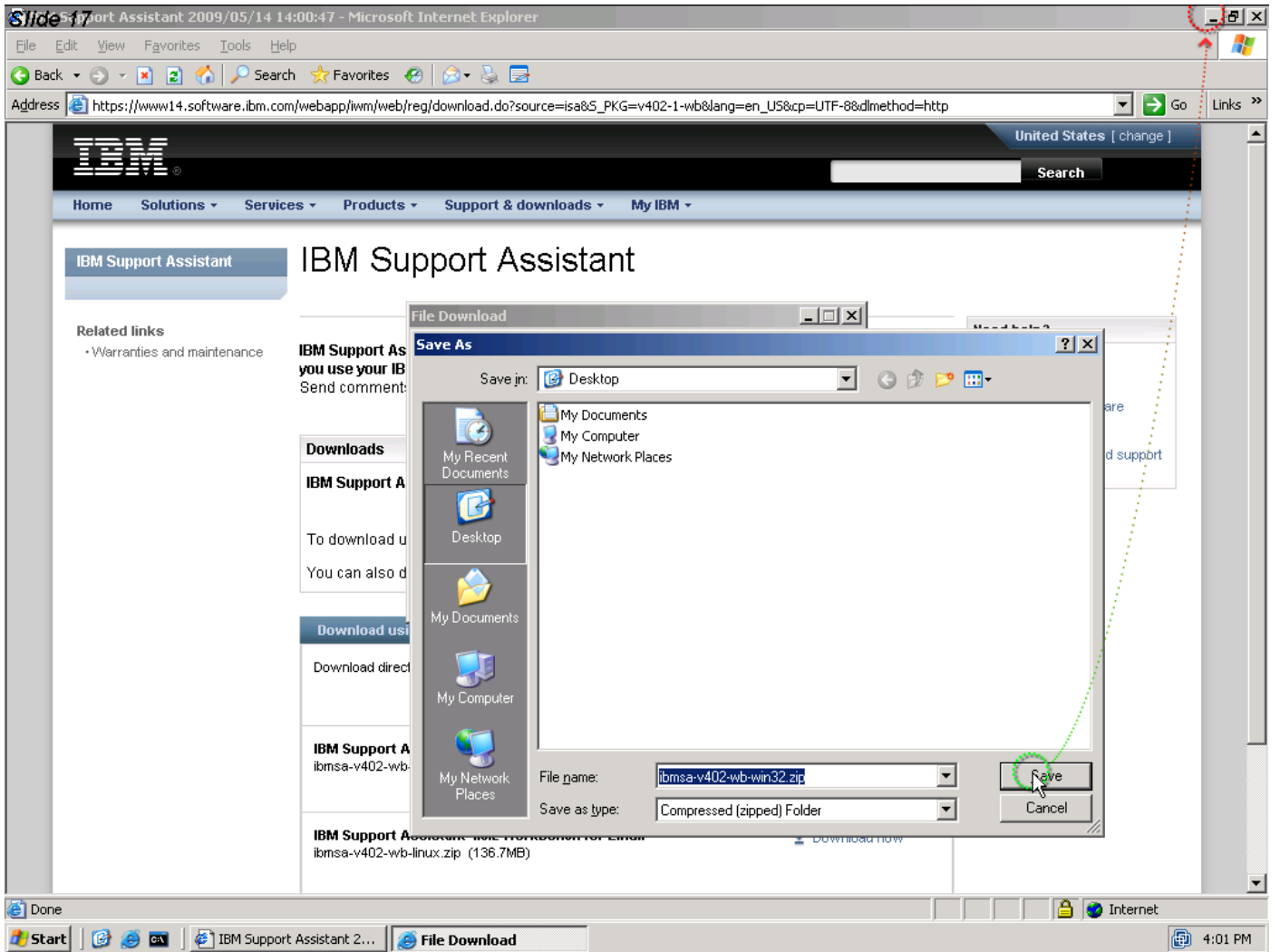
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Start Internet 4:01 PM





Slide 18 IBM Support Assistant 2009/05/14 14:00:47 - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites

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40% of ibmsa-v402-wb-win32.zip Completed

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Estimated time left: 6 min 5 sec (48.5 MB of 120 MB copied)  
Download to: C:\Docume...\ibmsa-v402-wb-win32.zip  
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Start IBM Support Assistant 2... 40% of ibmsa-v402-... Internet 4:05 PM

85% of ibmsa-v402-wb-win32.zip Completed

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Slide 23

My Documents

My Computer

Recycle Bin

ibmsa-v402-...

Command Prompt

Services

IBM IT Education Services  
ibm.com/training

Start | IBM Support Assistan...

4:12 PM

Slide 24

My Documents

My Computer

Recycle Bin

ibmsa-v402-...

Command Prompt

Services

IBM IT Education Services  
ibm.com/training

Start | IBM Support Assistan...

4:12 PM



My Documents

My Computer

Recycle Bin

Services


IBM IT Education Services  
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- Open
- Search...
- Explore
- Extract All...
- Open With...
- Send To...
- Cut
- Copy
- Create Shortcut
- Delete
- Rename
- Properties

Start | IBM Support Assistant 2...

4:12 PM

**Extraction Wizard** [X]



### Welcome to the Compressed (zipped) Folders Extraction Wizard

The extraction wizard helps you copy files from inside a ZIP archive.

To continue, click Next.

< Back   **Next** >   Cancel

IBM IT Education Services  
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**Extraction Wizard**

**Select a Destination**  
Files inside the ZIP archive will be extracted to the location you choose.


Select a folder to extract files to.  
Files will be extracted to this directory:

Extracting...

IBM IT Education Services  
ibm.com/training

**Extraction Wizard**

**Extraction Complete**  
Files have been successfully extracted from the ZIP archive.



Files have been successfully extracted to the following directory:  
C:\Documents and Setti...\ibmsa-v402-wb-win32

To see your extracted files, check the box below:  
 Show extracted files

Press finish to continue.

< Back   **Finish**   Cancel

IBM IT Education Services  
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My Documents

My Computer

Recycle Bin


ibmsa-v402-...

Command Prompt

ibmsa-v402-...

**Extraction Wizard**

**Extraction Complete**  
Files have been successfully extracted from the ZIP archive.



Files have been successfully extracted to the following directory:  
C:\Documents and Setti...\ibmsa-v402-wb-win32

To see your extracted files, check the box below:  
 Show extracted files

Press finish to continue.

