

My Documents

My Computer

My Network Places

Recycle Bin

My Bluetooth Places

IBM Support Assistant v3

temp

Welcome to the IBM Support Assistant v3.0 (ISA) demo. This demo will give an overview of ISA's main functions.

IBM.

IBM Support Assistant

Version 3.0



Powered by Eclipse Technology

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Support Assistant



[Welcome](#) | [Search](#) | [Product Information](#) | [Tools](#) | [Service](#) | [Updater](#) | [Preferences](#) | [Feedback](#) | [Help](#) | [About](#)

Welcome to IBM Support Assistant

IBM Support Assistant is a local software component that helps you solve your product challenges. Use the Search, Product Information, Tools, and Service components to solve your product problems.

The Welcome page is ISA's default page. From the welcome page, the user can access the main ISA functions: Search, Product Information, Tools, and Service as well as update ISA's tools and product plugins.

Use the Search, Product Information, Tools, and Service components to solve your product problems.



Search

Query multiple sources of support information



Service

Submit a problem report to IBM expedited with automatic data collection



Product Information

Quickly find the right IBM site for your product questions



Updater

Add IBM products and tools to IBM Support Assistant



Tools

Investigate product problems using specialized analysis tools

Support Assistant

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Welcome to IBM

First, we'll look at the Search component.

IBM Support Assistant is a central hub that helps you resolve your product challenges. Use the Updater component to add products and tools that are important to you. Then use the Search, Product Information, Tools, and Service components to help you find answers and solve problems.



Search

Query multiple sources of support information



Service

Submit a problem report to IBM expedited with automatic data collection



Product Information

Quickly find the right IBM site for your product questions



Updater

Add IBM products and tools to IBM Support Assistant



Tools

Investigate product problems using specialized analysis tools



Support Assistant

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Search

To start a search, enter search text and use the search options to specify your search criteria.

You can specify one or more search locations. You can also limit the scope of your search by specifying other search options.

For more information about the Search component, please refer to [Help](#)

 Show options

Search Options

- [IBM Software Support Documents](#)
- [IBM developerWorks](#)
- [IBM Newsgroups and Forums](#)
- [Google Web Search](#)

Product Information Center

- [DB2 Universal Database for Linux, UNIX and Windows 8.2](#)
- [Rational Software Architect 6.0](#)
- [WebSphere Application Server 5.0](#)
- [WebSphere Application Server 5.1](#)
- [WebSphere Portal 5.0](#)
- [WebSphere Portal 5.1](#)



At the heart of ISA is its pluggable framework. The plugin framework allows product teams to contribute product-specific support content via **product plugins**.

The Search component's user interface shown is comprised of content from product plugins that have been already installed on this ISA instance (for demo purposes).

Support Assistant

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Search

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For more information about the Search component, please refer to [Help](#)

Show options

Search Options

- IBM Software Support Documents
 - any document type
 - specific document type
- IBM developerWorks
- IBM Newsgroups and Forums
- Google Web Search
- Product Information Center
 - DB2 Universal Database for Linux, UNIX and Windows 8.2

-
- Limit search by products:
- DB2 Universal Database for Linux, UNIX and Windows
 - Lotus Sametime
 - Rational ClearCase
 - Rational ClearQuest
 - Rational Software Architect
 - Tivoli Storage Manager
 - WebSphere Application Server
 - WebSphere Portal

Each of the product checkboxes appear only because a product plugin has contributed that functionality.

Support Assistant



Search

To start a search, enter search text and use the search options to specify your search criteria.

You can specify one or more search locations. You can also limit the scope of your search by specifying other search options.

For more information about the Search component, please refer to [Help](#)

Show options

Search Options

- IBM Software Support Documents
 - any document type
 - specific document type

- IBM developerWorks
- IBM Newsgroups and Forums

Limit search by products:

- DB2 Universal Database for Linux, UNIX and Windows
 - any version
 - specific versions
 - 7
 - 8
- Lotus Sametime
- Rational ClearCase
- Rational ClearQuest
- Rational Software Architect
- Tivoli Storage Manager

Product plugins can further specify what versions to filter.

Support Assistant

Search

The IBM developerWorks search target allows users to filter by specific product family. The results are identical to searching the actual IBM developerWorks site.

your search by specifying other search options.

For more information about the Search component, please refer to [Help](#)

- any document type
- specific document type
- IBM developerWorks
 - any product family
 - specific product family
 - WebSphere
 - DB2
 - Rational
 - Lotus
 - Tivoli
- IBM Newsgroups and Forums
- Google Web Search
- Product Information Center
 - DB2 Universal Database for Linux, UNIX and Windows 8.2
 - Rational Software Architect 6.0
 - WebSphere Application Server 5.0

Limit search by products:

- DB2 Universal Database for Linux, UNIX and Windows
 - any version
 - specific versions
 - 7
 - 8
- Lotus Sametime
- Rational ClearCase
 - any version
 - specific versions
- Rational ClearQuest
- Rational Software Architect
- Tivoli Storage Manager
- WebSphere Application Server
- WebSphere Portal

Support Assistant

Search

To start a search, enter search text and use the search options to specify your search criteria.

You can specify one or more search locations. You can also limit the scope of your search by specifying other search options.

For more information about the Search component, please refer to the...

The Search component also allows users to search Google, with the results shown in the user interface unaltered -- just like searching from google.com.

any document type
 specific document type

IBM developerWorks

- any product family
- specific product family
 - WebSphere
 - DB2
 - Rational
 - Lotus
 - Tivoli

IBM Newsgroups and Forums
 Google Web Search

Product Information Center

DB2 Universal Database for Linux, UNIX and Windows 8.2
 Rational Software Architect 6.0
 WebSphere Application Server 5.0

Limit search by products:

DB2 Universal Database for Linux, UNIX and Windows

- any version
- specific versions
 - 7
 - 8

Lotus Sametime
 Rational ClearCase

- any version
- specific versions

Rational ClearQuest
 Rational Software Architect
 Tivoli Storage Manager
 WebSphere Application Server
 WebSphere Portal

Support Assistant

Search

To start a search, enter search text and use the search options to specify your search criteria.

You can specify one or more search locations. You can also limit the scope of your search by specifying other search options.

For more information about the Search component, please refer to [Help](#)

java

Show options

Search Options

Select All

Des

IBM Software Support Documents

any document type

specific document type

IBM developerWorks

any product family

specific product family

WebSphere

DB2

Rational

Lotus

Submitting the query issues a search call to all the selected search targets simultaneously, with the results returning asynchronously. The Search component gives the user the power to search many sources by issuing a single query from a single interface.

DB2 Universal Database for Linux, UNIX and Windows

any version

specific versions

7

8

Lotus Sametime

Rational ClearCase

any version

specific versions

Rational ClearQuest



Support Assistant



[Welcome](#) | [Search](#) | [Product Information](#) | [Tools](#) | [Service](#) | [Updater](#) | [Preferences](#) | [Feedback](#) | [Help](#) | [About](#)

Search Results

 [Stop Searching](#)

IBM Software Support Documents (results in p
IBM developerWorks (**results in p**
Google Web Search (**results in pr**

 Show options



Support Assistant



[Welcome](#) | [Search](#) | [Product Information](#) | [Tools](#) | [Service](#) | [Updater](#) | [Preferences](#) | [Feedback](#) | [Help](#) | [About](#)

Search Results

Stop Searching

IBM Software Support Documents
IBM developerWorks (**results in p**)
[Google Web Search \(1,070,000,0](#)

Search

Show options

Results are returned asynchronously. Here, the Google results returned first and the user can start browsing results while the other search targets are completing the query request.





Support Assistant



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Search Results

Stop Searching

- IBM Software Support Documents
 - DB2 Universal Database for Linux
 - Rational ClearCase (**113 results**)
 - IBM developerWorks (**results in progress**)
 - Google Web Search (**1,070,000,000 results**)

Search

Show options

2 out of 3 search targets are complete.





Support Assistant



Search Results

- [-] IBM Software Support Documents
 - DB2 Universal Database for Linux (113 results)
 - Rational ClearCase (113 results)
- [-] IBM developerWorks
 - DB2 (61,922 results)
 - Lotus (1,581 results)
 - Rational (2,008 results)
 - WebSphere (1,597 results)
 - Google Web Search (1,070,000,000 results)

java

Search

Show options

The IBM developerWorks' results are categorized by product family. Notice the "Tivoli" product family is not included since we unselected it when performing the query.



Search Results

- [-] IBM Software Support Documents
 - [DB2 Universal Database for Linux](#)
 - [Rational ClearCase \(113 results\)](#)
- [-] IBM developerWorks
 - [DB2 \(61,922 results\)](#)**
 - [Lotus \(1,581 results\)](#)
 - [Rational \(2,008 results\)](#)
 - [WebSphere \(1,597 results\)](#)
 - [Google Web Search \(1,070,000,000 results\)](#)

The results include the title and a short abstract.

java

Search

 Show options

IBM developerWorks > DB2

[Next](#) ▶**IBM developerworks 中国: Java**

IBM developerWorks 中国: Java 技术专区中包含了大量的关于 **Java** 技术、J2EE 应用开发、与 **Java** 相关的开源工具方面的技术文章、教程、技巧和软件下载等资源。如果您是 **Java** 的爱好者, 或在工作中使用 **Java** 技术, IBM developerWorks 中国: Java 技术专区是您最好的选择。

What are Enterprise JavaBeans components?: Part 3: Deploying and using Enterprise JavaBeans components

Part 3 of this article describes the deployment process for Enterprise **JavaBeans** components, which is more than installation because code generation is typically involved. Deployment also uses a special deployment descriptor file, which supports parameters that govern enterprise bean behavior, such as whether a bean requires transactions. This feature of bean deployment supports the EJB goal of declarative, as well as programmatic, specification of bean behavior. Part 3 also contrasts the two primary types of persistence, bean-managed and container-managed, and discusses the relationship of EJB components to CORBA. A simple three-tier EJB application is also presented.

