

Introduction to IBM Support Assistant

<http://ibm.com/software/support/isa>



Overview

- Goal of this presentation
- Highlights of IBM Support Assistant (ISA)
- Leveraging ISA
- Two solutions
- What brands / product use IBM Support Assistant
- Backup charts
 - Platform support
 - ISA Lite highlights
 - ISA Problem Determination Tools

Goal of this presentation

This is a brief introduction to the IBM Support Assistant and IBM Support Assistant Lite. It is meant to describe the tool and its functionality at a high level.

IBM Support Assistant is a complimentary problem determination software support workbench that helps you find answers and resolve issues with IBM software. It provides a variety of tools and features to expedite the resolution of software problems.

Highlights




IBM Support Assistant helps clients:


- Save time
- Shorten downtime
- Enable self-help
- Automate data collection
- Quicken resolution
- Lower cost of ownership

IBM Support Assistant

Leveraging the Problem Determination Workbench

Client Support Challenges and ISA Opportunities

Challenges	Finding Information Difficult to locate common issues, fix information, technical tips and other helpful information provided by IBM	Collecting Key Data To resolve software issues, analyzing key data is essential but it is often hard to locate and collect in a timely manner	Troubleshooting Problems Complexity of certain problems/configurations requires tooling
	Locate solutions faster Easily find the information through ISA's concurrent search. Targets include tech-docs, Redbooks, APARs, etc.	Shorten time to resolution Quickly collect diagnostic files or run traces that are predefined for products. View files easily and optionally send to IBM swiftly	Apply Tools for Problem Determination Problem determination tooling that allows analysis and problem resolution
ISA BENEFITS	 Discovery	 Data Gathering	 Problem Analysis


ISA provides the features and tools to allow clients to do more problem determination at their desktop

www.ibm.com/software/support/ISA

IBM Support Assistant Two Solutions

ISA Support Assistant - Lite

- *Quick data collection*
- Gathers the info that L2 requests
- Automated – choose product, symptom
- More reliable – eliminates mistakes
- Convenient – Collect and send to IBM
- Secure – protects sensitive data
- Viewable – clients can analyze

IBM Support Assistant Workbench

- Full complement of problem determination (PD) features and tools
- Enables clients for self-help PD
- Expedites service requests
- Data Collection (local and exportable)
- PD Tools
- Concurrent search
- Product specific information (APARs, education, Fixes, etc.)
- Media Player

What brands / products use IBM Support Assistant?

Over 400 SWG product add-ons!

Content

- [Lotus Product Add-Ons](#) (click to expand)
- [Information Management Product Add-Ons](#) (click to expand)
- [Rational Product Add-Ons](#) (click to expand)
- [Tivoli Product Add-Ons](#) (click to expand)
- [WebSphere Product Add-Ons](#) (click to expand)
- [Other Product Add-Ons](#) (click to expand)

See this technote for all products: [Techdoc on Products Add-ons for ISA Workbench](#)

Backup

Platform support

- Microsoft® Windows® XP Professional Service Pack 2
- Windows Vista
- Red Hat Enterprise Linux® 4.0 WS with GTK support - Update 4
- Red Hat Enterprise Linux 5.0 WS with GTK support
- SUSE Linux Enterprise Desktop (SLED 10)
- ISA Agents support AIX 5L 5.3, AIX 6.1, and Solaris 10

IBM Support Assistant Lite highlights (A key tool for clients)

Is a special offering of IBM Support Assistant that contains *only the data collection component* from the workbench

- Customized for a single product. See website:
<http://www.ibm.com/software/support/isa/download.html>
- Used to quickly **collect** diagnostic files so your problem can be resolved faster
- Available from two delivery mechanisms:
 - Downloadable from the IBM Support Assistant web site as a stand alone download
 - Generated from the IBM Support Assistant Workbench as a clone of the Workbench Collector
 - It is packaged as a ZIP file that contains all the necessary files to collect data for a particular product.
- You can transport it to another computer and run it there in two modes:
 - GUI mode
 - From the command line mode
- ISA Lite collectors support text/console mode
 - Ideal for running remotely on a system that can only be accessed through a telnet session or a low-speed network connection
 - User can FTP data collection back to workbench to be sent on to IBM
- IBM Support Assistant Lite unzips onto the problem machine and is ready to run.
 - Much smaller in size than the IBM Support Assistant workbench
 - Failing machine need not have a network connection.
 - Must have an IBM JVM 1.4.2 or greater

ISA Problem Determination Tools

<http://ibm.com/support/docview.wss?rs=3455&uid=swg27013116>



- Single repository for tools
- Ensures that tools are up-to-date
- Integration with data collection scripts
- Integration with IBM Guided Activity Assistant

<p>Remote assistance</p>	<ul style="list-style-type: none"> ▪ Assist on-site - offers live remote assistance from IBM technical support
<p>Java troubleshooting</p>	<ul style="list-style-type: none"> ▪ Dump analyzer - hang, crash, memory management ▪ Garbage Collection and Memory Visualizer - memory usage and performance ▪ Pattern Modeling and Analysis Tool (PMAT) - analyze Java Verbose Garbage Collection logs ▪ Memory Dump Diagnostic for Java - troubleshoot memory leaks ▪ IBM Thread and Monitor Dump Analyzer for Java - analyzes Java heap dump
<p>WebSphere troubleshooting</p>	<ul style="list-style-type: none"> ▪ IBM Trace and Request Analyzer for WAS - Reads WAS and HTTP plug-in traces
<p>Cross-product environment troubleshooting</p>	<ul style="list-style-type: none"> ▪ IBM Port Scanning Tool – OS level configuration verification ▪ Log Analyzer - Correlate and browse logs from different products ▪ Symptom Editor - Extends Log Analyzer, lets you create your own log correlations ▪ Visual Configuration Explorer - Visually explores cross-product configurations ▪ IBM Guided Activity Assistant - Guides you through solving problems

ISA Problem Determination Tools cont'd

- Learn about Assist On-site
<http://www.ibm.com/support/assistsite/>
- Learn about Dump Analyzer
<http://www.ibm.com/developerworks/java/library/j-ibmtools1/>
- Learn about Garbage Collection and Memory Visualizer
<http://www.ibm.com/developerworks/java/library/j-ibmtools2/index.html>
- Learn about Pattern Modeling and Analysis Tool
<http://www.alphaworks.ibm.com/tech/pmat>
- Learn about IBM Thread and Monitor Dump Analyzer for Java
<http://www.alphaworks.ibm.com/tech/jca>

ISA Problem Determination Tools cont'd

- Learn about Trace and Request Analyzer for WAS
<http://www.alphaworks.ibm.com/tech/tra>
- Learn about Log Analyzer
<http://www.ibm.com/developerworks/autonomic/library/ac-ltaanalyze/>
- Learn about Symptoms Best Practices
http://download.boulder.ibm.com/ibmdl/pub/software/dw/opensource/btm/SymptomBestPractices_v2.0.pdf
- Learn about Visual Configuration Explorer
http://www.ibm.com/developerworks/websphere/techjournal/0710_supauth/0710_supauth.html