< Back   **Finish**   Cancel

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C:\Documents and Settings\Administrator\Desktop\ibmsa-v402-wb-win32

File Edit View Favorites Tools Help

Address C:\Doc

Go

Name Modified Attributes

Name	Modified	Attributes
deploy	/2009 4:13 PM	
docs	/2009 4:13 PM	
updatesite	/2009 4:13 PM	
QuickStart.html	5/14/2009 4:13 PM	A
setupwin32.exe	5/14/2009 4:13 PM	A

Open the folder where the file was extracted, and select **setupwin32.exe**. Follow the prompts to install the IBM Support Assistant.

C:\Documents and Settings\Administrator\Desktop\ibmsa-v402-wb-win32

File Edit View Favorites Tools Help

Back Forward Stop Search Folders Refresh Undo Redo Home

Address C:\Documents and Settings\Administrator\Desktop\ibmsa-v402-wb-win32 Go


Name	Size	Type	Date Modified	Attributes
deploy		Folder		
docs		Folder		
updatesite		Folder		
QuickStart.html		File		
setupwin32.exe		File		

**Open File - Security Warning**

The publisher could not be verified. Are you sure you want to run this software?

Name: setupwin32.exe  
Publisher: **Unknown Publisher**  
Type: Application  
From: C:\Documents and Settings\Administrator\Desktop\...

Always ask before opening this file

 This file does not have a valid digital signature that verifies its publisher. You should only run software from publishers you trust. [How can I decide what software to run?](#)

C:\Documents and Settings\Administrator\Desktop\ibmsa-v402-wb-win32

File Edit View Favorites Tools Help

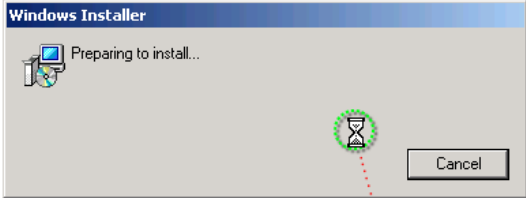
Back Forward Stop Refresh Search Folders

Address C:\Documents and Settings\Administrator\Desktop\ibmsa-v402-wb-win32 Go

Name	Size	Type	Date Modified	Attributes
deploy		File Folder	5/14/2009 4:13 PM	
docs		File Folder	5/14/2009 4:13 PM	
updatesite		File Folder	5/14/2009 4:13 PM	
QuidStart.html	3 KB	HTML Document	5/14/2009 4:13 PM	A
setupwin32.exe				

**Windows Installer**

Preparing to install...





The screenshot shows a Windows XP desktop environment. In the foreground, a file explorer window is open, displaying the contents of a folder named 'C:\Documents and Settings\Administrator\Desktop\ibmsa-v402-wb-win32'. The file list includes folders 'deploy', 'docs', and 'updatesite', and files 'QuickStart.html' and 'setupwin32.exe'. Overlaid on top of the file explorer is the 'IBM Support Assistant - InstallShield Wizard' dialog box. The dialog box features the IBM logo and the following text: 'Welcome to the InstallShield Wizard for IBM Support Assistant', 'The InstallShield(R) Wizard will install IBM Support Assistant on your computer. To continue, click Next.', and a 'WARNING: This program is protected by copyright law and international treaties.' At the bottom of the dialog box, there are three buttons: '< Back', 'Next >', and 'Cancel'. A mouse cursor is positioned over the 'Next >' button, which is highlighted with a green dashed circle. A red dashed circle highlights the 'Next >' button label, with a red dotted arrow pointing from it to the 'Next >' button.

C:\Documents and Settings\Administrator\Desktop\ibmsa-v402-wb-win32

File Edit View Favorites Tools Help

Back Forward Stop Refresh Search Folders

Address C:\Documents and Settings\Administrator\Desktop\ibmsa-v402-wb-win32

Name deploy docs updatesite QuidStart.html setupwin32.exe

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InstallShield

Print < Back Next > Cancel

C:\Documents and Settings\Administrator\Desktop\ibmsa-v402-wb-win32

File Edit View Favorites Tools Help

Back Forward Stop Refresh Search Folders

Address C:\Documents and Settings\Administrator\Desktop\ibmsa-v402-wb-win32

Name deploy docs updatesite QuidStart.html setupwin32.exe

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InstallShield

Print < Back Cancel

C:\Documents and Settings\Administrator\Desktop\ibmsa-v402-wb-win32

File Edit View Favorites Tools Help

Back Forward Stop Refresh Search Folders

Address C:\Documents and Settings\Administrator\Desktop\ibmsa-v402-wb-win32 Go

**IBM Support Assistant - InstallShield Wizard**

**Destination Folder**

Click Next to install to this folder, or click Change to install to a different folder.

Install IBM Support Assistant to:  
C:\Program Files\IBM\IBM Support Assistant\ Change...

InstallShield

< Back Next Cancel

File Name: Name  
deploy  
docs  
updatesite  
QuickStart.html  
setupwin32.exe

C:\Documents and Settings\Administrator\Desktop\ibmsa-v402-wb-win32

File Edit View Favorites Tools Help

Back Forward Stop Refresh Search Folders

Address C:\Documents and Settings\Administrator\Desktop\ibmsa-v402-wb-win32 Go

Name

- deploy
- docs
- updatesite
- QuidStart.html
- setupwin32.exe

### Ready to Install the Program

The wizard is ready to begin installation.

Click Install to begin the installation.

If you want to review or change any of your installation settings, click Back. Click Cancel to exit the wizard.

InstallShield

< Back **Install** Cancel

C:\Documents and Settings\Administrator\Desktop\ibmsa-v402-wb-win32

File Edit View Favorites Tools Help

Back Forward Stop Refresh Search Folders

Address C:\Documents and Settings\Administrator\Desktop\ibmsa-v402-wb-win32

Name deploy docs updatesite QuidStart.html setupwin32.exe

### Installing IBM Support Assistant

The program features you selected are being installed.

Please wait while the InstallShield Wizard installs IBM Support Assistant. This may take several minutes.

Status:  
Copying new files

InstallShield

< Back >

C:\Documents and Settings\Administrator\Desktop\ibmsa-v402-wb-win32

File Edit View Favorites Tools Help

Back Forward Stop Refresh Search Folders

Address C:\Documents and Settings\Administrator\Desktop\ibmsa-v402-wb-win32

Name deploy docs updatesite QuidStart.html setupwin32.exe

### Installing IBM Support Assistant

The program features you selected are being installed.