What are Enterprise JavaBeans components?: Part 1: The history and goals of EJB architecture

This report provides an overview of Enterprise **JavaBeans** (EJB) technology, enabling readers to gain a quick understanding of essential concepts. Part 1

Support Assistant



Search Results

- [-] IBM Software Support Documents
 - DB2 Universal Database for Linux (113 results)
 - Rational ClearCase (113 results)
- [-] IBM developerWorks
 - DB2 (61,922 results)**
 - Lotus (1,581 results)
 - Rational (2,008 results)
 - WebSphere (1,597 results)
 - Google Web Search (1,070,000,000 results)

java

Show options

IBM developerWorks > DB2

Next ▶

IBM developerworks 中国: Java

IBM developerWorks 中国: Java 技术专区中包含了大量的关于 Java 技术、J2EE 应用开发、与 Java 相关的开源工具方面的技术文章、教程、技巧和软件下载等资源。如果您是 Java 的爱好者, 或在工作中使用 Java 技术, IBM developerWorks 中国: Java 技术专区是您最好的选择。

What are Enterprise JavaBeans components?: Part 3: Deploying and using Enterprise JavaBeans components

Part 3 of this article describes the deployment process for Enterprise JavaBeans components, which is more than installation because code generation is typically used. The process uses a special deployment descriptor file, which governs enterprise bean behavior, such as whether a bean is stateless. This feature of bean deployment supports the EJB 3.0 specification, which allows for programmatic, specification of bean behavior. Part 1 discusses the primary types of persistence, bean-managed and container-managed. Part 2 discusses the relationship of EJB components to CORBA. A simple three-tier EJB application is also presented.

What are Enterprise JavaBeans components?: Part 1: The history and goals of EJB architecture

This report provides an overview of Enterprise JavaBeans (EJB) technology, enabling readers to gain a quick understanding of essential concepts. Part 1

Clicking on a result title will open a new ISA browser window with the result page.



All of dW

- developerWorks
- In this article:
 - Deployment
 - Container services
 - CORBA
 - Using EJB components
 - Conclusion
 - Resources
 - About the author
 - Rate this page

developerWorks > Java technology >

What are Enterprise JavaBeans components?: Part 3: Deploying and using Enterprise JavaBeans components

Level: Introductory

[Ken Nordby](#) (nordby@us.ibm.com), Software Engineer, IBM

28 Jul 2000

- Related links**
- [Java technology](#)

Part 3 of this article describes the deployment process for Enterprise JavaBeans components, which is more than installation because code generation is typically involved.

Next ▶

Java技术、J2EE 应用
 载等资源。如果您是
 中国: Java 技术专

Deploying and

Enterprise **JavaBeans**
 eration is typically
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 upports the EJB
 ean behavior. Part
 anaged and

container-managed, and discusses the relationship of EJB components to CORBA. A simple three-tier EJB application is also presented.

What are Enterprise JavaBeans components?: Part 1: The history and goals of EJB architecture

This report provides an overview of Enterprise **JavaBeans** (EJB) technology, enabling readers to gain a quick understanding of essential concepts. Part 1

Support Assistant

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- [-] IBM Software Support Documents
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 - Rational ClearCase (113 results)
- [-] IBM developerWorks
 - DB2 (61,922 results)
 - Lotus (1,581 results)
 - Rational (2,008 results)
 - WebSphere (1,597 results)

Google Web Search (1,070,000)

Google results are not formatted and have the familiar Google color patterns.

java Search

Show options

Google Web Search

Web Images Groups News Froogle Local more

Google™ java Search

Web Results 1 - 32 of about 1,070,000,000 for java [definition].

Java Technology

Sun's home for **Java**. Offers Windows, Solaris, and Linux **Java** Development Kits (JDKs), extensions, news, tutorials, and product information.

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- [Java 2 Platform, Standard ... - Forums](#)
- [More results from java.sun.com >](#)

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Search Results

- [-] IBM Software Support Documents
 - [DB2 Universal Database for Linux](#)
 - [Rational ClearCase \(113 results\)](#)**
- [-] IBM developerWorks
 - [DB2 \(61,922 results\)](#)
 - [Lotus \(1,581 results\)](#)
 - [Rational \(2,008 results\)](#)
 - [WebSphere \(1,597 results\)](#)
 - [Google Web Search \(1,070,000,000 results\)](#)

jav Search

Only DB2 and Rational ClearCase product categories appear because those two are the only products that were selected when performing the query.

IBM Software Support Documents > Rational ClearCase

Next ▶

Java requirements for ClearCase Web version 2002.05.00

Clients accessing a 2002.05.00 IBM® Rational® ClearCase® CCWeb server from Windows® require either the Microsoft® Virtual Machine (JVM) or the Sun® **Java** Runtime Environment (JRE) 1.3.1 or 1.3.1_01.

Java load error using ClearCase Web from Internet Explorer 5.5 or 6.0 from an Apache 1.3.x web server

This technote explains why using Microsoft® Internet Explorer 5.5 or 6.0 to access IBM® Rational® ClearCase® Web views served by an Apache 1.3.22 web server, yields a **Java** load error.

"Error 76:Path not found" when running the VisualAge for Java Integration Configuration Wizard

After selecting "Finish" in the VisualAge for **Java** Integration Configuration Wizard, the following error appears: [`<code>];76:Path not found This Application will now Exit!</code>;]`

About Java Runtime (JRE) and ClearCase

This technote explains what steps to take when no suitable **Java** Runtime Environment (JRE) has been detected on your computer while attempting to start the IBM® Rational® ClearCase® Web (CCWeb) or the ClearCase Remote Client (CCRC).

[Java nature of WebSphere Application Developer 4 Java Project may](#)

Support Assistant

Search Results

- IBM Software Support Documents
 - DB2 Universal Database for Linux (113 results)
 - Rational ClearCase (113 results)
- IBM developerWorks
 - DB2 (61,922 results)
 - Lotus (1,581 results)
 - Rational (2,008 results)
 - WebSphere (1,597 results)
 - Google Web Search (1,070,000,000 results)

java

Show options

By default, ISA caches 32 results and displays 10 per page. This allows users to navigate the results without leaving the ISA interface.

IBM Software Support Documents > Rational ClearCase

[Previous](#) |
 [Next](#)

How to setup the ClearCase / Sun Forte for Java integration?

How to setup the ClearCase / Sun Forte for **Java** integration?

How to set up the integration with Sun's Forte for Java with ClearCase

This technote explains how to set up the integration with Sun® Forte for **Java** and IBM® Rational® ClearCase®.

How to integrate ClearCase with Sun Forte for Java 3.0 CE

How to integrate ClearCase with Sun Forte for **Java** 3.0 CE

There was a problem downloading or installing the Java applet required by this page

This technote explains why **Java**™ errors occur when using IBM® Rational® ClearCase® through the ClearCase Web Interface (CCWeb).

Request for supported ClearCase integration with IntelliJ IDEA Java IDE

As IBM® Rational® ClearCase® does not have a supported integration with IntelliJ™ IDEA, this technote provides a change request number for customers to reference.

Java cache errors accessing ClearCase Web server

This technote discusses some troubleshooting tips regarding cache errors when accessing the IBM® Rational® ClearCase® Web (CCWeb) server from Microsoft® Internet Explorer®.

Support Assistant

Search Results

- IBM Software Support Documents
 - DB2 Universal Database for Linux, UNIX and Windows (113 results)
 - Rational ClearCase (113 results)
- IBM developerWorks
 - DB2 (61,922 results)
 - Lotus (1,581 results)
 - Rational (2,008 results)
 - WebSphere (1,597 results)
 - Google Web Search (1,070,000,000 results)

java

Show options

Selections are remembered, allowing the user to easily refine the query.

Search Options

IBM Software Support Documents

- any document type
- specific document type

Limit search by products:

- IBM developerWorks
 - any product family
 - specific product family
 - WebSphere
 - DB2
 - Rational
 - Lotus

- DB2 Universal Database for Linux, UNIX and Windows
 - any version
 - specific versions
 - 7
 - 8
- Lotus Sametime
- Rational ClearCase
 - any version
 - specific versions
- Rational ClearQuest

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 - Rational ClearCase (113 results)
- IBM developerWorks
 - DB2 (61,922 results)
 - Lotus (1,581 results)
 - Rational (2,008 results)
 - WebSphere (1,597 results)
 - Google Web Search (1,070,000,000 results)

java

Show options

Search Options

- IBM Software Support Documents
- IBM developerWorks
- IBM Newsgroups and Forums
- Google Web Search

Product Information Center

- DB2 Universal Database for Linux, Unix and Windows 8.2
- Rational Software Architect 6.0
- WebSphere Application Server 5.0
- WebSphere Application Server 5.1
- WebSphere Portal 5.0
- WebSphere Portal 5.1

The "Product Information Center" search targets are product-specific information centers. These search targets are contributed via the product plugins.

IBM Software products typically have or share product information centers, which contain a wealth of instructions, how-tos, tutorials, and general support and help.

Through ISA, the user can search the product information centers from one easy interface instead of visiting multiple websites.

Support Assistant

Search Results

- IBM Software Support Documents
 - [DB2 Universal Database for Linux](#)
 - [Rational ClearCase \(113 results\)](#)
- IBM developerWorks
 - [DB2 \(61,922 results\)](#)
 - [Lotus \(1,581 results\)](#)
 - [Rational \(2,008 results\)](#)
 - [WebSphere \(1,597 results\)](#)
 - [Google Web Search \(1,070,000,000 results\)](#)

java

Search

Show options

Search Options

Select All Deselect All

- IBM Software Support Documents
- IBM developerWorks
- IBM Newsgroups and Forums
- Google Web Search
- Product Information Center
 - DB2 Universal Database for Linux, UNIX and Windows 8.2
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 - WebSphere Application Server 5.0
 - WebSphere Application Server 5.1
 - WebSphere Portal 5.0
 - WebSphere Portal 5.1



Support Assistant



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Search Results

Stop Searching

[-] Product Information Center

DB2 Universal Database for Linux

[-] Rational Software Architect 6.0

uncategorized (**11 results**)

Rational Application Developer

Rational Functional Tester (1)

Rational Software Architect (0)

Rational Software Modeler (3)

Rational Web Developer (1)

java

Search

Show options

As with the other search targets, product information center search targets also return results asynchronously.



Support Assistant

Search Results

- [-] Product Information Center
 - [-] DB2 Universal Database for Linux, Windows and OS/390
 - Administering (23 results)
 - Configuring (18 results)
 - DB2 Business Intelligence (1 results)
 - Developing (183 results)**
 - Index (1 results)
 - Installing (33 results)
 - Migrating (1 results)
 - Product overviews (22 results)
 - Reference (76 results)
 - Samples (71 results)
 - Security (1 results)
 - Support and troubleshooting (1 results)
 - Tuning (2 results)
 - [-] Rational Software Architect
 - uncategorized (11 results)
 - Rational Application Developer (1 results)
 - Rational Functional Tester (1 results)
 - Rational Software Architect (1 results)

java

Search

Show options

Product information center results are categorized by the information center.

