



IBM Software Group

## **IBM® WebSphere® Everyplace® Deployment for Windows and Linux Version 6**

### ***Serviceability - Logging and IBM Support Assistant***



@business on demand.

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This presentation explains the serviceability capabilities provided by the IBM WebSphere Everyplace Deployment for Windows and Linux Version 6 client platform.

## Goals

- Understand the serviceability support provided by IBM WebSphere Everyplace Deployment for Windows and Linux Version 6

The goal of this presentation is to understand the serviceability support provided by IBM WebSphere Everyplace Deployment for Windows and Linux Version 6.

## Agenda

- Logging
- IBM Support Assistant

The agenda of this presentation is to explain the logging support and the IBM Support Assistant provided by the client platform.

## Section

# *Logging*

Let's start with an explanation of the logging support.

## Logging

- Multiple event logging interfaces supported by the platform
  - ▶ J2SE java.util.logging
    - Used by many of the third party plug-ins
  - ▶ OSGi Log Service
    - Used by many of the IBM provided plug-ins (e.g. Web Container)
  - ▶ Eclipse Platform Logging
    - Used by Eclipse plug-ins
- Log Events consolidated along with stdout and stderr to a single log file
- By default, WARNING and SEVERE log events are written to the log file
- By default, INFO, DEBUG, TRACE, etc. are ignored



## Log level mappings

- Mapping of OSGi Log Service to J2SE Log Level

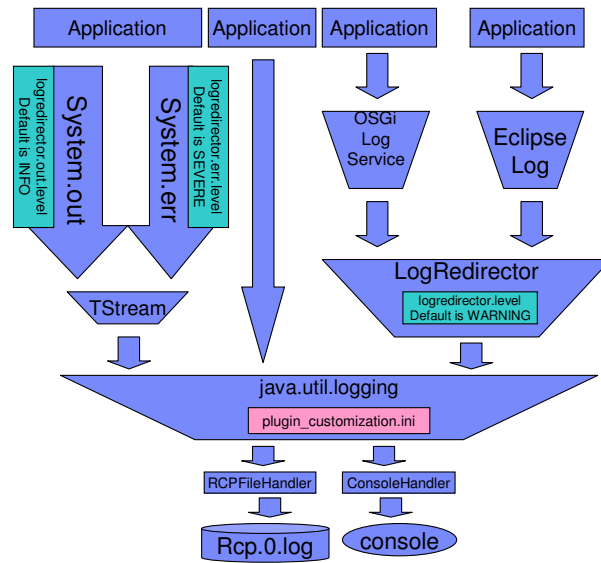
OSGi Log Level	J2SE Logging Level
ERROR	SEVERE
WARNING	WARNING
INFO	INFO
DEBUG	FINEST

- Mapping of Eclipse Log Service to J2SE Log Level

Eclipse Log Level	J2SE Logging Level
CANCEL	SEVERE
ERROR	SEVERE
WARNING	WARNING
INFO	INFO
OK	FINEST



# Logging API / Event Flow



## Configuring Logging Levels System properties

- logredirector.level
  - ▶ Default: WARNING
  - ▶ Specifies the filtering level of Log Events to be passed on
  - ▶ Valid values: FINEST, FINER, FINE, INFO, WARNING, SEVERE
- logredirector.out.level
  - ▶ Default: INFO
  - ▶ Specifies the level that lines logged to stdout will be
  - ▶ Typically does not need to be changed
- logredirector.err.level
  - ▶ Default: SEVERE
  - ▶ Specifies the level that lines logged to stderr will be
  - ▶ Typically does not need to be changed





## Configuring Logging Levels plugin\_customization.ini

- Defines the levels accepted by the J2SE Log Event Handlers
- Do not recommend changing the default contents, except for the line *.level=WARNING*
- Can add new lines to specify other levels to include/exclude based upon level

```
handlers=java.util.logging.ConsoleHandler com.ibm.rcp.core.logger.boot.RCPFileHandler
.level=WARNING
com.ibm.rcp.core.logger.boot.RCPFileHandler.level=FINEST
com.ibm.pvc.wct.internal.logredirector.level=FINEST
java.util.logging.ConsoleHandler.level=FINEST
```



## Tracing

- Components have multiple different trace methods
- Refer to the Application Developer's Guide links to the other documentation
- Generally do not participate in the single log file collection

## Section

# *IBM Support Assistant*

Next, let's cover IBM Support Assistant.

## IBM Support Assistant

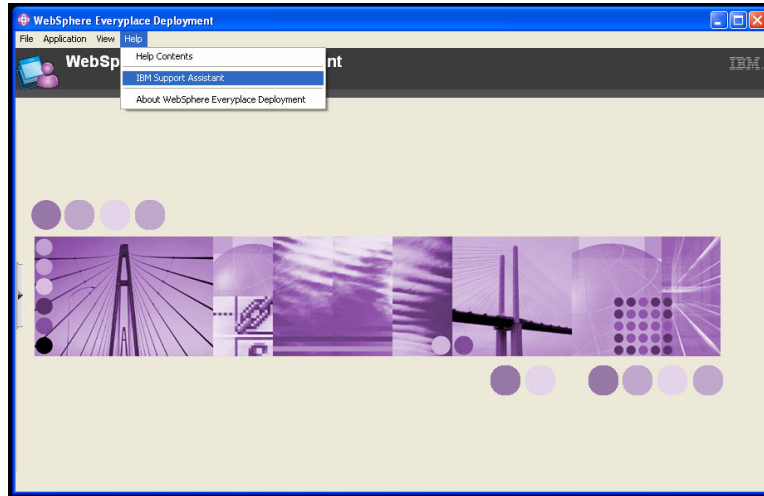
- Provided by the platform to assist in problem resolution
- Version 1 included with IBM WebSphere Everyplace Deployment for Windows and Linux Version 6
- Specific help links are provided for various contained components
- Specific collector included for use with IBM WebSphere Everyplace Deployment for Windows and Linux Version 6