Please wait while the InstallShield Wizard installs IBM Support Assistant. This may take several minutes.

Status:  
Copying new files

InstallShield

< Back >

C:\Documents and Settings\Administrator\Desktop\ibmsa-v402-wb-win32

File Edit View Favorites Tools Help

Back Forward Stop Refresh Search Folders

Address C:\Documents and Settings\Administrator\Desktop\ibmsa-v402-wb-win32

Name deploy docs updatesite QuidStart.html setupwin32.exe

### Installing IBM Support Assistant

The program features you selected are being installed.

Please wait while the InstallShield Wizard installs IBM Support Assistant. This may take several minutes.

Status:  
Installing com.ibm.esupport.feature.platform\_4.0.2.20080731-1802

InstallShield

< Back Next >



C:\Documents and Settings\Administrator\Desktop\ibmsa-v402-wb-win32

File Edit View Favorites Tools Help

Back Forward Stop Refresh Search Folders

Address C:\Documents and Settings\Administrator\Desktop\ibmsa-v402-wb-win32 Go

**IBM Support Assistant - InstallShield Wizard**

**IBM** **InstallShield Wizard Completed**

The InstallShield Wizard has successfully installed IBM Support Assistant. Click Finish to exit the wizard.

< Back Finish Cancel

C:\Documents and Settings\Administrator\Desktop\ibmsa-v402-wb-win32

File Edit View Favorites Tools Help

Back Forward Stop Search Folders

Address C:\Documents and Settings\Administrator\Desktop\ibmsa-v402-wb-win32

Name

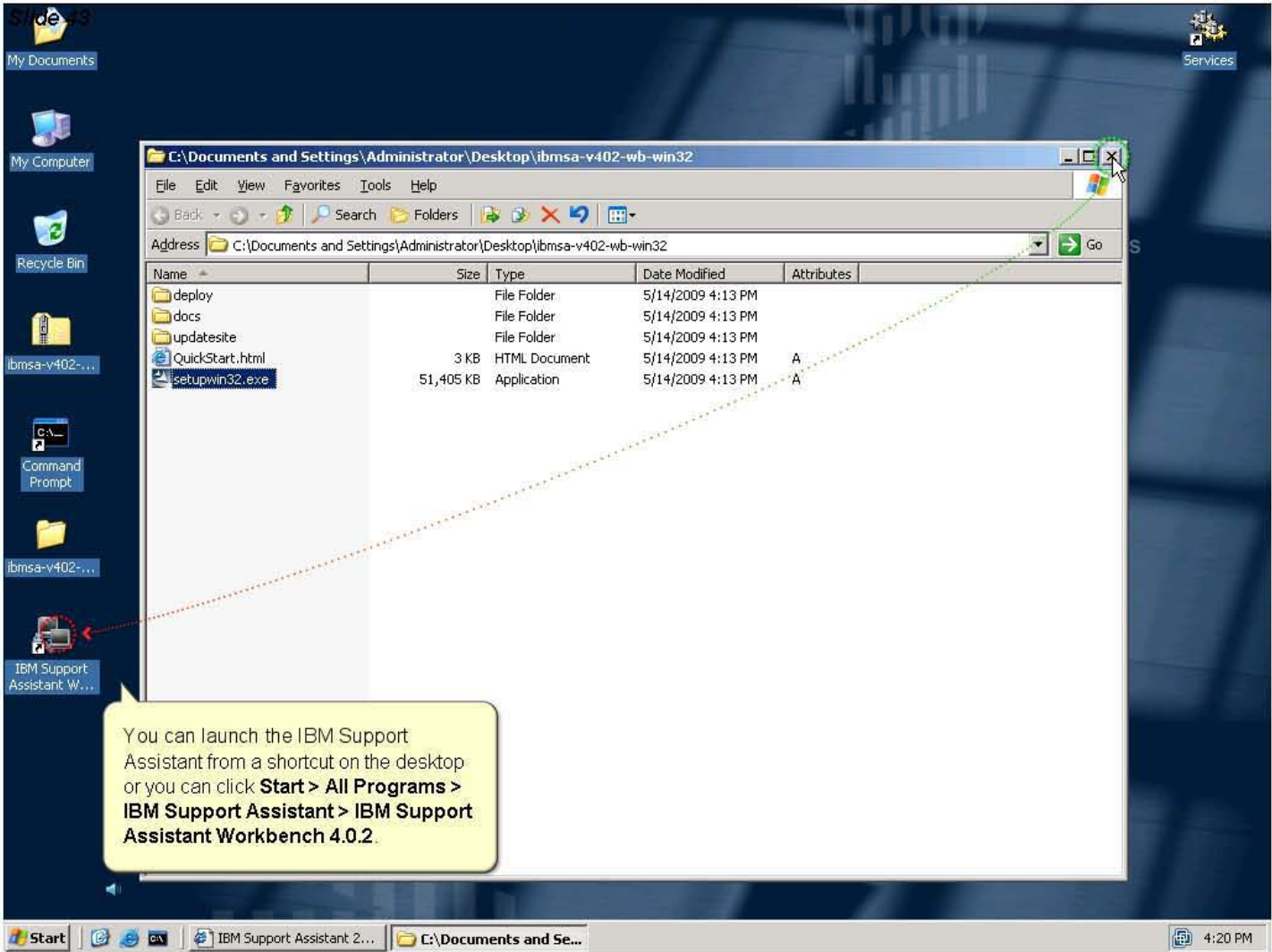
- deploy
- docs
- updatesite
- QuickStart.html
- setupwin32.exe

**IBM Support Assistant - InstallShield Wizard**

**InstallShield Wizard Completed**

The InstallShield Wizard has successfully installed IBM Support Assistant. Click Finish to exit the wizard.

< Back Finish Cancel



Slide 14



My Documents

My Computer

Recycle Bin

ibmsa-v402-...

Command Prompt

ibmsa-v402-...

IBM Support Assistant W...

IBM IT Education Services  
ibm.com/training

Start

IBM Support Assistan...

4:20 PM

My Documents

My Computer

Recycle Bin

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Command Prompt

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IBM Support Assistant W...

