



IBM Software Group

# **SW570**

## **IBM WebSphere Application Server V6**

### **Problem determination**

### **Course introduction**



@business on demand.

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40

This unit serves as the introduction to the problem determination course for WebSphere Application Server version 6.0.

## Unit objectives

After completing this unit, you should be able to:

- Describe the purpose and scope of the course
- List the course objectives
- Describe the course prerequisites

This unit paints the scope of the problem determination course, lists the objects, and covers the prerequisite knowledge that will

## Course objectives

After completing this course, you should be able to:

- Apply problem determination techniques and analyses
- Use problem determination tools
- Combine the use of problem determination tools with analyses techniques to identify problems
- Identify classic frequently faced problems
- Use IBM Support Assistant
- Communicate with IBM support teams effectively

This course aims to help you perform problem determination steps on your WebSphere Application Server environment. It covers the techniques that are commonly used in problem determination and the tools that help aid in the efficient resolution of frequent problems our customers experience throughout the deployment cycle. Finally, the course covers how to use problem determination tooling as well as using IBM Support Assistant to effectively communicate with the IBM support teams.

## Course prerequisites

- To get the most out of this course offering, students should meet the following prerequisites. Students who do not meet these prerequisites may not be able to fully understand and utilize the materials presented in the course.
  - ▶ An understanding of basic Internet concepts
  - ▶ Experience using a Web browser
  - ▶ Basic operational skills for the Windows 2000 operating system
  - ▶ SW246 or equivalent skills in WebSphere administration

In order to get the most out of the this course and the information it contains, you should have the following. You will need a bas using a web browser, basic operation skills for web hosting in the Windows 2000 operating system, and a skill set equivalent to I

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