DB2 Universal Database for Linux, Windows and OS/390 > **Developing**

Next ▶

- Creating a Java stored procedure
- Java stored procedures
- Java classes for DB2GENERAL routines
- Building JDBC applications
- Compiling wrappers (Java)
- DB2GENERAL Java class: COM.IBM.db2.app.Lob
- Java, JDBC, and SQL data types
- Comments in an SQLJ application
- Java sample programs
- Variables in JDBC applications

Next ▶

Support Assistant

Search Results

- Product Information Center
 - DB2 Universal Database for Linux, Windows, and Mac OS
 - Administering (23 results)
 - Configuring (18 results)
 - DB2 Business Intelligence (1 results)
 - Developing (203 results)**
 - Index (1 results)
 - Installing (33 results)
 - Migrating (1 results)
 - Product overviews (22 results)
 - Reference (76 results)
 - Samples (71 results)
 - Security (1 results)
 - Support and troubleshooting (1 results)
 - Tuning (2 results)
 - Rational Software Architect for Linux, Windows, and Mac OS
 - uncategorized (11 results)
 - Rational Application Developer (1 results)
 - Rational Functional Tester (1 results)
 - Rational Software Architect (1 results)

java

Show options

Clicking on a result title opens a new ISA browser window, loading the information center page.

Product Information Center | **Developing** | Next >

- [Creating a Java stored procedure](#)
- Java stored procedures
- Java classes for DB2GENERAL routines
- Building JDBC applications
- Compiling wrappers (Java)
- DB2GENERAL Java class: COM.IBM.db2.app.Lob
- Java, JDBC, and SQL data types
- Comments in an SQLJ application
- Java sample programs
- Variables in JDBC applications

Next >

Next >



Search

Feedback | Help | About

Home | Products | Services & solutions | Support & downloads | My account

Search: GO [Search scope:](#) All topics

Contents

- Overview of rou
- Developing rout
 - DB2 Develop
 - Creating rou
 - Managir
 - Managir
 - Changir
 - Arrangi
 - Viewing
 - Creatin
 - Cor
 - Cre
 - Cre

Developing

Creating a Java stored procedure

To create a Java stored procedure with the wizard:

1. In the Project View, right-click a Stored Procedures folder.
2. Select New > Stored procedure using wizard. The New Object wizard opens.
3. Follow the steps to complete the [Create Stored Procedure wizard](#). The stored procedure is created and added to your project.

Parent topic: [Creating stored procedures](#)

ux, > Developing

Next ▶

[Java sample programs](#)

[Variables in JDBC applications](#)

Next ▶

- Rational Software Architect €
- uncategorized (11 result
- Rational Application Deve
- Rational Functional Tester
- Rational Software Archite



Search

[Home](#) | [Products](#) | [Services & solutions](#) | [Support & downloads](#) | [My account](#)Search: [Search scope:](#) All topics**Contents**

- + Overview of routines
- + Developing routines using DB2
 - + DB2 Development Center
 - + Creating routines with the DB2 Development Center
 - + Managing projects
 - + Managing database connections
 - + Changing environment variables
 - + Arranging the development environment
 - + Viewing information in the DB2 Development Center
 - + Creating stored procedures
 - + Configuring the environment
 - + Creating an SQL stored procedure
 - + Creating a Java stored procedure
 - + Creating UDFs
 - + Working with structured query language
 - + Changing properties
 - + Changing properties
 - + Editing source code
- + Building and running routines
- + Debugging routines with the DB2 Development Center
- + Deploying routines with the DB2 Development Center
- + Managing routines with the DB2 Development Center
- + DB2 Development Center
- + Developing routines

Developing

Creating a Java stored procedure

To create a Java stored procedure, follow these steps:

1. In the Project View, click **New**.
2. Select **New > Stored Procedure**.
3. Follow the steps in the **Stored Procedure** wizard.

Parent topic: [Creating a stored procedure](#)

Related concepts

[Java stored procedures](#)

Related tasks

[Configuring the JDK for developing Java stored procedures \(Linux, AIX, or Solaris operating systems\)](#)

[Configuring the C environment for SQL stored procedures](#)

[Creating an SQL stored procedure](#)

Related reference

[Java stored procedure with dynamic SQL using JDBC database access](#)

[Java stored procedure with static SQL using SQLJ database access](#)

This is the DB2 Universal Database information center. Searching this information center via ISA is identical to visiting this site and issuing the query. The benefit of ISA is that it allows the user to issue the same query to other product information centers as well as other search targets at once.

Support Assistant

Search Results

- [-] Product Information Center
 - [-] DB2 Universal Database for Linux, UNIX and Windows 8.2
 - Administering (23 results)
 - Configuring (18 results)
 - DB2 Business Intelligence
 - Developing (203 results)
 - Index (1 results)
 - Installing (33 results)
 - Migrating (1 results)
 - Product overviews (22 results)
 - Reference (76 results)
 - Samples (71 results)
 - Security (1 results)
 - Support and troubleshooting
 - Tuning (2 results)
 - [-] Rational Software Architecture
 - uncategorized (11 results)
 - Rational Application Developer
 - Rational Functional Tester
 - Rational Software Architecture

Next, we'll take a look at the Product Information component.

Search

Product Information Center > **DB2 Universal Database for Linux, UNIX and Windows 8.2** > **Developing**

Next ▶

- Creating a Java stored procedure
- Java stored procedures
- Java classes for DB2GENERAL routines
- Building JDBC applications
- Compiling wrappers (Java)
- DB2GENERAL Java class: COM.IBM.db2.app.Lob
- Java, JDBC, and SQL data types
- Comments in an SQLJ application
- Java sample programs
- Variables in JDBC applications

Next ▶



Support Assistant



[Welcome](#) | [Search](#) | [Product Information](#) | [Tools](#) | [Service](#) | [Updater](#) | [Preferences](#) | [Feedback](#) | [Help](#) | [About](#)

Products

[DB2 Universal Database for Linux, UNIX and Windows 8.2](#)

- Lotus Sametime 1.0
- Rational ClearCase 2003.06
- Rational ClearQuest 2003.06
- Rational Software Architect 6.0
- Tivoli Storage Manager 5.3
- WebSphere Application Server 5.0
- WebSphere Application Server 5.1
- WebSphere Portal 5.0
- WebSphere Portal 5.1

Product Information

Please select product in the panel labeled by "Products".

NOTE: Only products that have product information will be selectable.



All content in the Product Information component is contributed by product plugins.

The Product Information component allows product teams to consolidate relevant links for a product.



Support Assistant



Products

DB2 Universal Database for Linux, UNIX and Windows 8.2

- [Lotus Sametime 1.0](#)
- [Rational ClearCase 2003.06](#)
- [Rational ClearQuest 2003.06](#)
- [Rational Software Architect 6.0](#)
- [Tivoli Storage Manager 5.3](#)
- [WebSphere Application Server 5.0](#)
- [WebSphere Application Server 5.1](#)
- [WebSphere Portal 5.0](#)
- [WebSphere Portal 5.1](#)

Product Information

DB2 Universal Database for Linux, UNIX and Windows 8.2

- [Home page](#)
- [Support page](#)

Skills Enhancement

- [Information Management Training](#)

For example, the DB2 product plugin has contributed three links: the DB2 product's home page, its main support page, and a relevant skills enhancement link.



Support Assistant



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Products

DB2 Universal Database for Linux, UNIX and Windows 8.2

- [Lotus Sametime 1.0](#)
- [Rational ClearCase 2003.06](#)
- [Rational ClearQuest 2003.06](#)
- [Rational Software Architect 6.0](#)
- [Tivoli Storage Manager 5.3](#)
- [WebSphere Application Server 5.0](#)
- [WebSphere Application Server 5.1](#)
- [WebSphere Portal 5.0](#)
- [WebSphere Portal 5.1](#)

Product Information

DB2 Universal Database for Linux, UNIX and Windows 8.2

[Homepage](#)

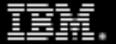
[Support Product Information Content](#)

Skills Enhancement

[Information Management Training](#)

Clicking on any of the links will open a new ISA browser window, loading the specified URL.

Support Assistant



This is the DB2 Universal Database main product home page.



Country/region

Home | Products | Services & solutions | Support & downloads | My account

Software > DB2 Information Management > DB2 Product Family >

DB2 Universal Database for Linux, UNIX and Windows

DB2 Universal Database for Linux, UNIX and Windows

Features and benefits

System requirements

Library

Success stories

News

Trials and betas

How to buy

Events

Training and certification

Services

Overview

- **Open/flexible:** DB2 supports a wide variety of popular platforms and key standards as well as a wide variety of packaging options to match the needs unique to your business.
- **Performance and Scale:** [A proven leader](#) in the ability to handle millions of transactions or many terabytes of data, DB2 scales to handle any workload on your choice of architectures.

Editions

- DB2 Data Warehouse Edition
- DB2 Universal Database Enterprise Server Edition
- DB2 Universal Database Workgroup Server Unlimited Edition
- DB2 Universal Database Workgroup Server Edition

Done

Support Assistant

Welcome | Search | Product Information | ... | Later | Preferences | Feedback | Help | About

Products

- DB2 Univ
- Linux, UN
- Lotus Sar
- Rational e
- Rational e
- Rational s
- Tivoli Sto
- WebSph
- 5.0
- WebSph
- 5.1
- WebSph
- WebSph

IBM Support Assistant - DB2



Home | Products | Service

IBM Information Management

Library

Trials and betas

News

How to buy

Training and certification

Services

Support

Related links

- IBM Professional Certification

This is the general DB2 Information Management training page. The product team (which created the product plugin) specified this page as a relevant skills link.

Information Management Training

- Learning Framework | Training quick finder | News, offers, events
- Skills Assessment
 - Role-Based Skills Roadmaps
 - Training Portfolios
 - Resources and Communities
 - Professional Certification



Whether you are building a skills plan, or simply looking for educational resources, IBM can help you define a software skills program that is right for you. Select from a wide variety of training options from our comprehensive training portfolio, take advantage of our extensive list of skills resources, communities and verify your skill level through role-based certification.