Services

Services

The splash screen features a blue and white wavy background. The IBM logo is in the top right corner. The text 'IBM Support Assistant 4.0' is centered. Below it is a copyright notice: 'Licensed Materials - Property of IBM Corp. © Copyright, International Business Machines, 2004, 2008 All Rights Reserved. IBM is a trademark or registered trademark of IBM Corporation in the United States, other countries, or both. Built on Eclipse is a trademark of Eclipse Foundation, Inc. Google™ is a trademark of Google, Inc. Java and all Java-based marks and logos are trademarks or registered trademarks of Sun Microsystems, Inc., and all terms and trademarks or registered trademarks in the United States, other countries, or both.' In the bottom right corner, there are logos for 'BUILT ON eclipse' and 'Java COMPATIBLE'.

**Support Assistant**

Launch Activity Home

Welcome

# Welcome to IBM Support Assistant

**Network Connections**  
Configure Proxy or SOCKS servers

Click on the link below to configure IBM Support Assistant to use a proxy or SOCKS server to access the Internet.

NOTE: You may run this configuration wizard at a later time by selecting First Steps on the Home page.

[Configure your Network Connections.](#)

Help < Back Next > Finish Cancel

**First Steps**  
Make first steps

**Tutorials**  
Go through tutorials

**Latest News**

- Lotus Notes Diagnostic now available on ISA!
- Dump Analyzer V2.2.1 maintenance release available
- WebSphere Application Server
- Analizers V2.1.3 maintenance release available
- Get the latest Visual Configuration Explorer!
- More News...

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

**IBM**

Start IBM Support Assistant 2... Welcome - IBM Support Assistant 2... 4:20 PM

Complete the installation of the IBM Support Assistant by configuring the network connections and update preferences or by accepting the defaults.

Support Assistant

Launch Activity Home

Welcome to IBM Support Assistant

### IBM Support Assistant Customization Wizard

#### Network Connections

Configure Proxy or SOCKS servers

Click on the link below to configure IBM Support Assistant to use a proxy or SOCKS server to access the Internet.

NOTE: You may run this configuration wizard at a later time by selecting First Steps on the Home page.

[Configure your Network Connections.](#)

Help < Back Next Finish Cancel

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### Manage Service Request

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



**Support Assistant**

Launch Activity Home

### IBM Support Assistant Customization Wizard

#### Updater Preferences

Configure your update schedule

Click on the link below to configure how often the Updater will automatically check for updates. The default setting is for IBM Support Assistant to check for updates every time the Workbench is started.

[Configure your Updater preferences.](#)

Help < Back **Next >** Finish Cancel

Welcome to IBM Support Assistant

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IBM

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**Support Assistant**

Launch Activity Home

### IBM Support Assistant Customization Wizard

#### Products and tools

Get new product and tool add-ons

IBM Support Assistant should be customized with product and tool add-ons that are of interest to you. When you tailor the Workbench with product and tool add-ons, each of the activities are updated and configured specifically for your needs.

Select "Finish" below to begin the Updater wizard which will guide you through the process of discovering and installing add-ons.

NOTE: Product and tool add-ons can be migrated from an IBM Support Assistant V3 install by canceling this wizard and selecting First Steps from the Home page.

Help < Back Next > **Finish** Cancel

### Welcome to IBM Support Assistant

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### Manage Service Request

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



Support Assistant

Launch Activity

Home

Welcome

# Welcome to IBM Support Assistant

The IBM Support Assistant automatically searches for product and tool add-ons. You can initiate this feature at any time by selecting **Update > Find new... > Product add-ons**.

**Finding new products and tools add-ons**

Initializing Remote Site "http://downl.../pub/software/isa/isa401/production/"

[Run in Background] Cancel Details >>

Find

Analyze

## Manage Service Request

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

First Steps

Tutorials

## Latest News

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- WebSphere Application Server
- Analyzers V2.1.3 maintenance release available
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Finding new product...-ons : (26%)

**Support Assistant**

Launch Activity Home

Welcome

Welcome to IBM Support Assistant

**Find New Product Add-ons**

Product Add-ons to Install

Please select the product add-ons you would like to install.

Expand the folder that contains the products that you plan to use with Log Analyzer. Then, select the appropriate products.

enter filter text

- Info
- Lotus
- Rational
- Tivoli
- WebSphere
- Others

Deselect All More Info

< Back Next > Finish Cancel

More News...

IBM

Start IBM Support Assistant 2... Welcome - IBM Support Assistant 2... 4:22 PM

**Support Assistant**

Launch Activity Home

Welcome

Welcome to IBM Su

**Find New Product Add-ons**

**Product Add-ons to Install**

Please select the product add-ons you would like to install by clicking on the check box next to it

enter filter text

- Tivoli
- IBM Maximo Asset Configuration Manager 7.1
- IBM Maximo for Government 7.1
- IBM Maximo for Oil and Gas 7.1
- IBM Maximo for Service Providers 7.1
- IBM OMEGAMON z/OS Management Console
- IBM Service Management
- IBM Tivoli Access Manager for e-business
- IBM Tivoli Access Manager for e-business 6.1
- IBM Tivoli Application Dependency Discovery Manager 7.1
- IBM Tivoli Business Continuity Process Manager 7.1
- IBM Tivoli Business Service Manager 4.1
- IBM Tivoli Business Service Manager 4.2
- IBM Tivoli Change and Configuration Management Database 7.1
- IBM Tivoli Compliance Insight Manager 8.5
- IBM Tivoli Composite Application Manager for J2EE
- IBM Tivoli Composite Application Manager for Response Time Tracking 6.1

Deselect All  
More Info

This folder contains Tivoli product add-ons which contribute to IBM Support Assistant

< Back Next > Finish Cancel

More News...

**Support Assistant**

Launch Activity Home

Welcome

Welcome to IBM Support Assistant

**Find New Product Add-ons**

**Product Add-ons to Install**

Please select the product add-ons you would like to install by clicking on the check box next to it

enter filter text

- IBM Tivoli Configuration Manager
- IBM Tivoli Directory Server 6.0
- IBM Tivoli Directory Server 6.1
- IBM Tivoli Directory Server 6.2
- IBM Tivoli Enterprise Console 3.9
- IBM Tivoli Federated Identity Manager 6.1
- IBM Tivoli Identity Manager 4.6
- IBM Tivoli Identity Manager Express
- IBM Tivoli Intelligent Orchestrator 5.1
- IBM Tivoli License Compliance Manager 2.3
- IBM Tivoli Monitoring for Energy Management 6.2
- IBM Tivoli Monitoring V6.1
- IBM Tivoli Monitoring V6.2
- IBM Tivoli Netcool/OMNIBUS V7.2
- IBM Tivoli Netcool/Proviso 4.4
- IBM Tivoli Netcool/Webtop 2.1
- IBM Tivoli Netcool/Webtop 2.2

Deselect All  
More Info

This folder contains Tivoli product add-ons which contribute to IBM Support Assistant

< Back Next > Finish Cancel

More News...

