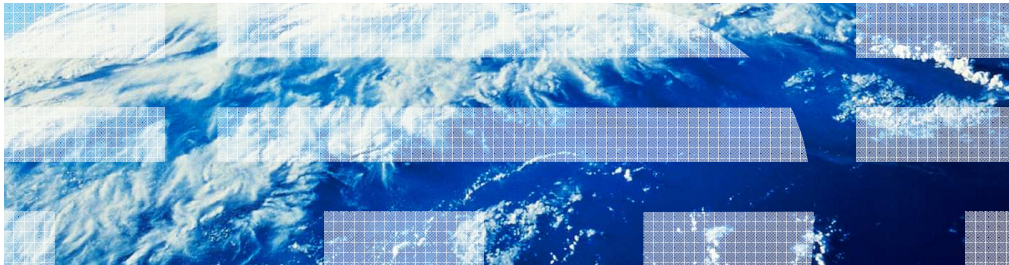


---

## IBM Tivoli Service Automation Manager Version 7.2

### Troubleshooting self-service user interface



© 2012 IBM Corporation

In this training module you will learn how to troubleshoot the Tivoli® Service Automation Manager self-service web 2.0 user interface. The training module also demonstrates how to run debug tools on both server-side code and browser code.

## Objectives

When you have completed this training module, you can accomplish these tasks:

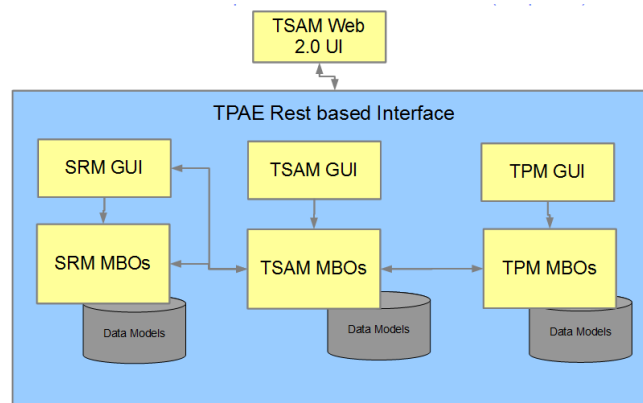
- Describe the system components connected to the Tivoli Service Automation Manager V7.2 self-service user interface
- Determine whether a specific type and revision of internet browser is recommended for usage with Tivoli Service Automation Manager V7.2
- Check Tivoli Service Automation Manager V7.2 self-service user interface browser settings
- Check workstation screen resolution settings
- Use the TPAE WebSphere® Application Server diagnostic trace feature to capture log messages relevant to TSAM V7.2 self-service user interface operation

When you have completed this training module, you can accomplish these tasks:

- Describe components connected to the self-service user interface
- Determine whether the internet browser is recommended
- Check browser settings
- Check for acceptable screen resolution settings
- Use the WebSphere Application Server diagnostic trace and check for relevant log messages

## Tivoli service automation manager V7.2 self-service user interface components and interfaces

- System components and interfaces (simplified)



3

Troubleshooting self-service user interface

© 2012 IBM Corporation

The self-service web 2.0 user interface is a Tivoli Process Automation Engine REST-based application interface. This interface is part of Tivoli Service Automation Manager deployments. Not all data goes through a Tivoli Service Automation Manager element. Some data is retrieved directly from other IBM Tivoli products such as Tivoli Service Request Manager® or Tivoli Provisioning Manager. All of these IBM Tivoli products are based on data models that can be accessed through the interface. For security reasons Maximo® Business Object database tables are not directly accessible. Using the REST-based interface exposes only the data that a user is authorized to access.

## Supported browsers

- IBM Tivoli Service Automation Manager V7.2 self-service user interface supports these browsers
  - Internet Explorer 8
    - Requires Silverlight
    - Requires Ajax
  - Mozilla firefox
    - 3.5
    - 3.6

Firefox 3.5, 3.6, and Internet Explorer 8 are the supported browsers. Internet Explorer 7 is no longer officially supported. Internet Explorer browsers require Silverlight and Ajax enablement.

## Recommended browser settings

These browser settings are recommended:

- Minimum resolution: 1024x768
- JavaScript: enabled
- CSS: enabled
- SSL: enabled
- Cookies: enabled

When self-service user interface problems occur the first thing to check are the internet browser settings. The minimum resolution setting is 1024x768. JavaScript, CSS, SSL, and cookies should be enabled.