Support Assistant

[Welcome](#) | [Search](#) | [Product Information](#) | [Tools](#) | [Service](#) | [Updater](#) | [Preferences](#) | [Feedback](#) | [Help](#) | [About](#)

Products

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[Lotus Sametime 1.0](#)
[Rational ClearCase 2003.06](#)
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[WebSphere Application Server](#)
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[WebSphere Portal 5.1](#)

Product Information

WebSphere Application Server 5.1

[Home page](#)
[Support page](#)

IBM Newsgroups and Forums

[Forums and Community links for WebSphere Ap](#)

Skills Enhancement

[Roadmaps for WebSphere Application Server V5](#)
[WebSphere Application Server information road](#)
[Resource Reference for WebSphere Software Pr](#)
[WebSphere Support Technical Exchange](#)

Troubleshooting

[Recommended fixes for V5.1](#)
[Fixes for V5.1.1](#)
[MustGather read first for all WebSphere Applicat](#)
[Troubleshooting Guide for WebSphere Applicatio](#)
[Fixes by Version - Top Level link](#)



Besides the home page and support page, the ISA interface categorizes links into three categories: newsgroups, skills enhancements, and troubleshooting links. Each of the three categories can have multiple entries.

As more links are made available, the usefulness of the Product Information page becomes more evident.

With ISA, the user no longer needs to waste time gathering and searching product information links -- they are all made available from this one interface.



- WebSphere Application Server
- Features and benefits
- System requirements
- Library
- Success stories
- News
- Trials and betas
- How to buy
- Events
- Training and certification
- Services

Troubleshooting Guide for WebSphere Application Server

Product documentation

Abstract

The Troubleshooting Guide helps you get started on the troubleshooting process. It takes you through the process of identifying which component causing the problem, finding the appropriate troubleshooting information then collecting any necessary MustGather information, and finally submitting a problem to IBM® Support.

Content

Select one of the following questions to help get you started:

Navigation bar with left and right arrows and a scrollbar.

(54 items remaining) Opening page http://www-1.ibm.com/support/docView.wss?rs=1



Support Assistant



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[Rational ClearQuest 2003.06](#)
[Rational Software Architect 6.0](#)
[Tivoli Storage Manager 5.3](#)
[WebSphere Application Server 5.0](#)
[WebSphere Application Server 5.1](#)
[WebSphere Portal 5.0](#)
[WebSphere Portal 5.1](#)

Product Information

WebSphere Application Server 5.1

[Home page](#)
[Support page](#)

IBM Newsgroups and Forums

[Forums and Community links for WebSphere Application Server](#)

Skills Enhancement

[Roadmaps for WebSphere Application Server V5.1](#)
[WebSphere Application Server information roadmaps](#)
[Resource Reference for WebSphere Software Products](#)
[WebSphere Support Technical Exchange](#)

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[Troubleshooting Guide for WebSphere Application Server](#)
[Fixes by Version](#) [Top Level link](#)

Support Assistant



Products

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- [Rational ClearQuest 2003.06](#)
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- [WebSphere Application Server 5.1](#)
- [WebSphere Portal 5.0](#)
- [WebSphere Portal 5.1](#)

Product Information

WebSphere Application Server 5.1

- [Home page](#)
- [Support page](#)

IBM Newsgroups and Forums

[Forums and Community links for WebSphere Application Server](#)

Skills Enhancement

- [Roadmaps for WebSphere Application Server V5.1](#)
- [WebSphere Application Server information roadmaps](#)
- [Resource Reference for WebSphere Software Products](#)
- [WebSphere Support Technical Exchange](#)

Troubleshooting

- [Recommended fixes for V5.1](#)
- [Fixes for V5.1.1](#)
- [MustGather read first for all WebSphere Application Server products](#)
- [Troubleshooting Guide for WebSphere Application Server](#)
- [Fixes by Version - Top Level link](#)

Support Assistant

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IBM Support Assistant - developerWorks : WebSphere : Community

Country/region [select] | Terms of use

All of dW Search

Home | Products | Services & solutions | Support & downloads | My account

developerWorks > WebSphere >

Forums and Community

Get involved in the WebSphere® community by participating in discussion forums and newsgroups.

Community features

- [WebSphere Technical Podcast series](#): Listen to interviews with IBM technical experts as they discuss how service-oriented architecture can extend and enhance existing software applications and technology infrastructure.
- [Meet the experts](#): Submit questions to an IBM WebSphere expert. Each month, an expert on a different WebSphere topic will provide answers to your top questions.
- [WebSphere author spotlight](#): Meet some of the authors who write

Done

Products

- DB2 Univ
- Linux, UN
- Lotus Sar
- Rational
- Rational
- Rational
- Tivoli Sto
- WebSph
- 5.0
- WebSph
- 5.1
- WebSph
- WebSph

developerWorks

AIX and UNIX

eServer

Information Mgmt

Lotus

Rational

Tivoli

WebSphere

- New to WebSphere
- Products
- How to buy
- Downloads
- Technical library

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- [Rational ClearQuest 2003.06](#)
- [Rational Software Architect 6.0](#)
- [Tivoli Storage Manager 5.3](#)
- [WebSphere Application Server 5.0](#)
- [WebSphere Application Server 5.1](#)
- [WebSphere Portal 5.0](#)
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Products

WebSphere

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IBM Newsgroups and Forums

- [Forums and Community links for WebSphere Application Server](#)

Skills Enhancement

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- [Recommended fixes for V5.1](#)
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- [MustGather read first for all WebSphere Application Server products](#)
- [Troubleshooting Guide for WebSphere Application Server](#)
- [Fixes by Version - Top Level link](#)

Next, we'll explore the Tools component.



Support Assistant



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- Tivoli Storage Manager 5.3
- WebSphere Application Server 5.0
- WebSphere Application Server 5.1
- [WebSphere Portal 5.0](#)
- [WebSphere Portal 5.1](#)

Tools

Please select a product in the panel labeled by "Products".

NOTE: Only products that have applicable tools will be selectable.



The Tools framework allows tool developers to create support tools and "plug in" to ISA, using ISA as a delivery platform. Therefore, the Tools component is contingent on not only product plugins, but also pluggable tools.

- Products**
- DB2 Universal Database for Linux, UNIX and Windows 8.2
 - Lotus Sametime 1.0
 - Rational ClearCase 2003.06
 - Rational ClearQuest 2003.06
 - Rational Software Architect 6.0
 - Tivoli Storage Manager 5.3
 - WebSphere Application Server 5.0
 - WebSphere Application Server 5.1
 - [WebSphere Portal 5.0](#)
 - [WebSphere Portal 5.1](#)

Tools

Please select a product in the panel labeled by "Products".

NOTE: Only products that have applicable tools will be selectable.

For example, this demo instance of ISA has a memory dump diagnostic tool installed. That tool has specific attributes, such as a JVM version. The WebSphere Portal 5.0 and 5.1 product plugins have specified that they "extend" any tool with a JVM version. Therefore, the WebSphere Portal 5.0 and 5.1 links are activated while the other links are deactivated.

- Products**
- DB2 Universal Database for Linux, UNIX and Windows 8.2
 - Lotus Sametime 1.0
 - Rational ClearCase 2003.06
 - Rational ClearQuest 2003.06
 - Rational Software Architect 6.0
 - Tivoli Storage Manager 5.3
 - WebSphere Application Server 5.0
 - WebSphere Application Server 5.1
 - WebSphere Portal 5.0**
 - [WebSphere Portal 5.1](#)

Tools

WebSphere P

Select a tool

[Memory Dump Diagnostic for Java](#)

The Memory Dump Diagnostic for Java tool analyzes common formats of memory dumps (heap dumps) from the virtual machine (JVM) that is running the WebSphere Application Server. The analysis of memory dumps is targeted towards identifying data structures within the Java heap that might be root causes of memory leaks. The analysis also identifies major contributors to the Java heap footprint of the application and their ownership relationship. The tool is capable of analyzing very large sized memory dumps (will require 2 GB or more RAM) obtained from production environment application servers encountering OutOfMemoryError issues.

[More Details](#)

Manage Tools...

This page displays all tools that the selected product plugin has extended. In this case, there is one tool -- the Memory Dump Diagnostic for Java tool.



- Products**
- DB2 Universal Database for Linux, UNIX and Windows 8.2
 - Lotus Sametime 1.0
 - Rational ClearCase 2003.06
 - Rational ClearQuest 2003.06
 - Rational Software Architect 6.0
 - Tivoli Storage Manager 5.3
 - WebSphere Application Server 5.0
 - WebSphere Application Server 5.1
 - WebSphere Portal 5.0**
 - [WebSphere Portal 5.1](#)

Tools Manage Tools...

Select a tool below.

[Memory Dump Diagnostic for Java](#)

The Memory Dump Diagnostic for Java analyzes memory dumps (heap dumps) from a Java Virtual Machine (JVM) that is running the WebSphere Application Server. The analysis of memory dumps is targeted towards identifying memory leaks within the Java heap that might be root causes of memory leaks. The analysis also identifies major contributors to the Java heap footprint of the application and their ownership relationship. The tool is capable of analyzing very large sized memory dumps (will require 2 GB or more RAM) obtained from production environment application servers encountering OutOfMemoryError issues.

[More Details](#)

Clicking on the tool's title opens a new ISA window with the tool loaded.

- Products**
- DB2 Universal Database for Linux, UNIX and Windows 8.2
 - Lotus Sametime 1.0
 - Rational ClearCase 2003.06
 - Rational ClearQuest 2003.06
 - Rational Software Ar
 - Tivoli Storage Manag
 - WebSphere Applicati
 - 5.0
 - WebSphere Applicati
 - 5.1
 - WebSphere Portal 5.
 - WebSphere Portal 5.

Tools Manage Tools...

WebSphere Portal 5.0

Select a tool below.