IBM

**Support Assistant**

Launch Activity Home

Welcome

Welcome to IBM Su

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Please select the product add-ons you would like to install by clicking on the check box next to it

enter filter text

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- IBM Tivoli Directory Server 6.0
- IBM Tivoli Directory Server 6.1
- IBM Tivoli Directory Server 6.2
- IBM Tivoli Enterprise Console 3.9
- IBM Tivoli Federated Identity Manager 6.1
- IBM Tivoli Identity Manager 4.6
- IBM Tivoli Identity Manager Express
- IBM Tivoli Intelligent Orchestrator 5.1
- IBM Tivoli License Compliance Manager 2.3
- IBM Tivoli Monitoring for Energy Management 6.2
- IBM Tivoli Monitoring V6.1
- IBM Tivoli Monitoring V6.2
- IBM Tivoli Netcool/OMNIBUS V7.2
- IBM Tivoli Netcool/Proviso 4.4
- IBM Tivoli Netcool/Webtop 2.1
- IBM Tivoli Netcool/Webtop 2.2

This folder contains Tivoli product add-ons which contribute to IBM Support Assistant

< Back Next > Finish Cancel

More News...

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- IBM Tivoli Directory Server 6.1
- IBM Tivoli Directory Server 6.2
- IBM Tivoli Enterprise Console 3.9
- IBM Tivoli Federated Identity Manager 6.1
- IBM Tivoli Identity Manager 4.6
- IBM Tivoli Identity Manager Express
- IBM Tivoli Intelligent Orchestrator 5.1
- IBM Tivoli License Compliance Manager 2.3
- IBM Tivoli Monitoring for Energy Management 6.2
- IBM Tivoli Monitoring V6.1
- IBM Tivoli Monitoring V6.2
- IBM Tivoli Netcool/OMNIBUS V7.2
- IBM Tivoli Netcool/Proviso 4.4
- IBM Tivoli Netcool/Webtop 2.1
- IBM Tivoli Netcool/Webtop 2.2

This folder contains Tivoli product add-ons which contribute to IBM Support Assistant

< Back Next > Finish Cancel

More News...

**Support Assistant**

Launch Activity Home

Welcome

Welcome to IBM Support Assistant

**Find New Product Add-ons**

Tools Add-ons to Install

These are the tools add-ons available for installation. Select the tools you want to install.

Expand the **JVM-based Tools** folder.

filter text

- JVM-based Tools
- Configuration Tools
- Lotus

Deselect All  
More Info

< Back Next > Finish Cancel

More News...



**Support Assistant**

Launch Activity Home

Welcome

Welcome to IBM Support Assistant

**Find New Product Add-ons**

Tools Add-ons to Install

These are the tools add-ons available for the product add-ons you have selected

Enter filter text

- JVM-based Tools
  - IBM Monitoring and Diagnostic Tools for Java - Dump Analyzer
  - IBM Monitoring and Diagnostic Tools for Java - Garbage Collection and Memory
  - IBM Pattern Modeling and Analysis Tool for Java Garbage Collector (Tech Preview)
  - IBM Thread and Monitor Dump Analyzer for Java (Tech Preview)
  - IBM Trace and Request Analyzer for WebSphere Application Server (Tech Preview)
  - Log Analyzer
  - Memory Dump Diagnostic for Java (MDD4J) (Tech Preview)
  - Memory Dump Diagnostic for Java (MDD4J) v2.0.0
  - Symptom Editor
  - ThreadAnalyzer (Tech Preview)
  - WebSphere Application Server modules (supplement) for the IBM Monitoring and Diagnostic Tools
  - WebSphere Application Server modules for the IBM Monitoring and Diagnostic Tools
- Configuration Tools
- Lotus


Deselect All More Info

Select **Log Analyzer** and optionally **Symptom Editor**.

This folder contains Tools that operate on artifacts from JVM-based products

< Back Next > Finish Cancel

More News...



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**Find New Product Add-ons**

Tools Add-ons to Install

These are the tools add-ons available for the product add-ons you have selected

enter filter text

- JVM-based Tools**
  - IBM Monitoring and Diagnostic Tools for Java - Dump Analyzer
  - IBM Monitoring and Diagnostic Tools for Java - Garbage Collection and Memory
  - IBM Pattern Modeling and Analysis Tool for Java Garbage Collector (Tech Preview)
  - IBM Thread and Monitor Dump Analyzer for Java (Tech Preview)
  - IBM Trace and Request Analyzer for WebSphere Application Server (Tech Preview)
  - Log Analyzer
  - Memory Dump Diagnostic for Java (MDD4J) (Tech Preview)
  - Memory Dump Diagnostic for Java (MDD4J) v2.0.0
  - Symptom Editor
  - ThreadAnalyzer (Tech Preview)
  - WebSphere Application Server modules (supplement) for the IBM Monitoring and Diagnostic Tools
  - WebSphere Application Server modules for the IBM Monitoring and Diagnostic Tools
- Configuration Tools
- Lotus

Deselect All  
More Info

This folder contains Tools that operate on artifacts from JVM-based products

< Back Next > Finish Cancel

More News...

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**Find New Product Add-ons**

**Tools Add-ons to Install**

These are the tools add-ons available for the product add-ons you have selected

enter filter text


- JVM-based Tools**
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  - IBM Monitoring and Diagnostic Tools for Java - Garbage Collection and Memory
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  - Memory Dump Diagnostic for Java (MDD4J) v2.0.0
  - Symptom Editor
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  - WebSphere Application Server modules (supplement) for the IBM Monitoring and Diagnostic Tools
  - WebSphere Application Server modules for the IBM Monitoring and Diagnostic Tools
- Configuration Tools
- Lotus

Deselect All More Info

This folder contains Tools that operate on artifacts from JVM-based products

< Back Next Finish Cancel

More News...



**Support Assistant**

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Welcome to IBM Support Assistant

**Find New Product Add-ons**

### Licenses of Add-ons to Install

These are the licenses for the add-ons you have selected.  
Please select each add-on to view the license.