## Checking workstation screen resolution (example)

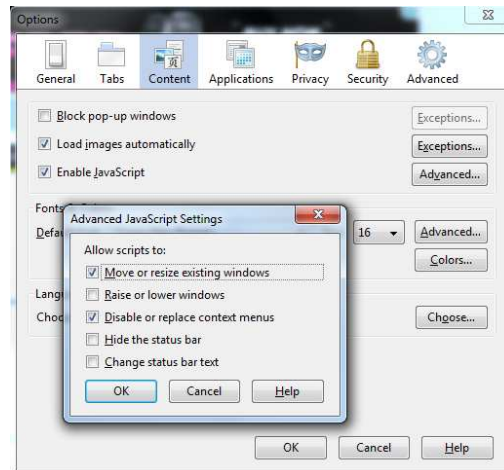
Checking the workstation screen resolution in a Windows OS environment:

- Self-service user interface minimum recommended setting is 1024x768
- Go to **Control Panel** and click **Adjust Screen Resolution**
  - View the existing screen resolution setting
  - Adjust if needed

Remember that the screen resolution should be set at or higher than the recommended minimum setting of 1024x768.

## Check firefox javascript enabled

Check firefox JavaScript enabled



7

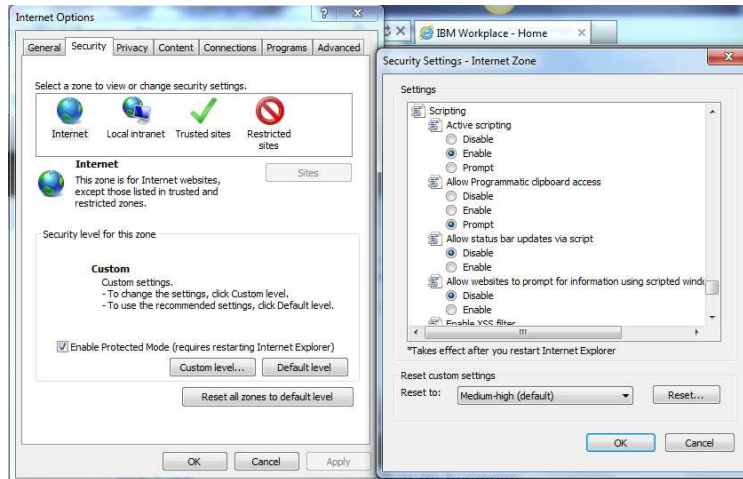
Troubleshooting self-service user interface

© 2012 IBM Corporation

Check that JavaScript is enabled for Firefox browsers by going to **Tools > Options > Content**. The **Enable JavaScript** check box should be checked. **Advanced JavaScript Settings** should allow scripts to **Move or resize existing windows** and **Disable or replace context menus**.

## Check internet explorer eight javascript enabled

Check internet explorer eight JavaScript enabled



8

Troubleshooting self-service user interface

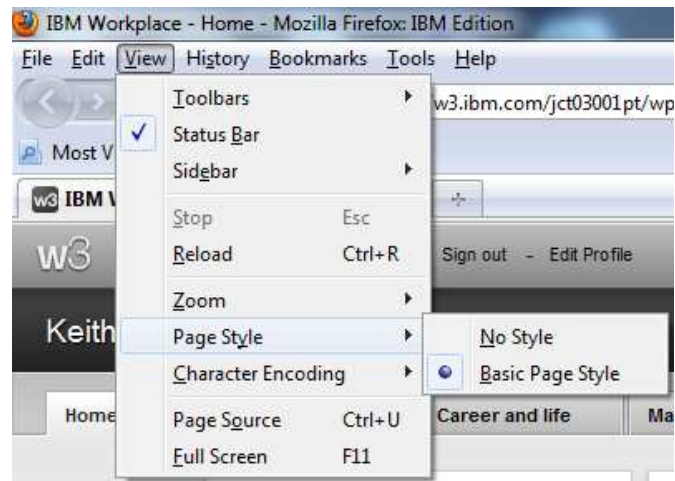
© 2012 IBM Corporation

Check that JavaScript is enabled for Internet Explorer eight browsers by going to **Tools > Internet Options > Security** and click **Custom level**. On the popup window scroll to **Scripting**. **Active scripting** should be set to **Enable**.



