











![](_page_3_Figure_0.jpeg)

![](_page_3_Figure_1.jpeg)

![](_page_4_Figure_0.jpeg)

![](_page_4_Figure_1.jpeg)

![](_page_5_Figure_0.jpeg)

![](_page_5_Figure_1.jpeg)

![](_page_6_Figure_0.jpeg)

![](_page_6_Figure_1.jpeg)

![](_page_7_Figure_0.jpeg)

![](_page_7_Figure_1.jpeg)

![](_page_8_Figure_0.jpeg)

![](_page_8_Figure_1.jpeg)

![](_page_9_Figure_0.jpeg)

More on Logs	WSC Advanced Technical Support
■ Installation log	
<ul> <li>initially located at /tmp/log.txt The installation program copies the f the temporary directory to the install_dir/logs/log.txt location at the the installation.</li> </ul>	file from end of
<ul> <li>If installation fails and the install_dir/logs/log.txt has only this one estimates the logs.txt file in the temporary directory for clues to the infailure.</li> </ul>	entry Istallation
JVM logs	
<ul> <li>are written as plain text files. Therefore there are no special requir to view these logs.</li> </ul>	ements
<ul> <li>located in the installation_directory/logs/applicationServerName di and by default are named SystemOut.log and SystemErr.log</li> </ul>	irectory,
<ul> <li>Typically, the SystemOut log is used to monitor the health of the reapplication server. The SystemOut log can be used for problem determination.</li> </ul>	unning
<ul> <li>The SystemErr log contains exception stack trace information that when performing problem analysis.</li> </ul>	is useful
Turn on tracing if the installation logs do not contain enough information to determine the cause of the problem.	
<ul> <li>Route the stdout and stderr logs to the console window</li> <li>&gt; install -is:javaconsole</li> </ul>	

![](_page_10_Figure_0.jpeg)

The Log Analyzer/b	rowser		WSC Advanced Technical Support
-	Log Analyzer		· □
<u>File Edit View Record Windows H</u> elp			
UnitOfWorkView (1)     2004-08-04 12:15:30.154000000 (1	<ul> <li>Three window panes</li> <li>Status line</li> <li>Menu bar</li> <li>Pull down actions</li> <li>Code is X-11 dependen</li> <li>executable is waslogbr</li> <li>The Log Analyzer takes merges all the data, and work (UOW) groupings, the log entries to provid main window interface I</li> </ul>	t, located at /opt/WebSphere one or more service or activ d, by default, displays the end It analyzes event and error of e message explanations. The nas the following elements:	/bin /ity logs, tries in unit of conditions in e Log Analyzer
✓ Opening logs	Symptom	Symptom	

The Log Analyzer - cont.	WSC
Log Ar	alyzer 🛛 🔽
■       Log Ar         File       Edit       View       Record       Windows       Help         Image: A structure of the s	ibm.ws.management   Rec_0   Application Server   9499   522b8d0e   com.ibm.ws.management.AdminInitializer   IBM WebSphere Platform 5.1 [BASE 5.1.0 b0344.02] waslab02\waslab02\server1 8/4/2004 11:06:57.928000000  Symptom Data A The Los Applications of information of informa
Rec_11_com.ibm.ws.webcontainer.W Rec_12_com.ibm.ws.runtime.compoi Rec_13_com.ibm.ws.runtime.compoi Rec_14_com.ibm.ws.runtime.compoi Rec_16_com.ibm.ws.runtime.compoi Rec_16_com.ibm.ws.runtime.compoi Rec_17_com.ibm.ws.runtime.compoi Rec_18_com.ibm.ws.runtime.compoi Rec_19_com.ibm.ws.runtime.compoi Rec_20_com.ibm.ws.runtime.compoi Rec_20_com.ibm.ws.runtime.compoi Rec_20_com.ibm.ws.runtime.compoi Rec_21_com.ibm.ws.runtime.compoi	<ul> <li>The Log Analyzer provides a database of infinitiation of common events and errors to help recovery from some common errors. As a part of the analyze action, if information is found in the database for the selected log entry, the information is displayed in this page</li> <li>Opens a new log file. You can select either a service or activity log or a previously saved XML file.</li> <li>Raw log <ul> <li>Analyzer runs the showlog command prior to opening the log,</li> <li>names the log file with suffix.log.</li> <li>If the Log Analyzer finds that the .log file contains formatted data, it skips the showlog formatting step.</li> </ul> </li> </ul>
V Opening logs	<ul> <li>Analysis was not done.</li> </ul>

![](_page_11_Figure_1.jpeg)