Symptom Editor 4.5.0.200903131046 Log Analyzer 4.5.0.200903131046 IBM Tivoli Monitoring V6.1 4.0.0.03 IBM Tivoli Monitoring V6.2 4.0.0.03	<b>International License Agreement for Non-Warranted Programs</b>  Part 1 - General Terms  BY DOWNLOADING, INSTALLING, COPYING, ACCESSING, OR USING THE PROGRAM YOU AGREE TO THE TERMS OF THIS AGREEMENT. IF YOU ARE ACCEPTING THESE TERMS ON BEHALF OF ANOTHER PERSON OR A COMPANY OR OTHER LEGAL ENTITY, YOU REPRESENT AND WARRANT THAT YOU HAVE FULL AUTHORITY TO BIND THAT PERSON, COMPANY, OR LEGAL ENTITY TO THESE TERMS. IF YOU DO NOT AGREE TO THESE TERMS,  - DO NOT DOWNLOAD, INSTALL, COPY, ACCESS, OR USE THE PROGRAM; AND  - PROMPTLY RETURN THE PROGRAM AND PROOF OF ENTITLEMENT TO THE PARTY FROM WHOM YOU ACQUIRED IT TO OBTAIN A REFUND OF THE AMOUNT YOU PAID. IF YOU DOWNLOADED THE PROGRAM, CONTACT THE PARTY FROM WHOM YOU ACQUIRED IT.  "IBM" is International Business Machines Corporation or one of its subsidiaries.  "License Information" ("LI") is a document that provides information specific to a Program. The Program's LI is available at <a href="http://www.ibm.com/software/sla/">http://www.ibm.com/software/sla/</a> . The LI may also be found in a file in the Program's directory, by the use of a system command, or as a booklet which accompanies the Program.  "Program" is the following, including the original and all whole or partial copies: 1)
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 I do not accept the terms in the license agreements

< Back Next Finish Cancel

More News...

**IBM**

Accept the license agreements for the Add-ons you have selected.

**Support Assistant**

Launch Activity Home

Welcome

Welcome to IBM Support Assistant

**Find New Product Add-ons**

### Licenses of Add-ons to Install

These are the licenses for the add-ons you have selected.  
Please select each add-on to view the license.

Symptom Editor 4.5.0.200903131046 Log Analyzer 4.5.0.200903131046 IBM Tivoli Monitoring V6.1 4.0.0.03 IBM Tivoli Monitoring V6.2 4.0.0.03	<b>International License Agreement for Non-Warranted Programs</b>  Part 1 - General Terms  BY DOWNLOADING, INSTALLING, COPYING, ACCESSING, OR USING THE PROGRAM YOU AGREE TO THE TERMS OF THIS AGREEMENT. IF YOU ARE ACCEPTING THESE TERMS ON BEHALF OF ANOTHER PERSON OR A COMPANY OR OTHER LEGAL ENTITY, YOU REPRESENT AND WARRANT THAT YOU HAVE FULL AUTHORITY TO BIND THAT PERSON, COMPANY, OR LEGAL ENTITY TO THESE TERMS. IF YOU DO NOT AGREE TO THESE TERMS,  - DO NOT DOWNLOAD, INSTALL, COPY, ACCESS, OR USE THE PROGRAM; AND  - PROMPTLY RETURN THE PROGRAM AND PROOF OF ENTITLEMENT TO THE PARTY FROM WHOM YOU ACQUIRED IT TO OBTAIN A REFUND OF THE AMOUNT YOU PAID. IF YOU DOWNLOADED THE PROGRAM, CONTACT THE PARTY FROM WHOM YOU ACQUIRED IT.  "IBM" is International Business Machines Corporation or one of its subsidiaries.  "License Information" ("LI") is a document that provides information specific to a Program. The Program's LI is available at <a href="http://www.ibm.com/software/sla/">http://www.ibm.com/software/sla/</a> . The LI may also be found in a file in the Program's directory, by the use of a system command, or as a booklet which accompanies the Program.  "Program" is the following, including the original and all whole or partial copies: 1)
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< Back Next Finish Cancel

More News...

Start IBM Support Assistant 2... Welcome - IBM Support Assistant 2... 4:22 PM

**Support Assistant**

Launch Activity Home

Welcome

Welcome to IBM Support Assistant

**Find New Product Add-ons**

Below is a summary of the add-ons you have selected to install

When you click the "finish" button, the add-ons will be installed into IBM Support Assistant

Name	Version
IBM Tivoli Monitoring V6.1	4.0.0.03
IBM Tivoli Monitoring V6.2	4.0.0.03
Log Analyzer	4.5.0.200903131046
Symptom Editor	4.5.0.200903131046

< Back Next > **Finish** Cancel

More News...

Support Assistant

Launch Activity

Home

Welcome

# Welcome to IBM Support Assistant



**Find**  
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**Ana**  
Diag  
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.



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- Lotus Notes Diagnostic now available on ISA!
- Dump Analyzer V2.2.1 maintenance release available
- WebSphere Application Server
- Analizers V2.1.3 maintenance release available
- Get the latest Visual Configuration Explorer!
- More News...

**Installing new add-ons**

Operation in progress...

Progress bar (14%)

**Run in Background** Cancel Details >>

Installing new add-ons : (14%)

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**Installing new add-ons**

Operation in progress...

Checking <http://download.boulder.ibm.com/...tware/isa/isa401/production/site.xml> ...

Installing new add-ons : (84%)



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**Installing new add-ons**

Downloading:

plugins/com.ibm.etools.ac.symedit.win\_4...0903131046.jar (5435K of 47089K bytes)

Installing new add-ons : (100%)

Start

IBM Support Assistant 2... Welcome - IBM Suppo...

4:24 PM

Support Assistant

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**Installing new add-ons**

Downloading:

plugins/com.ibm.etools.ac.symedit.win\_4...0903131046.jar (12374K of 47089K bytes)

Installing new add-ons : (100%)

Start



IBM Support Assistant 2...



Welcome - IBM Support Assistant



4:25 PM

Support Assistant

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- More News...

**Installing new add-ons**

Downloading:

plugins/com.ibm.etools.ac.symedit.win\_4...0903131046.jar (28851K of 47089K bytes)

Run in Background Cancel Details >>

Installing new add-ons : (100%)

Support Assistant

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Welcome

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**Analyze**  
Diag  
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**Installing new add-ons**

Downloading:

plugins/com.ibm.etools.ac.rcpla.win\_4.5....00903131046.jar (181K of 101571K bytes)

Run in Background Cancel Details >>

Installing new add-ons : (100%)

Support Assistant

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Welcome

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**Analyze**  
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**Installing new add-ons**

Downloading:

plugins/com.ibm.etools.ac.rcpla.win\_4.5...\_903131046.jar (35805K of 101571K bytes)

Installing new add-ons : (100%)

Start

IBM Support Assistant 2... Welcome - IBM Suppo...