## Check firefox css enabled

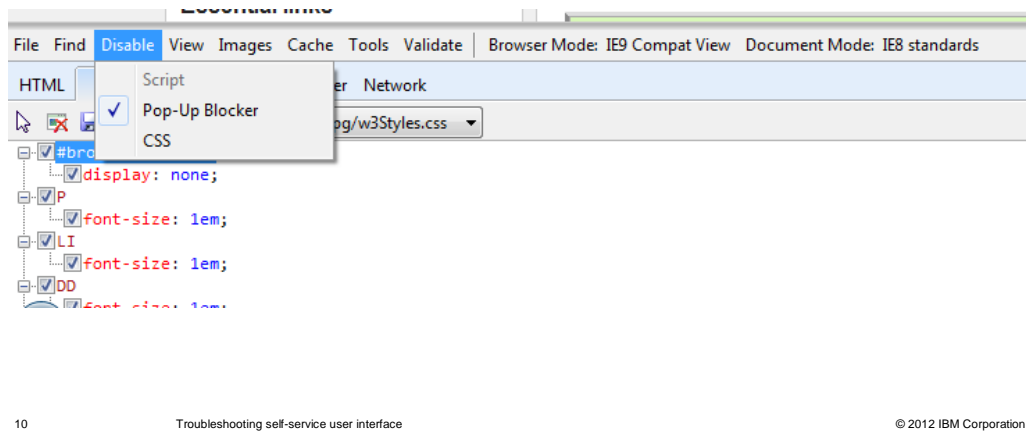
Check firefox CSS enabled



From the Firefox toolbar click **View > Page Style**. CSS is enabled when **Basic Page Style** is checked.

## Check internet explorer css enabled

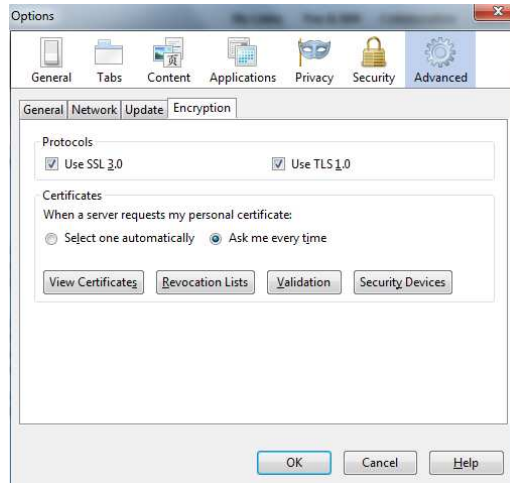
Check internet explorer eight CSS enabled



For Internet Explorer 8 the CSS functionality is enabled when **CSS** is not checked in the **Disable** menu.

## Check firefox secure socket layer enabled

Check firefox SSL enabled



11

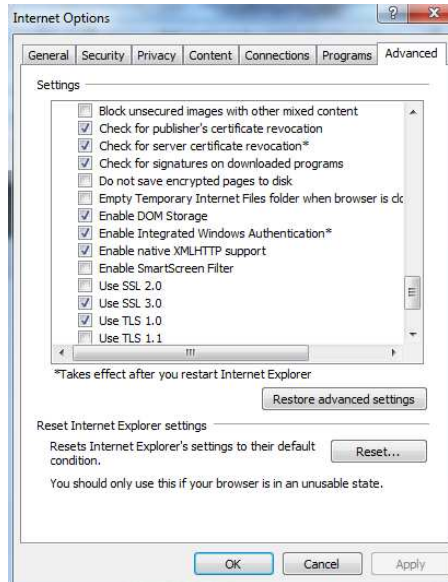
Troubleshooting self-service user interface

© 2012 IBM Corporation

Firefox SSL is enabled by going to **Options > Advanced > Encryption > Protocols** and checking the **Use SSL 3.0** check box.

## Check internet explorer eight secure socket layer enabled

Check internet explorer eight SSL enabled



For Internet Explorer 8 check that SSL is enabled by going to **Tools > Internet Options > Advanced > Settings** and checking the **Use SSL 3.0** check box.

## Check firefox cookies enabled

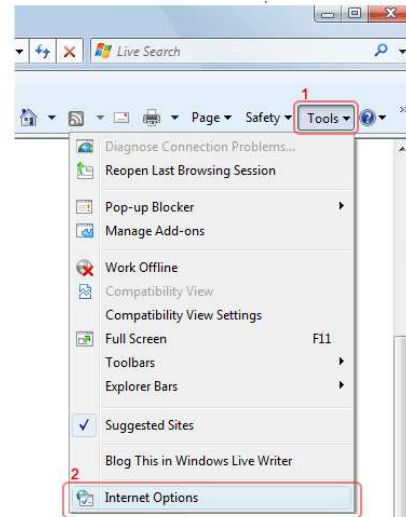
Check firefox cookies settings



Check the cookie settings for the Mozilla Firefox web browsers by going to **Tools > Options > Privacy**. The check boxes for **Accept cookies from sites** and **Accept vendor cookies** should be checked.