## IBM Support Assistant Process

- Customer needs to have an open PMR, or create a new PMR and record PMR number
- Customer Collects Data
- Submit the collector data
- Where does the submitted data go:
  - ▶ Americas/AP
    - [testcase.boulder.ibm.com/ps/toibm/pvc](http://testcase.boulder.ibm.com/ps/toibm/pvc)
  - ▶ EMEA
    - [ftp.emea.ibm.com/toibm/other](http://ftp.emea.ibm.com/toibm/other)

# IBM Support Assistant



## ISA Service Page User Interface

The screenshot shows a window titled "IBM Support Assistant - Service". The window has a header bar with a question mark icon and the text "Support Assistant". Below the header is a navigation bar with tabs for "Search", "Support Links", "Service", and "User Guide". The main content area is titled "Introduction" and contains the following text:

The Service component guides you through the process of submitting a service request to IBM in the form of a Problem Management Record (PMR). Follow the steps below to submit a service request, using the corresponding links in the left navigation menu:

- 1. [Collect System Data...](#)**  
This task collects and archives several files from your file system, such as log files, software configuration, etc.
- 2. [Submit Service Request...](#)**  
This task links you to the IBM software support Web site, where you can create a new service request using the Electronic Service Request (ESR) tool.  
Note that you need a valid userid and password in order to submit service requests via the ESR tool. Refer to the problem submission tours section of the [IBM Support Site tours page](#) for more information about the ESR tool.  
Be sure to write down or copy the PMR number given to you from the ESR tool. You will need this number for the next step: Send System Data.
- 3. [Send System Data...](#)**  
This task enables you to send the system data that was gathered into the collector output file to IBM Support, where it can help the IBM support analysts to investigate your software question or challenge more quickly. Having this data available early in the problem resolution process can shorten the time to resolution and enable IBM to send a reply back to you faster.  
Note that the Send System Data task uses the File Transfer Protocol (FTP) to transmit the collector output file to IBM. If your organization prohibits use of FTP, you may be able to send the collector output file as an e-mail attachment to IBM support, using the email address indicated on the IBM software support Web site. Type in or paste the PMR number you received from the ESR tool into the Send System Data form to associate the collector output file with the IBM service request.

## IBM Support Assistant Collector

- Collector creates jar file in current workspace
- Collects the following information items
  - ▶ Local OS information
    - network, system, installed programs
  - ▶ Platform information
    - rcinstall.properties
    - Eclipse configuration information
    - Log file generations



## Collector Files (Example)

```
Drive_C:<workspace>/.config/or.eclipse.update/history/1126035952005.xml
Drive_C:<workspace>/.config/org.eclipse.update/platform.xml
Drive_C:<workspace>/.metadata/.log
Drive_C:<workspace>/.metadata/.plugins/com.ibm.esupport.client/workspace_projects
Drive_C:<workspace>/.metadata/Collector_Summary.txt
Drive_C:<workspace>/.metadata/collector.log
Drive_C:<workspace>/.metadata/ibm_esupport_0.log
Drive_C:<workspace>/logs/rcp.log.0                ← most recent consolidated log file
Drive_C:<workspace>/logs/rcp.log.0.lck
Drive_C:<workspace>/logs/rcp.log.1                ← previous log file
Drive_C:<workspace>/logs/rcp.log.2
Drive_C:<workspace>/logs/rcp.log.3
Drive_C:<workspace>/logs/rcp.log.4
Drive_C:<workspace>/logs/rcp.log.5
Drive_C:<workspace>/logs/rcp.log.6
Drive_C:<workspace>/systemsummary.txt            ← Platform Configuration Information
Drive_C/Program Files/IBM/WED/./rcp/plugin_customization.ini ← Logging Configuration File for WED
Drive_C/Program Files/IBM/WED/./rcp/rcpinstall.properties ← Configuration File for WED
Drive_C/Program Files/IBM/WED/rcp/eclipse/plugins/com.ibm.esupport.client.SSSKRX_6.0.0.20050902/wcteo60.inventory
Java/Properties
OS/installed
OS/network
OS/system
debug/regedit
```



## Collector Notes

- If the platform doesn't start, then IBM Support Assistant can't be used from that system.
- The java version reported in the system file contained in the collector jar is incorrect. Rely on only the version reported as the `java.vm.info` property in the `systemsummary.txt` file
- `javacore*.txt` files are only collected if in the `install/rcp` directory. `javacore` files written to working directory

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