[Memory Dump Diagnostic for Java](#)

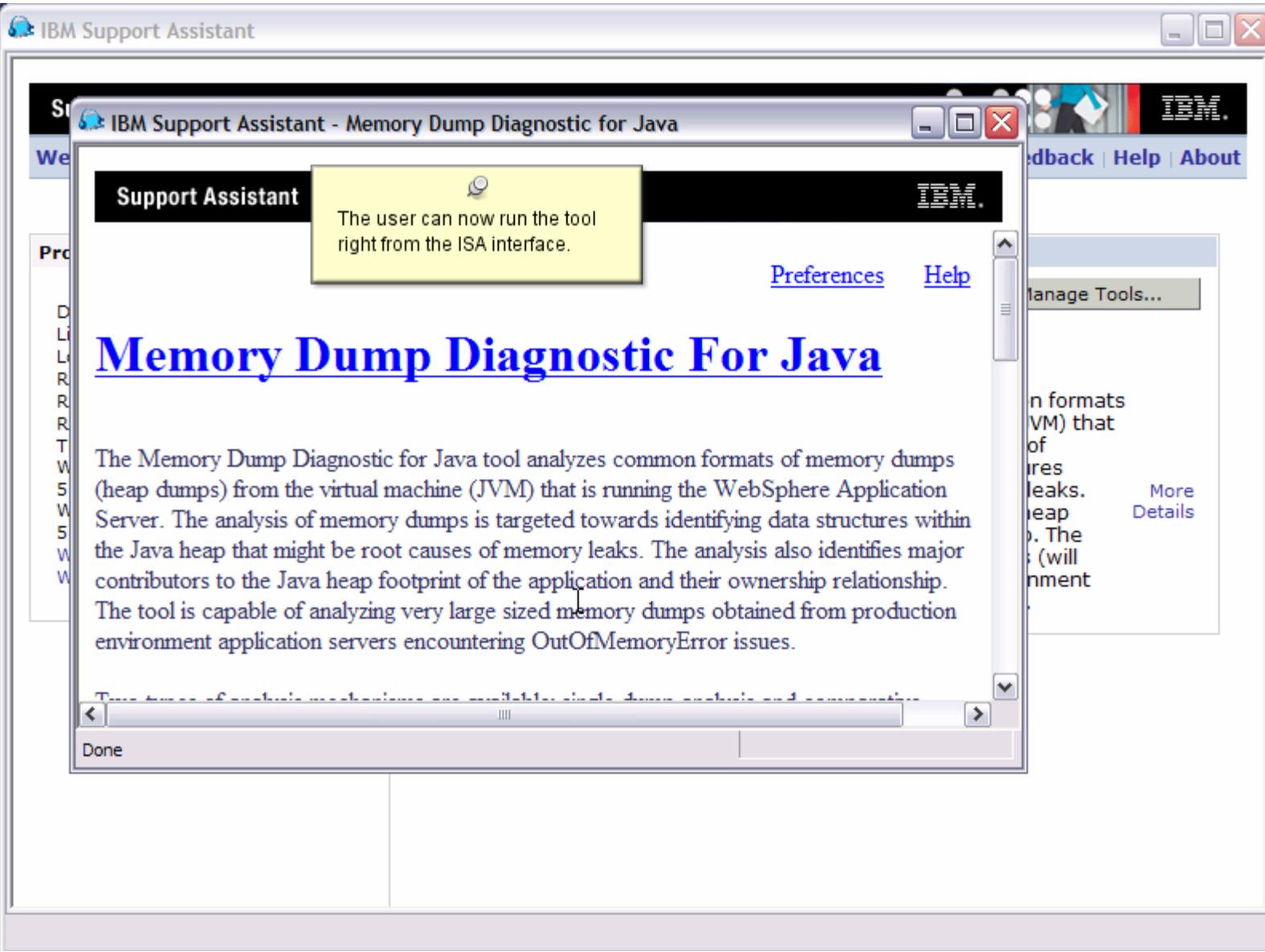
The Memory Dump Diagnostic for Java tool analyzes common formats (M) that f es aks. More Details

cap The (will ment

Microsoft Internet Explorer

 WARNING: Execution of this tool could impact the performance of other applications on your system.

Are you sure you want to continue?



Support Assistant

The user can now run the tool right from the ISA interface.

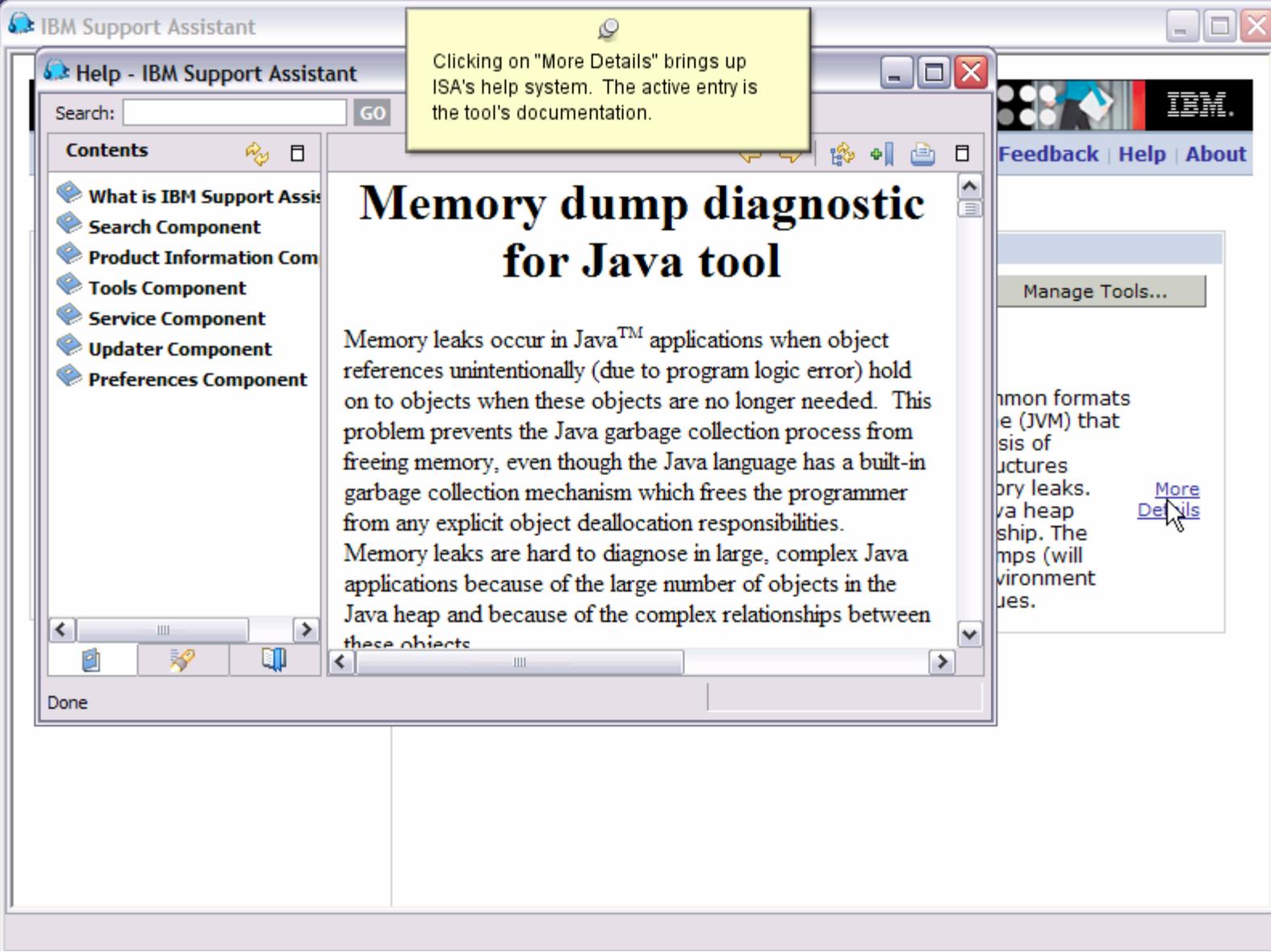
[Preferences](#) [Help](#)

Memory Dump Diagnostic For Java

The Memory Dump Diagnostic for Java tool analyzes common formats of memory dumps (heap dumps) from the virtual machine (JVM) that is running the WebSphere Application Server. The analysis of memory dumps is targeted towards identifying data structures within the Java heap that might be root causes of memory leaks. The analysis also identifies major contributors to the Java heap footprint of the application and their ownership relationship. The tool is capable of analyzing very large sized memory dumps obtained from production environment application servers encountering OutOfMemoryError issues.

[More Details](#)

Done



Clicking on "More Details" brings up ISA's help system. The active entry is the tool's documentation.

Memory dump diagnostic for Java tool

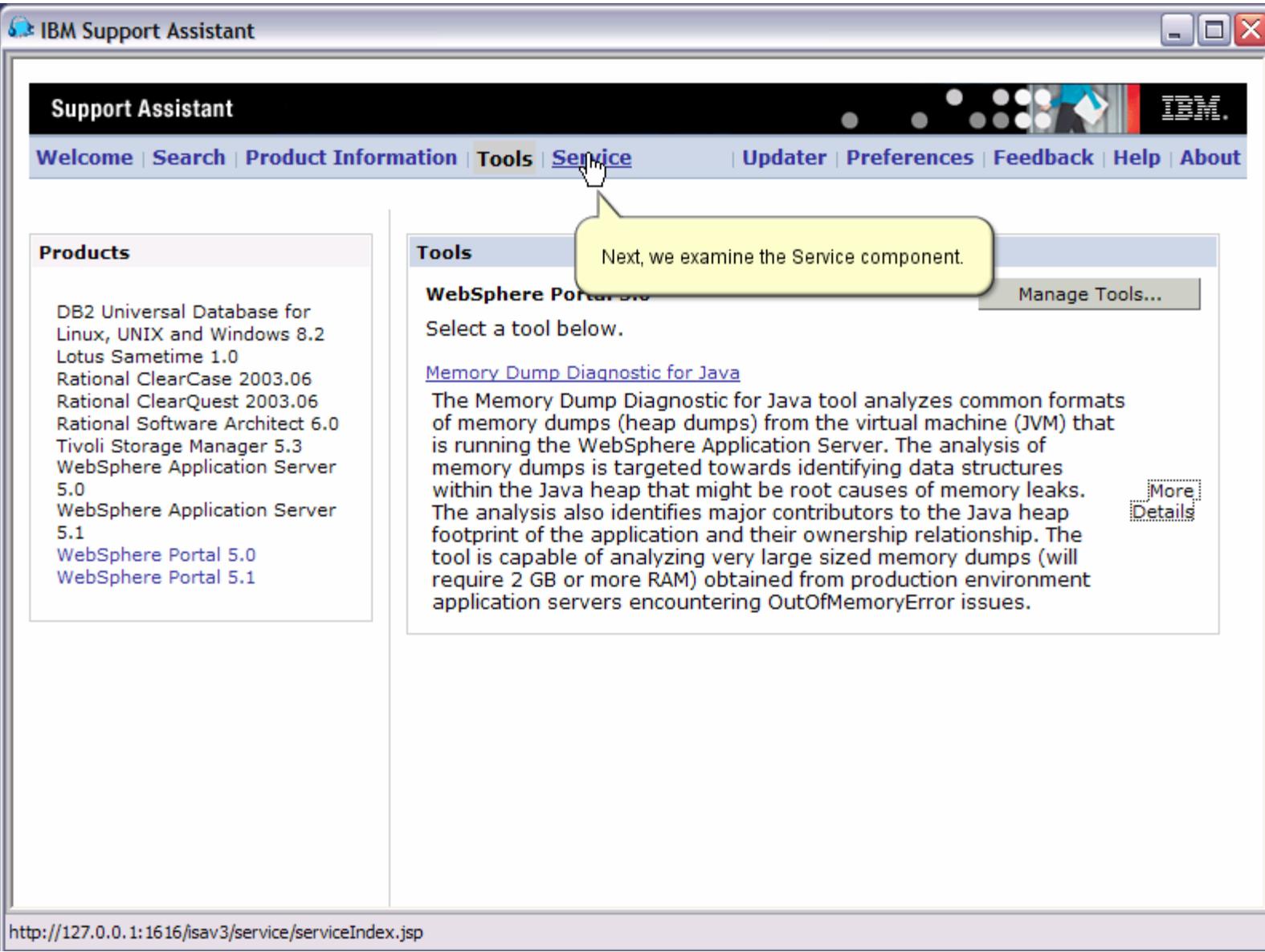
Memory leaks occur in Java™ applications when object references unintentionally (due to program logic error) hold on to objects when these objects are no longer needed. This problem prevents the Java garbage collection process from freeing memory, even though the Java language has a built-in garbage collection mechanism which frees the programmer from any explicit object deallocation responsibilities. Memory leaks are hard to diagnose in large, complex Java applications because of the large number of objects in the Java heap and because of the complex relationships between these objects.