## Check internet explorer eight cookies settings (1 of 2)

Internet options



14

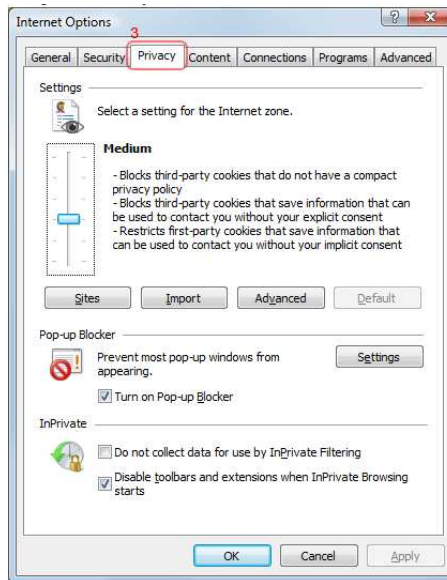
Troubleshooting self-service user interface

© 2012 IBM Corporation

To check Internet Explorer 8 web browser cookie settings start out by going to **Internet Options**.

## Check internet explorer eight cookies settings (2 of 2)

Privacy tab



15

Troubleshooting self-service user interface

© 2012 IBM Corporation

Once at **Internet Options** go to the **Privacy Tab**. Change the **Settings** to an Internet zone that allows enablement of the required cookies.

## Server-side code debugging

Server-side code debugging:

- Server side uses the WebSphere Application Server log
  - Activate log level for package com.ibm.tivoli.SimpleSRM to **FINEST**
  - WebSphere Application Server administrative console > Logging and Tracing > MX Server > Diagnostic Trace > Change Log Level Details
- The server side log comprises logs from SimpleSRM servlets
  - User exceptions typically sent
  - Non-caught errors from user interface
  - Offering icons, some authentication, help redirection, ...

The standard WebSphere log is used for debugging server-side code. Activate the log for the package com.ibm.tivoli.simplesrm and set the log level to FINEST. To accomplish this go to the WebSphere Application Server administrative console. From the **Logging and Tracing** menu follow the path through **MXServer** to **Diagnostic Trace**. Finally, go to **Change Log Level Details**. The server-side log includes the logs from the SimpleSRM servlets (offering icons, some of the authentication, help redirection...). User interface exceptions are typically sent to the server log.



## Browser code debugging

Browser code debugging:

- The browser client code consists of HTML, CSS, and JavaScript code
- The main part of the code is written with JavaScript using the DoJo library
- On the client side there are different tools for analyzing web pages and the JavaScript console:
  - For Firefox use Firebug
  - IE8 includes the Developer Tools window

The biggest part of debugging happens on the browser code. Firebug is used for viewing the Mozilla Firefox browser logs. The Developer tools window is used for viewing Internet Explorer 8 browser logs.

## Internet explorer eight developer tools

Internet explorer eight developer tools

- Initiated by pressing F12
- Can be used to perform code debugging of these:
  - HTML
  - JavaScript
  - CSS



18

Troubleshooting self-service user interface

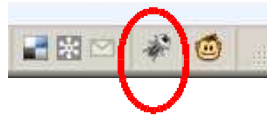
© 2012 IBM Corporation

Internet Explorer 8 comes with an integrated debugging tool. This tool can be initiated by pressing the F12 key. It comes with many JavaScript debugging tools and tools for debugging HTML and CSS coding.

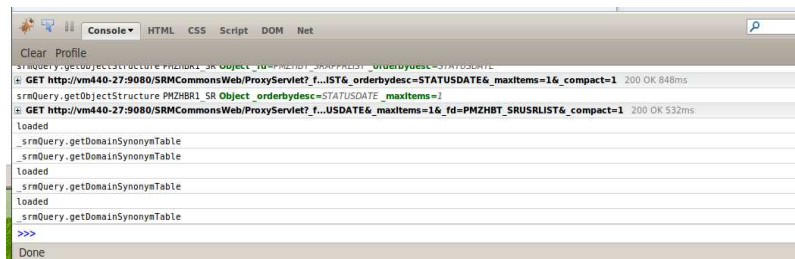
## Firebug

To install Firebug:

- Click **Tools > Add-ons > Get add-ons >** search for Firebug
- Restart your browser window
- To start Firebug, in the browser status bar click the bug icon



This window displays



19

Troubleshooting self-service user interface

© 2012 IBM Corporation

Firebug is the reference tool for debugging Mozilla Firefox. Activate Firebug only when needed because it consumes a lot of memory and processor capacity. The console Net tabs should be activated. The console log shows the “standard output” for JavaScript, and the Net tab shows the requests (GET, PUT, POST). When the Net tab is activated, requests also show up in the Console tab.