4:34 PM

Support Assistant

Launch Activity

Home

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- More News...

**Installing new add-ons**

Downloading:

plugins/com.ibm.etools.ac.rcpla.win\_4.5...903131046.jar (57081K of 101571K bytes)

**Run in Background** Cancel Details >>

Installing new add-ons : (100%)

Start



4:37 PM

Support Assistant

Launch Activity

Home

Welcome

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- More News...

**Installing new add-ons**

Downloading:

plugins/com.ibm.etools.ac.rcpla.win\_4.5...903131046.jar (80649K of 101571K bytes)

**Run in Background** Cancel Details >>

Installing new add-ons : (100%)

Start

IBM Support Assistant 2... Welcome - IBM Suppo...

4:40 PM

Support Assistant

Launch Activity

Home

Welcome

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**Installing new add-ons**

Downloading:

plugins/com.ibm.etools.ac.rcpla.win\_4.5...903131046.jar (97634K of 101571K bytes)

**Run in Background** Cancel Details >>

Installing new add-ons : (100%)

Start

IBM Support Assistant 2... Welcome - IBM Suppo...

4:43 PM



### Support Assistant

Launch Activity Home


Welcome

## Welcome to IBM Support

**Find**  
Easily include search

**Ana**  
Diagnose service artifacts determine

**Man**  
Effectively service collection



#### Find New Product Add-ons

### Results of operation

Below is the result of the install operation

To view status details, click on the column

Name	Version	Status
Symptom Editor	4.5.0.2009...	Completed
IBM Tivoli Monitoring V6.1	4.0.0.03	Completed
IBM Tivoli Monitoring V6.2	4.0.0.03	Completed
Log Analyzer	4.5.0.2009...	Completed

After the installation is complete, examine the status of the installation procedures and click **Finish**.

Finish Cancel

Slide 74 - IBM Support Assistant Workbench

File Administration Update Window Help

### Support Assistant

Launch Activity Home

#### Find New Product Add-ons

Results of operation

Below is the result of the install operation

To view status details, click on the column

Name	Version	Status
Symptom Editor	4.5.0.2009...	Completed
IBM Tivoli Monitoring V6.1	4.0.0.03	Completed
IBM Tivoli Monitoring V6.2	4.0.0.03	Completed
Log Analyzer	4.5.0.2009...	Completed

Finish Cancel

IBM

Start IBM Support Assistant 2... Welcome - IBM Suppo... 4:45 PM

Support Assistant

Launch Activity

Home

Welcome

# Welcome to IBM Support Assistant



## Find Information

Easily find information including search results.



## Analyze

Diagnose and analyze jobs using serviceability tools, collect artifacts, and guidance through determination.



## Manage Service Request

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



## First Steps

Make first steps



## Tutorials

Go through tutorials

## Latest News

- Lotus Notes Diagnostic now available on ISA!
- Dump Analyzer V2.2.1 maintenance release available
- WebSphere Application Server
- Analyzers V2.1.3 maintenance release available
- Get the latest Visual Configuration Explorer!
- More News...

**Install/Update**

You will need to restart the IBM Support Assistant Workbench for the changes to take effect. Would you like to restart now?

Yes  No

Restart the IBM Support Assistant.