[More Details](#)

Common formats
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mps (will
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es.

Manage Tools...

Done



- Products**
- DB2 Universal Database for Linux, UNIX and Windows 8.2
 - Lotus Sametime 1.0
 - Rational ClearCase 2003.06
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 - Rational Software Architect 6.0
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 - WebSphere Application Server 5.0
 - WebSphere Application Server 5.1
 - [WebSphere Portal 5.0](#)
 - [WebSphere Portal 5.1](#)

Tools

WebSphere Portal 5.0 Manage Tools...

Select a tool below.

[Memory Dump Diagnostic for Java](#)

The Memory Dump Diagnostic for Java tool analyzes common formats of memory dumps (heap dumps) from the virtual machine (JVM) that is running the WebSphere Application Server. The analysis of memory dumps is targeted towards identifying data structures within the Java heap that might be root causes of memory leaks. The analysis also identifies major contributors to the Java heap footprint of the application and their ownership relationship. The tool is capable of analyzing very large sized memory dumps (will require 2 GB or more RAM) obtained from production environment application servers encountering OutOfMemoryError issues.

[More Details](#)

Next, we examine the Service component.



Support Assistant



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Service

[Collect Data](#)

[Status](#)

[Create Portable Collector](#)

Manage Problem Reports

Electronic Service Requests

[Log into ESR](#)

Introduction

Submit Problem Report to Resolve Product Challenge

- Create and submit new problem report
- Automatically collect diagnostic data for faster problem resolution
- View existing problem report
- Update existing problem report
- Send files for problem determination

For more information about the Service component, please refer to [Help](#).



The Service component allows users to:

1. Collect system information
2. FTP IBM support (not shown)
3. Manage Problem Reports via the Electronic Service Request



- Service**
- Collect Data
 - [Status](#)
 - [Create Portable Collector](#)
 - Manage Problem Reports
 - Electronic Service Requests
 - [Log into ESR](#)

Introduction

Submit Problem Report to Resolve Product Challenge

problem report
diagnostic data for faster problem resolution
report
report
termination

Service component, please refer to [Help](#).

First, we'll see how the collect data functionality works.

The first thing we can do is check the status to see if any collectors are running in the background.



Support Assistant



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Service

[Collect Data](#)

[Status](#)

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[Log into ESR](#)

Collect Data

Data collection has not been started and no status is available in this session.



No collectors are running, so we can start collecting system information by clicking on the "Collect Data" link.



Support Assistant



Service

Collect Data

[Status](#)

[Create Portable Collector](#)

Manage Problem Reports

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Collect Data

- System collector
- WebSphere Application Server 5.0
- WebSphere Application Server 5.1
- Tivoli Storage Manager 5.3
- WebSphere Portal 5.1
- Rational Software Architect 6.0
- Rational ClearQuest 2003.06


By default, the only available selection is the "System collector", which collects general system information.

The other product specific collectors are contributed via the product plugins.





Support Assistant



- Service**
- [Collect Data](#)
- [Status](#)
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Collect Data

- System collector
- Problem type
- WebSphere Application Server 5.0
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Collect Data

- System collector

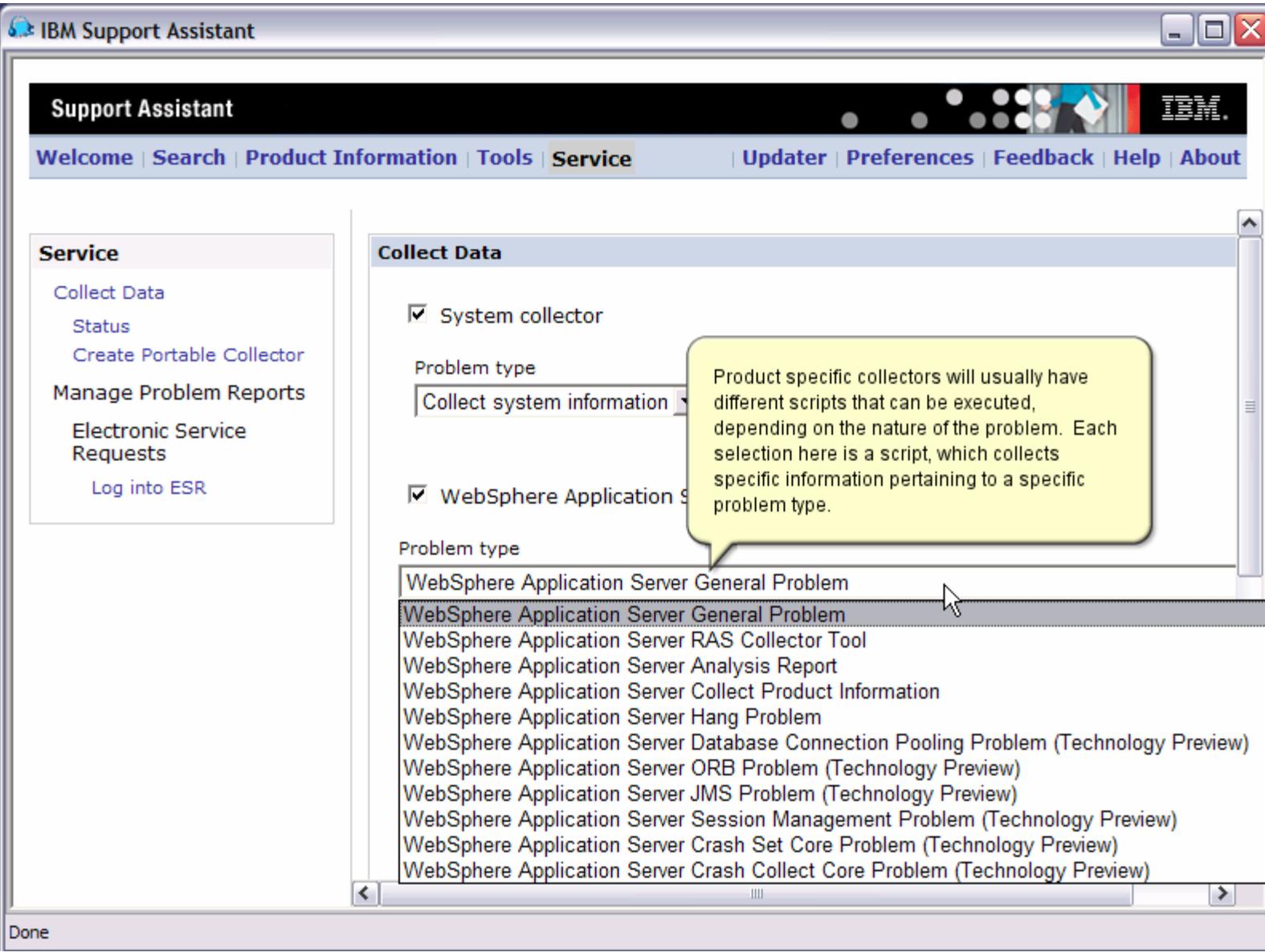
The user can select multiple collectors to run. The results will be compressed into one (.jar) file for easy transport to IBM support.