## **Tracing fundamentals**

![](_page_12_Picture_1.jpeg)

### EventType

- A one character field that indicates the type of the trace event. Trace types are in lower case. Possible values include:
- > a trace entry of type method entry.
- < a trace entry of type method exit.</p>
- e a trace entry of type event.
- d a trace entry of type debug.
- m a trace entry of type dump.
- u a trace entry of type unconditional.
- Z a placeholder to indicate that the trace type was not recognized.
- Start the administrative console.
  - Click Troubleshooting > Logging and Tracing in the console navigation tree, then click server > Diagnostic Trace
  - If the server is running, select the Runtime tab.
  - For a running server, check the Save trace check box to write your changes back to the server configuration.
  - If Save trace is not selected, the changes you make will apply only for the life of the server process that is currently running.

![](_page_12_Figure_16.jpeg)

# The Collector and a Dump Tool

![](_page_13_Picture_1.jpeg)

### Collector summary

- WebSphere Application Server products include an enhancement to the collector tool beginning with Version 5.0.2, known as the collector summary option.
- The collector summary option helps you communicate with WebSphere Application Server technical staff at IBM Support. Run the collector tool with the -Summary option to produce a lightweight text file and console version of some of the information in the Java archive (JAR) file that the tool produces without the -Summary parameter. You can use the collector summary option to retrieve basic configuration and prerequisite software level information when starting a conversation with IBM Support.

### dumpNameSpace tool

- Another useful tool
- You can use the dumpNameSpace tool to dump the contents of a name space accessed through a name server. When you invoke the dumpNameSpace tool, the naming service must be active If you run the dumpNameSpace tool with security enabled, a login prompt is displayed

![](_page_13_Picture_8.jpeg)

![](_page_14_Figure_0.jpeg)

![](_page_14_Figure_1.jpeg)

A Closer In	spection			WSC Advanced Technical Support
WebSphere         Application Server Version 5           Home         Save         Preferences           User ID: burton         waslab02           Servers         Application Servers           Application Servers         Applications           Enfervrise Applications         Intervise Application           Resources         JDBC Providers           Generic JMS Provider         VebSphere JMS Provider           VebSphere MO JMS Provider         Mail Providers           Resource Environment Providers         URL Providers           URL Providers         Resource Adapters	Admini Logout	Environment      Update Web Server Plugin      Virtual Hosts      Manage Web Sphere Variables      Shared Libraries      Naming      Name Space Bindings      CORBA Naming Service Users      CORBA Naming Service Users      CORBA Naming Service Users      Console Users      Console Users      Console Users      Console Users      Console Users      Console Oroups      Troubleshooting      Lags and Trace      Configuration Problems      PMI Request Metrics	×.	
⊟ Security Global Security	WebSphere Status i	< Previous	Next >	May 27, 2004 7:00:26 AM EDT 👲
SSL Authentication Mechanisms	WebSphere Configuration Pro	blems		0111
LTPA	Total Configuration Problems :0	O : Utotal	A: Utotal	
<ul> <li>JAAS Configuration</li> </ul>	Preferences			
Application Logins J2C Authentication Data I Authentication Protocol		■ Consc ■ hot lin ■ Comp manag	blidated log access king to functions lete security/enviro gement	mechanism

![](_page_15_Figure_1.jpeg)

![](_page_16_Picture_0.jpeg)

![](_page_16_Figure_1.jpeg)

![](_page_17_Figure_0.jpeg)

![](_page_17_Figure_1.jpeg)

![](_page_18_Picture_0.jpeg)

Node and Hos	tname	WSC Advanced Technical Support
Take defaults		
WebSphera software	Installation Vizard       r         Enter a node name and hostname for this installation. The node name is used for administration, and must be unique within its group of nodes (cell). The hostname is the DNS name or IP address for this computer.         Node Name:         [waslab01         Host Name or IP Address:         [waslab01.washington.ibm.com	
<u> </u>		

Pre-Installation Summary	WSC Advanced Technical Support
View Selections	
Installation Wizard	
WebSphere software         WebSphere software         Control of the software	

![](_page_19_Picture_1.jpeg)

Installation Completed Successfully	WSC Advanced Technical Support
Successful Installation - Finished	
Installation Wizard       Image: Comparison of the installShield Wizard has successfully installed IBM WebSphere Application Server, V5.1. Choose Finish to exit the wizard.	
InstallShield	

![](_page_20_Picture_1.jpeg)

![](_page_21_Figure_0.jpeg)

![](_page_21_Figure_1.jpeg)