IBM Software Group

SW570
IBM WebSphere® Application Server V6
Problem determination
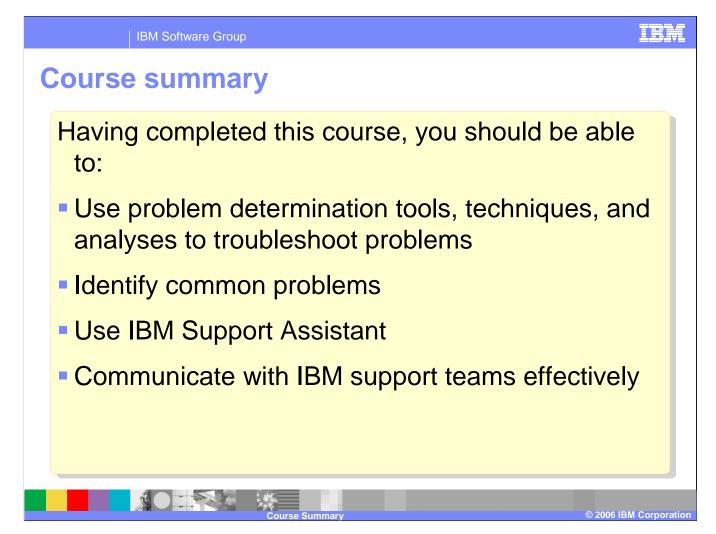# Course summary

@business on demand.

This unit summarizes the course.

Course summary

Having completed this course, you should be able to:

- Use problem determination tools, techniques, and analyses to troubleshoot problems

- Identify common problems
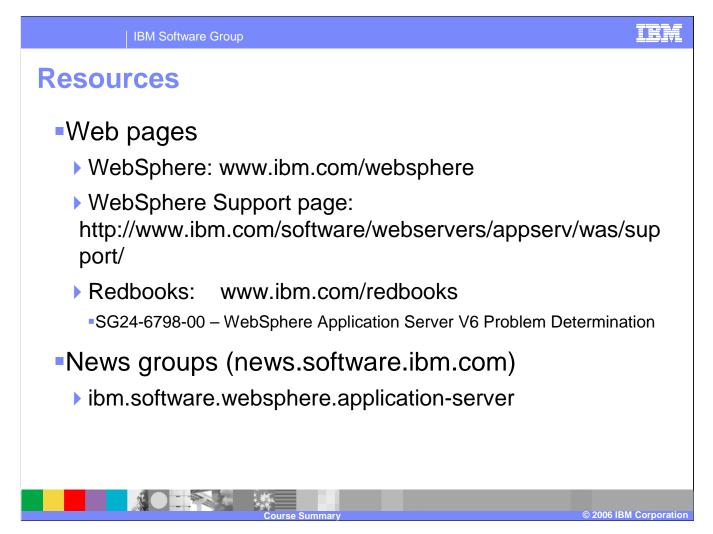
- Use IBM Support Assistant

- Communicate with IBM support teams effectively

Having completed this course, you should be able to use problem determination tools, techniques, and analyses to troubleshoot problems, to identify common problems, to use the IBM Support Assistant, and communicate with IBM support teams effectively.

Resources

- ## Web pages
    - ▸ WebSphere: www.ibm.com/websphere
    - ▸ WebSphere Support page:
      http://www.ibm.com/software/webservers/appserv/was/support/
    - ▸ Redbooks: www.ibm.com/redbooks
        - ▪ SG24-6798-00 – WebSphere Application Server V6 Problem Determination

- ## News groups (news.software.ibm.com)
    - ▸ ibm.software.websphere.application-server

There are a wealth of web pages, resources, and news groups which are here to help you in diagnosing and solving problems with WebSphere Application Server.
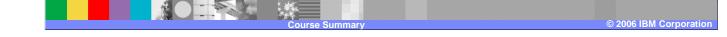
Other WebSphere courses

- WebSphere Education:
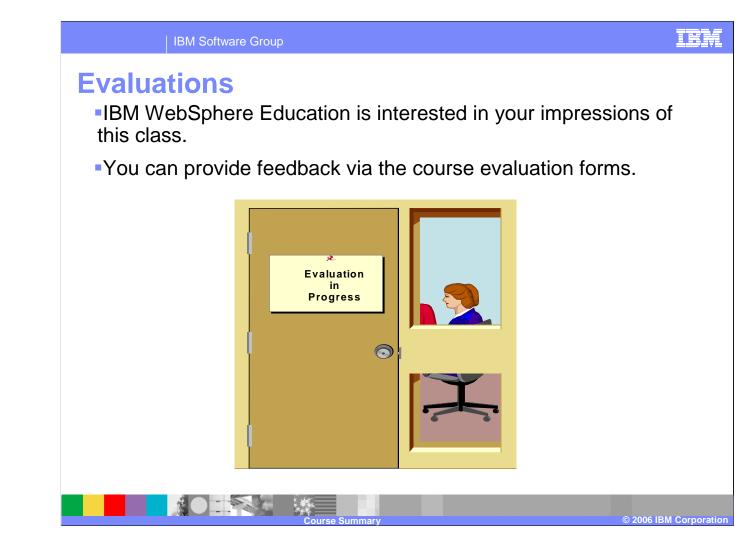 http://ibm.com/developerworks/websphere/education/enablement/
  - ▸ SW222: IBM WebSphere V6 Multiplatform Advanced Administration and Configuration
  - ▸ SW227: IBM WebSphere Application Server V6 Advanced Administration
  - ▸ SW242: IBM WebSphere Performance Tools and Methodology Workshop
  - ▸ SW246: IBM WebSphere Application Server V6.0 Administration
  - ▸ SW246: IBM WebSphere Application Server V5.1 Administration
  - ▸ SW248: Transition to IBM WebSphere Application Server V6 for Administrators
  - ▸ SW248: Transition to IBM WebSphere Application Server V5.1 for Administrators
  - ▸ SW249: IBM WebSphere Application Server V5.1 Administration for Linux
  - ▸ SW253: IBM WebSphere Application Server Express V6 for Administrators
  - ▸ SW270: IBM WebSphere Application Server for iSeries V5.1 Basic Administration
  - ▸ SW271: IBM WebSphere Application Server for iSeries V5.1 Advanced Administration
  - ▸ SW279: IBM WebSphere Application Server - Express on iSeries Administration
  - ▸ SW341: From J2EE Applications to Business Processes: IBM WebSphere V6 Administration
  - ▸ SW512: IBM WebSphere Application Server V6.0 Administration on iSeries
  - ▸ SW516: IBM WebSphere Application Server Express V6.0 Administration on iSeries
  - ▸ SW517: IBM WebSphere Application Server V6 Performance Tuning for iSeries
  - ▸ SW526: Installation and Administration of IBM WebSphere Premises Server
  - ▸ WF881: IBM WebSphere V6 Performance Monitoring and Tuning for Administrators
  - ▸ WF681: WebSphere Automation/Advanced Scripting

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IBM WebSphere Eduction offers other courses related to WebSphere Application Server usage. Please check them out.

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