- WebSphere Application Server 5.0

Problem type

WebSphere Application Server General Problem

- WebSphere Application Server 5.1
- Tivoli Storage Manager 5.3
- WebSphere Portal 5.1



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Collect Data

System collector

Problem type

Collect system information

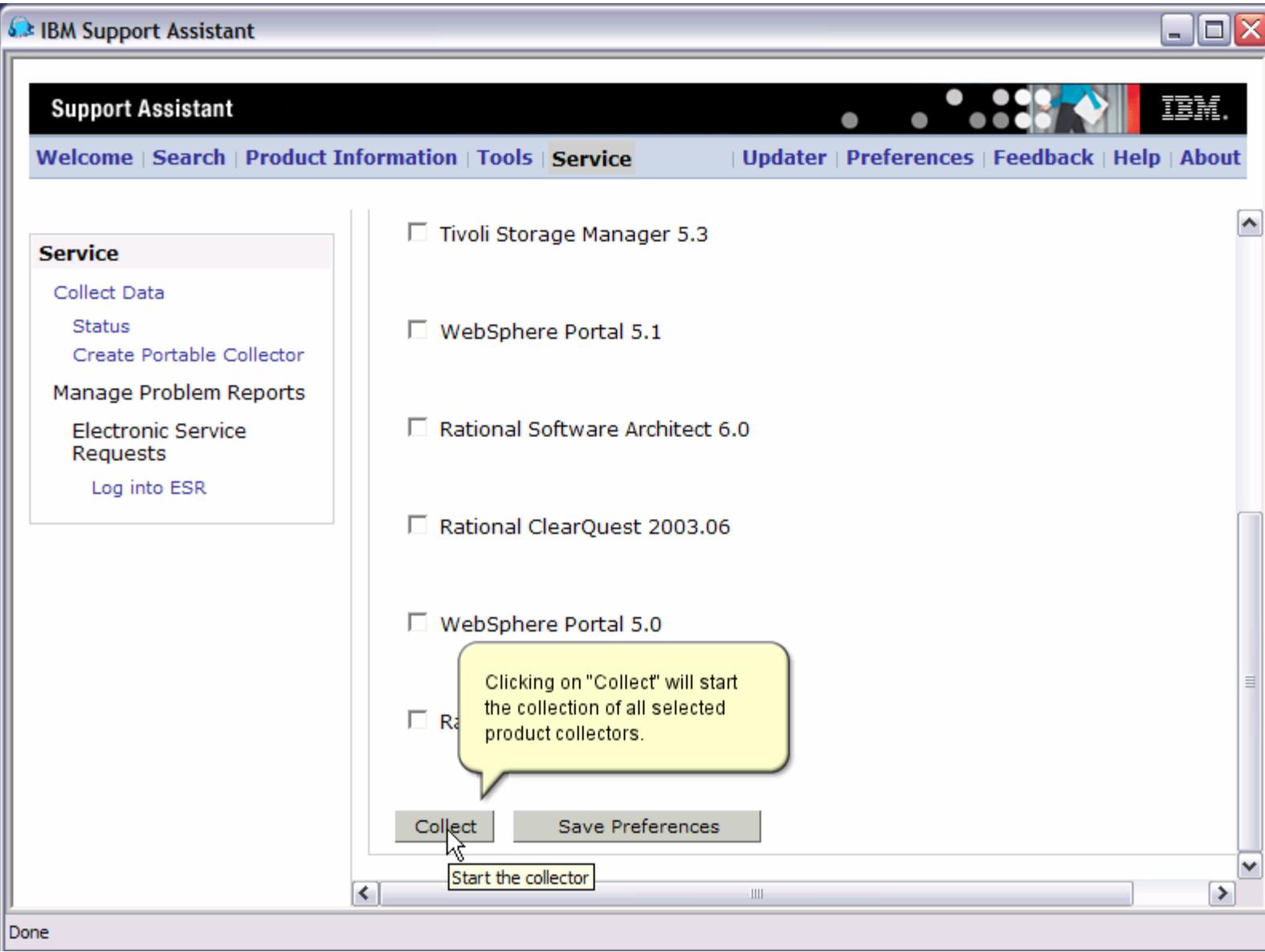
WebSphere Application S

Problem type

- WebSphere Application Server General Problem
- WebSphere Application Server General Problem
- WebSphere Application Server RAS Collector Tool
- WebSphere Application Server Analysis Report
- WebSphere Application Server Collect Product Information
- WebSphere Application Server Hang Problem
- WebSphere Application Server Database Connection Pooling Problem (Technology Preview)
- WebSphere Application Server ORB Problem (Technology Preview)
- WebSphere Application Server JMS Problem (Technology Preview)
- WebSphere Application Server Session Management Problem (Technology Preview)
- WebSphere Application Server Crash Set Core Problem (Technology Preview)
- WebSphere Application Server Crash Collect Core Problem (Technology Preview)

Product specific collectors will usually have different scripts that can be executed, depending on the nature of the problem. Each selection here is a script, which collects specific information pertaining to a specific problem type.

Done



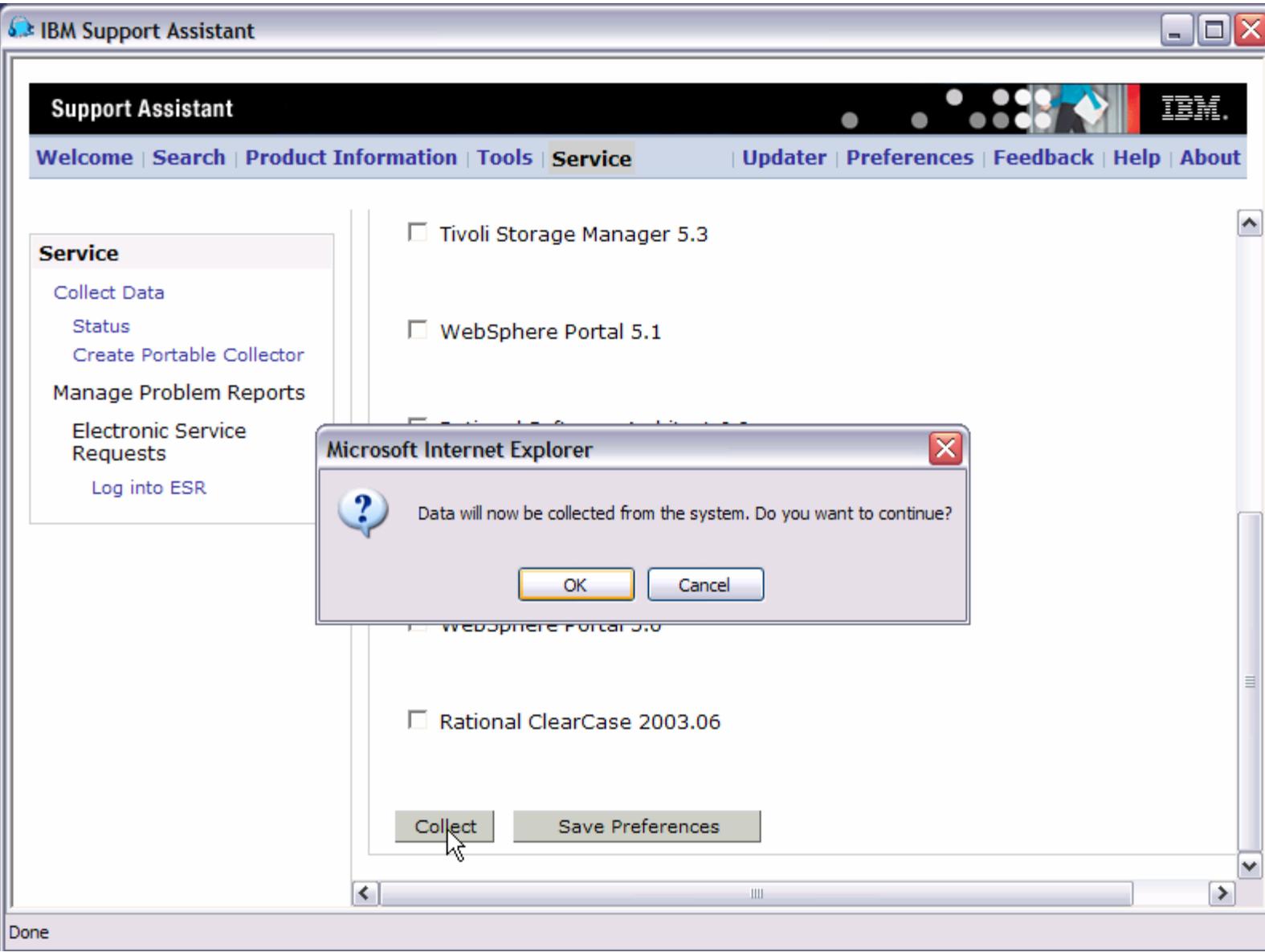
- Service**
- Collect Data
 - Status
 - Create Portable Collector
 - Manage Problem Reports
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 - Log into ESR

- Tivoli Storage Manager 5.3
- WebSphere Portal 5.1
- Rational Software Architect 6.0
- Rational ClearQuest 2003.06
- WebSphere Portal 5.0
- Rational Software Architect 6.0

Clicking on "Collect" will start the collection of all selected product collectors.

Collect Save Preferences

Start the collector





Support Assistant

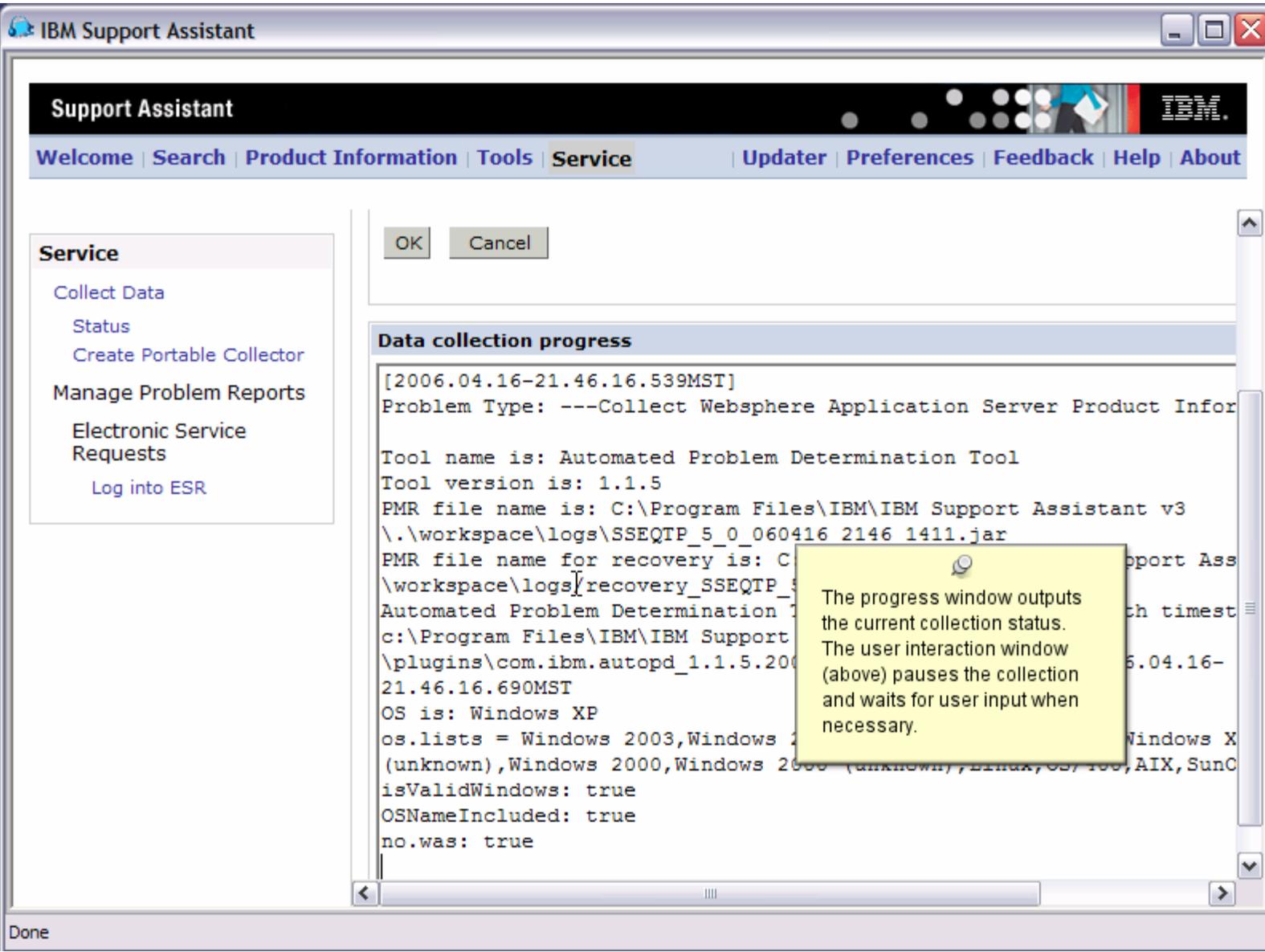
[Welcome](#) | [Search](#) | [Product Information](#) | [Tools](#) | **[Service](#)** | [Updater](#) | [Preferences](#) | [Feedback](#) | [Help](#) | [About](#)

