



# Log Analyzer

## *Overview and installation*

**Tivoli.** software



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The objective of this IBM Education Assistant module is to provide a basic overview of Log Analyzer.

## Overview of Log Analyzer

- **Log Analyzer is a diagnostic tool available as part of IBM Support Assistant.**
- **Log Analyzer provides cross platform diagnostic capabilities that simplify problem diagnosis and reduce the time of resolution.**
- **Log Analyzer assists in root cause analysis.**

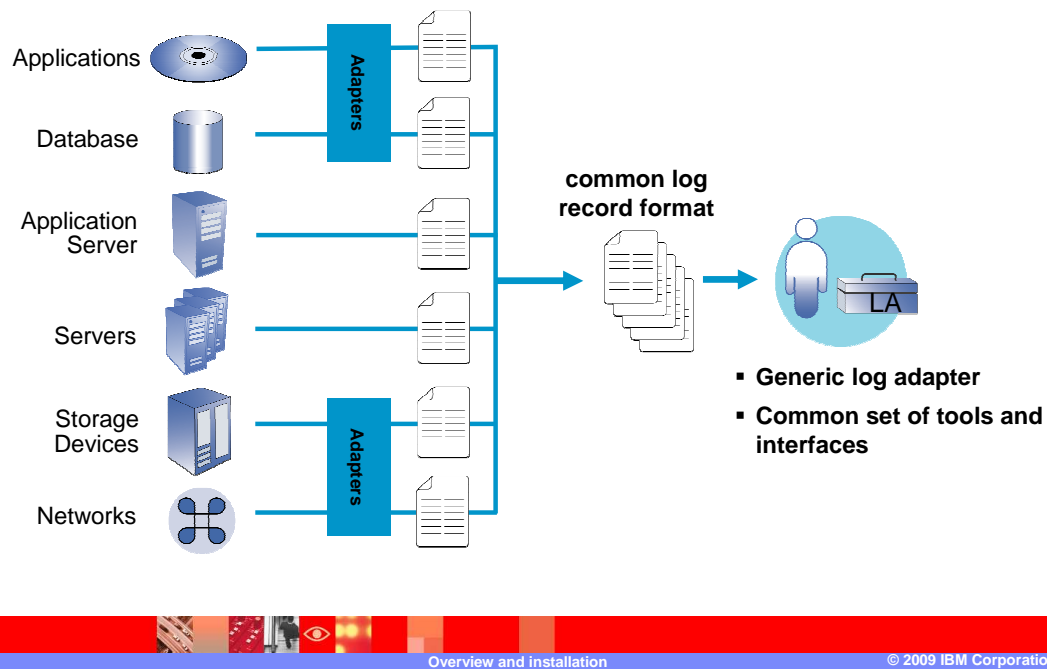
The IBM Support Assistant is a set of tools that is available to IBM customers for solving problems with IBM software.

Log Analyzer simplifies IBM product-specific log files. The Log Analyzer combines log files from multiple products into a single view and simplifies searches for information about known problems.

Determining the root cause of a problem that involves multiple products can be time-consuming and difficult. All products produce problem determination data, log events, and error messages. This information can be difficult to correlate for multiple products or for products on different servers.

For example, clocks are not often synchronized between servers, which makes the comparison of log events in a distributed system difficult. Log Analyzer solves this problem by providing a more structured analysis of distributed application problems.

## Problem determination: a better approach



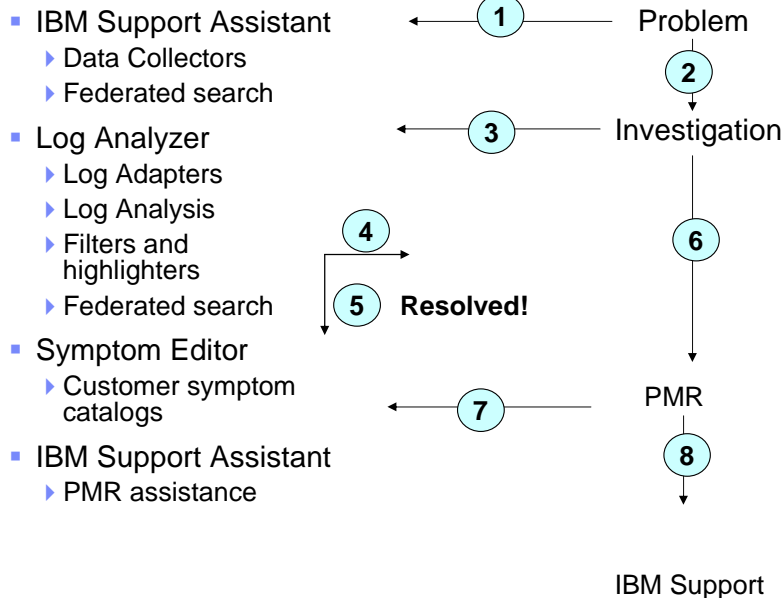
Problems can cause a ripple effect throughout an enterprise. Often, a failure in one component can cause a condition or failure in another component. For example, a failure in a database might cause a failure in an application.

Log Analyzer provides a generic log adapter, which minimizes the re-engineering of existing components by using adapters to convert information to a standard common format for log files.

Log Analyzer also provides a common set of tools to analyze your logs. You can consolidate your skills base on a single set of tools and interfaces to isolate and identify the problems.

A symptom catalog provides a common knowledge format and a product-provided source of information for problem resolution.

## Log Analyzer and IBM Support Assistant



This workflow illustrates the way that Log Analyzer is part of a typical problem analysis.

First, you start the IBM Support Assistant. Data collectors collect the log files, which are identified as affected software modules. After log files are obtained, a federated search is performed with identified message text. A federated search is a tool that you can use to search IBM documentation, IBM Web sites, and Google simultaneously.

Second, you use Log Analyzer to perform an initial investigation on the log trace entries. If additional diagnosis is needed, Log Analyzer can convert the log trace entries to a Common Base Event format. Log Analyzer functions, including filters and highlighters, identify the root cause of the problem. Product-specific symptom catalogs verify the knowledge base to obtain the information about known issues.

Third, you open a support problem, a PMR, for the unknown problems. IBM Support Assistant forwards the requested support files to you so that you can follow up with the IBM Support team.

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