IBM Support Assistant Workbench

File Administration Update Window Help

### Support Assistant

Launch Activity Home

Welcome

# Welcome to IBM Support Assistant

## 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.

## First Steps

Make first steps

## Tutorials

Go through tutorials

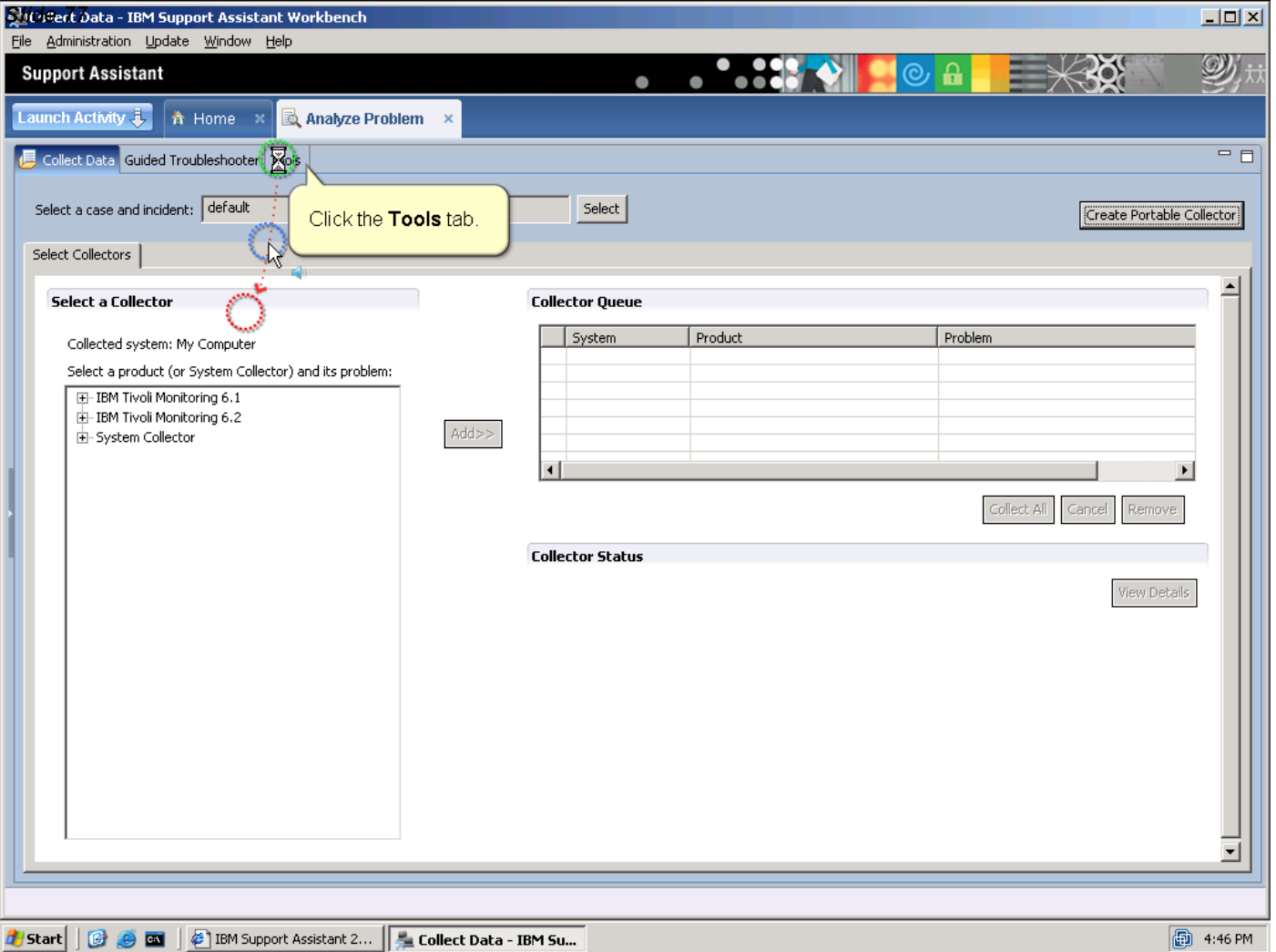
### Latest News

- Lotus Notes Diagnostic now available on ISA!
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- WebSphere Application Server
- Analyzers V2.1.3 maintenance release available
- Get the latest Visual Configuration Explorer!
- More News...

The installation of the Log Analyzer is complete. Validate the installation by launching the Log Analyzer. Select **Analyze Problem**.

IBM

Start | IBM Support Assistant 2... | Welcome - IBM Suppo... | 4:46 PM





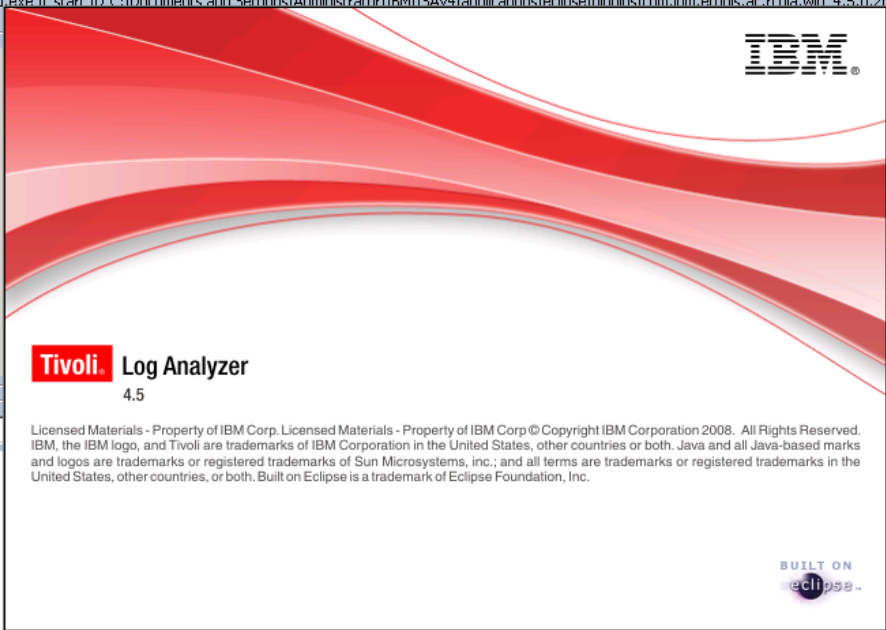


Support Assistant

Launch Activity Home Analyze Problem Log Analyzer

Working Directory: C:\Documents and Settings\Administrator\IBM\ISA4\applications\eclipse\plugins\com.ibm.etools.ac.rpla.win\_4.5.0.200903131046  
Command Line: cmd.exe /c start /D"C:\Documents and Settings\Administrator\IBM\ISA4\applications\eclipse\plugins\com.ibm.etools.ac.rpla.win\_4.5.0.200903131046" /belownormal

Tool's stdout and stderr



The splash screen features a red and white wavy background. At the top right is the IBM logo. In the center, the text reads "Tivoli. Log Analyzer 4.5". Below this, a copyright notice states: "Licensed Materials - Property of IBM Corp. Licensed Materials - Property of IBM Corp © Copyright IBM Corporation 2008. All Rights Reserved. IBM, the IBM logo, and Tivoli are trademarks of IBM Corporation in the United States, other countries or both. Java and all Java-based marks and logos are trademarks or registered trademarks of Sun Microsystems, inc.; and all terms are trademarks or registered trademarks in the United States, other countries, or both. Built on Eclipse is a trademark of Eclipse Foundation, Inc." At the bottom right, it says "BUILT ON eclipse".

Output Artifacts



Support Assistant

Launch Activity Home Analyze Problem Log Analyzer

The screenshot displays the IBM Support Assistant Log Analyzer interface. The main window is titled "Log Analyzer" and contains a "Log View" pane with the message: "A log file needs to be imported for this view to be populated." A "Navigator" pane on the left shows a tree structure with folders for "Logs", "Symptom Catalogs", "Correlations", and "Reports". A "Property View" pane at the bottom right shows tabs for "Event details", "Additional Data Attributes", "Correlation Data Attributes", "Situation", and "Message Informal", with a "Message Text" field below. A modal dialog box titled "Updating symptom catalog information..." is open in the center, featuring an information icon, a progress bar, and an unchecked checkbox labeled "Always run in background". The dialog has "Run in Background", "Cancel", and "Details >>" buttons. The Windows taskbar at the bottom shows the Start button, several application icons, and the taskbar itself with open windows for "IBM Support Assistant 2...", "Stand Alone Result View ...", and "Log Analyzer". The system tray on the right shows the time as 4:46 PM and a notification area with a progress indicator for "Updating symptom ca...on....: (3%)".

Support Assistant

Launch Activity Home Analyze Problem Log Analyzer

Log Analyzer

Log View

A log file needs to be imported for this view to be populated.

The Log Analyzer is installed and ready to collect and analyze the logs from the IBM products you selected.

Navigator

- Logs
- Symptom Catalogs
- Correlations
- Reports

Property View

- Event details
- Additional Data Attributes
- Correlation Data Attributes
- Situation
- Message Information

Message Text

30M of 52M