To facilitate JavaScript debugging, include the debug parameter in the URL: `http://hostname:9080/SimpleSRM/index.jsp?debug=2`.

## Summary

Now that you have completed this training module, you can accomplish these tasks:

- Describe the system components connected to the Tivoli Service Automation Manager V7.2 self-service user interface
- Determine whether a specific type and revision of internet browser is recommended for usage with Tivoli Service Automation Manager V7.2
- Check Tivoli Service Automation Manager V7.2 self-service user interface browser settings
- Check workstation screen resolution settings
- Use the TPAE WebSphere Application Server diagnostic trace feature to capture log messages relevant to Tivoli Service Automation Manager V7.2 self-service user interface operation

Now that you have completed this training module, you can accomplish these tasks:

- Describe components connected to the self-service user interface
- Determine whether the internet browser is recommended
- Check browser settings
- Check for acceptable screen resolution settings
- Use the WebSphere Application Server diagnostic trace and check for relevant log messages

## Feedback

Your feedback is valuable

You can help improve the quality of IBM Education Assistant content to better meet your needs by providing feedback.

- Did you find this module useful?
- Did it help you solve a problem or answer a question?
- Do you have suggestions for improvements?

Click to send email feedback:

[mailto:iea@us.ibm.com?subject=Feedback\\_about\\_tsing\\_ss\\_web\\_ui.ppt](mailto:iea@us.ibm.com?subject=Feedback_about_tsing_ss_web_ui.ppt)

This module is also available in PDF format at: [../tsing\\_ss\\_web\\_ui.pdf](..../tsing_ss_web_ui.pdf)

You can help improve the quality of IBM Education Assistant content by providing feedback.



## Trademarks, disclaimer, and copyright information

IBM, the IBM logo, ibm.com, Maximo, Service Request Manager, Tivoli, and WebSphere are trademarks or registered trademarks of International Business Machines Corp., registered in many jurisdictions worldwide. Other product and service names might be trademarks of IBM or other companies. A current list of other IBM trademarks is available on the web at "[Copyright and trademark information](http://www.ibm.com/legal/copytrade.shtml)" at <http://www.ibm.com/legal/copytrade.shtml>

THE INFORMATION CONTAINED IN THIS PRESENTATION IS PROVIDED FOR INFORMATIONAL PURPOSES ONLY.  
Other company, product, or service names may be trademarks or service marks of others.

THE INFORMATION CONTAINED IN THIS PRESENTATION IS PROVIDED FOR INFORMATIONAL PURPOSES ONLY. WHILE EFFORTS WERE MADE TO VERIFY THE COMPLETENESS AND ACCURACY OF THE INFORMATION CONTAINED IN THIS PRESENTATION, IT IS PROVIDED "AS IS" WITHOUT WARRANTY OF ANY KIND, EXPRESS OR IMPLIED. IN ADDITION, THIS INFORMATION IS BASED ON IBM'S CURRENT PRODUCT PLANS AND STRATEGY, WHICH ARE SUBJECT TO CHANGE BY IBM WITHOUT NOTICE. IBM SHALL NOT BE RESPONSIBLE FOR ANY DAMAGES ARISING OUT OF THE USE OF, OR OTHERWISE RELATED TO, THIS PRESENTATION OR ANY OTHER DOCUMENTATION. NOTHING CONTAINED IN THIS PRESENTATION IS INTENDED TO, NOR SHALL HAVE THE EFFECT OF, CREATING ANY WARRANTIES OR REPRESENTATIONS FROM IBM (OR ITS SUPPLIERS OR LICENSORS), OR ALTERING THE TERMS AND CONDITIONS OF ANY AGREEMENT OR LICENSE GOVERNING THE USE OF IBM PRODUCTS OR SOFTWARE.

© Copyright International Business Machines Corporation 2012. All rights reserved.