- Service**
- [Collect Data](#)
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Data collection is in progress. If user input is required, please provide data.

Data collection progress

The data collection process may require user interaction, depending on the selected problem type.



- Service**
- Collect Data
- Status
- Create Portable Collector
- Manage Problem Reports
- Electronic Service Requests
- Log into ESR

Additional information or action required

Input Required

WebSphere Application Server root directory

c:\websphere

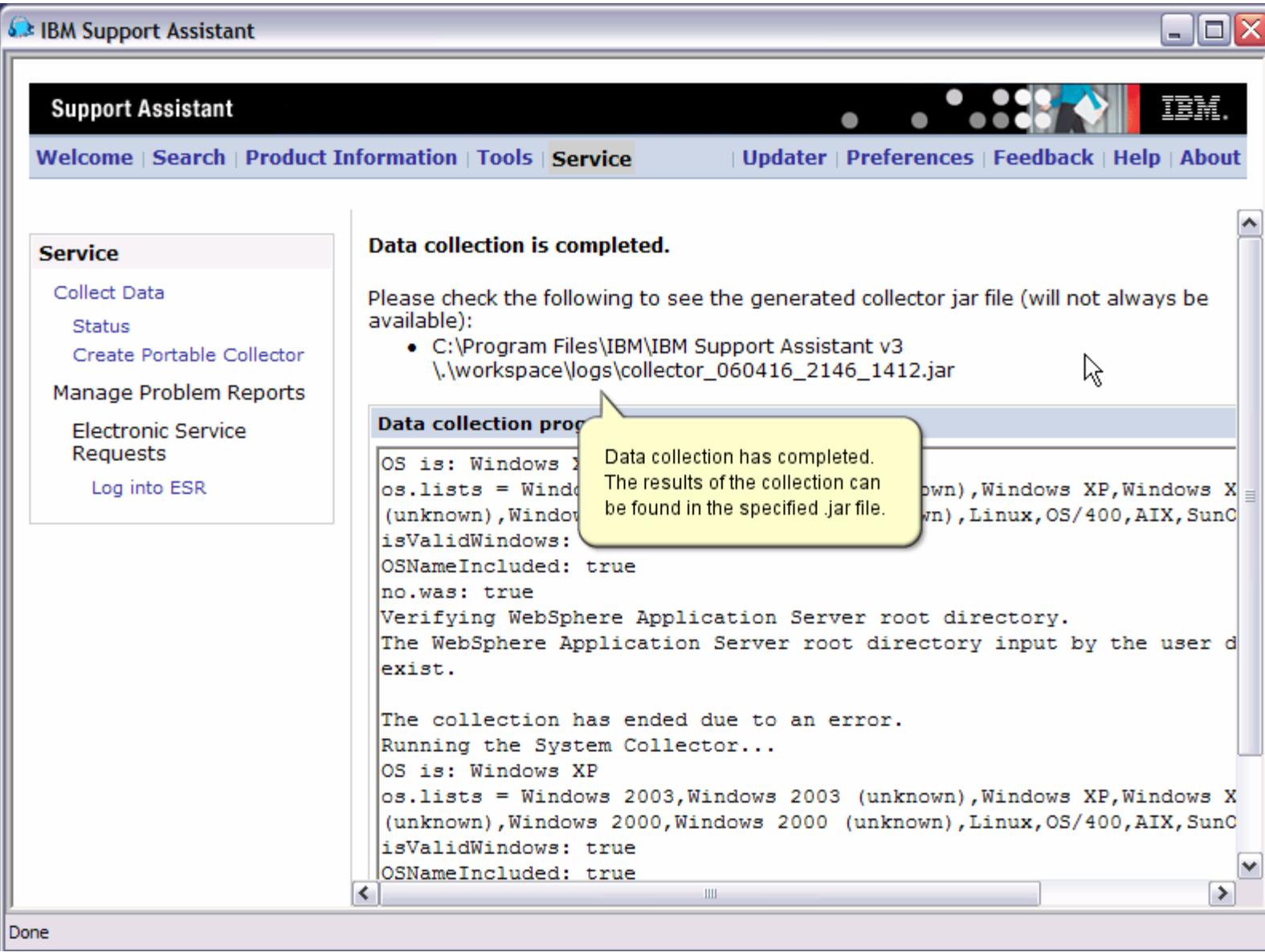
OK Cancel

Collection only continues after the user hits "OK".

Data collection progress

```
[2006.04.16-21.46.16.539MST]
Problem Type: ---Collect Websphere Application Server Product Infor

Tool name is: Automated Problem Determination Tool
Tool version is: 1.1.5
PMR file name is: C:\Program Files\IBM\IBM Support Assistant v3
\workspace\logs\SSEQTP_5_0_060416_2146_1411.jar
PMR file name for recovery is: C:\Program Files\IBM\IBM Support Ass
\workspace\logs/recovery_SSEQTP_5_0_060416_2146_1411.jar
Automated Problem Determination Tool recovery directory with timest
c:\Program Files\IBM\IBM Support Assistant v3
\plugins\com.ibm.autopd 1.1.5.20060407/recovery/autopd 2006.04.16-
```



Support Assistant

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Data collection is completed.

Please check the following to see the generated collector jar file (will not always be available):

- C:\Program Files\IBM\IBM Support Assistant v3\workspace\logs\collector_060416_2146_1412.jar

Data collection prog

```

OS is: Windows XP
os.lists = Windows 2003,Windows 2003 (unknown),Windows XP,Windows X
(unknown),Windows 2000,Windows 2000 (unknown),Linux,OS/400,AIX,SunC
isValidWindows: true
OSNameIncluded: true
no.was: true
Verifying WebSphere Application Server root directory.
The WebSphere Application Server root directory input by the user d
exist.

The collection has ended due to an error.
Running the System Collector...
OS is: Windows XP
os.lists = Windows 2003,Windows 2003 (unknown),Windows XP,Windows X
(unknown),Windows 2000,Windows 2000 (unknown),Linux,OS/400,AIX,SunC
isValidWindows: true
OSNameIncluded: true

```

Data collection has completed. The results of the collection can be found in the specified jar file.

Done



- Service**
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 - [Create Portable Collector](#)**
 - [Manage Problem Reports](#)
 - [Electronic Service Requests](#)
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Export Collector

Select a product

Output directory

Output file name (*.jar)

 Product collectors can also be exported via the "Create Portable Collector" function to run on machines that do not have ISA installed.



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Service

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- [Log into ESR](#)

Export Collector

Select a product

- WebSphere Application Server 5.0
- WebSphere Application Server 5.0
- WebSphere Application Server 5.1
- Tivoli Storage Manager 5.3
- WebSphere Portal 5.1
- Rational Software Architect 6.0**
- Rational ClearQuest 2003.06
- WebSphere Portal 5.0
- Rational ClearCase 2003.06

Select a product collector.

Export



- Service**
- [Collect Data](#)
 - [Status](#)
 - [Create Portable Collector](#)
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 - [Electronic Service Requests](#)
 - [Log into ESR](#)

Export Collector

Select a product

Output directory

Output file name (*.jar)

Export the collector as the standalone



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Service

[Collect Data](#)

[Status](#)

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[Log into ESR](#)

Please wait while exporting the collector and do not navigate away from this page. This may take a few minutes.

Export Collector

Select a product

Rational Software Architect 6.0

Output directory

c:\temp

Output file name (*.jar)

rsa_collector.jar

Export



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Service

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Export Status

The collector is exported to c:\temp\rsa_collector.jar

The status of exporting collector is: **success**

The product collector can now be transported to another machine and run from there.



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Service

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Export Status

The collector is exported to c:\temp\rsa_collector.jar

The status of exporting collector is: **success**

Next, we'll log into ESR and see how users can easily manage problem reports.

- Service**
- Collect Data
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Log In

IBM ID

Password

IBM customer number

Country/Region of support contract
United States

Remember my IBM ID, IBM Customer Number, and Country/Region

Login

Logging into the Electronic Service Request (ESR) requires an IBM ID. Accessing the ESR through ISA gives the user the same benefits as accessing the ESR website. Additionally, ISA makes it easy to attach the collector jar file to problem reports.

Please [register](#) if you do not have an IBM ID. Did you [forget](#) your password? Do you want to [change](#) your password?



- Service**
- [Collect Data](#)
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 - [Create Portable Collector](#)
 - Manage Problem Reports**
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Log In

IBM ID

Password

IBM customer number

Country/Region of support contract

Remember my IBM ID, IBM Customer Number, and Country/Region

Please [register](#) if you do not have an IBM ID.
Did you [forget](#) your password?
Do you want to [change](#) your password?



Support Assistant

- Service**
- Collect Data
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Please wait while your request is processed...

Log In

IBM ID

Password

IBM customer number

Country/Region of support contract

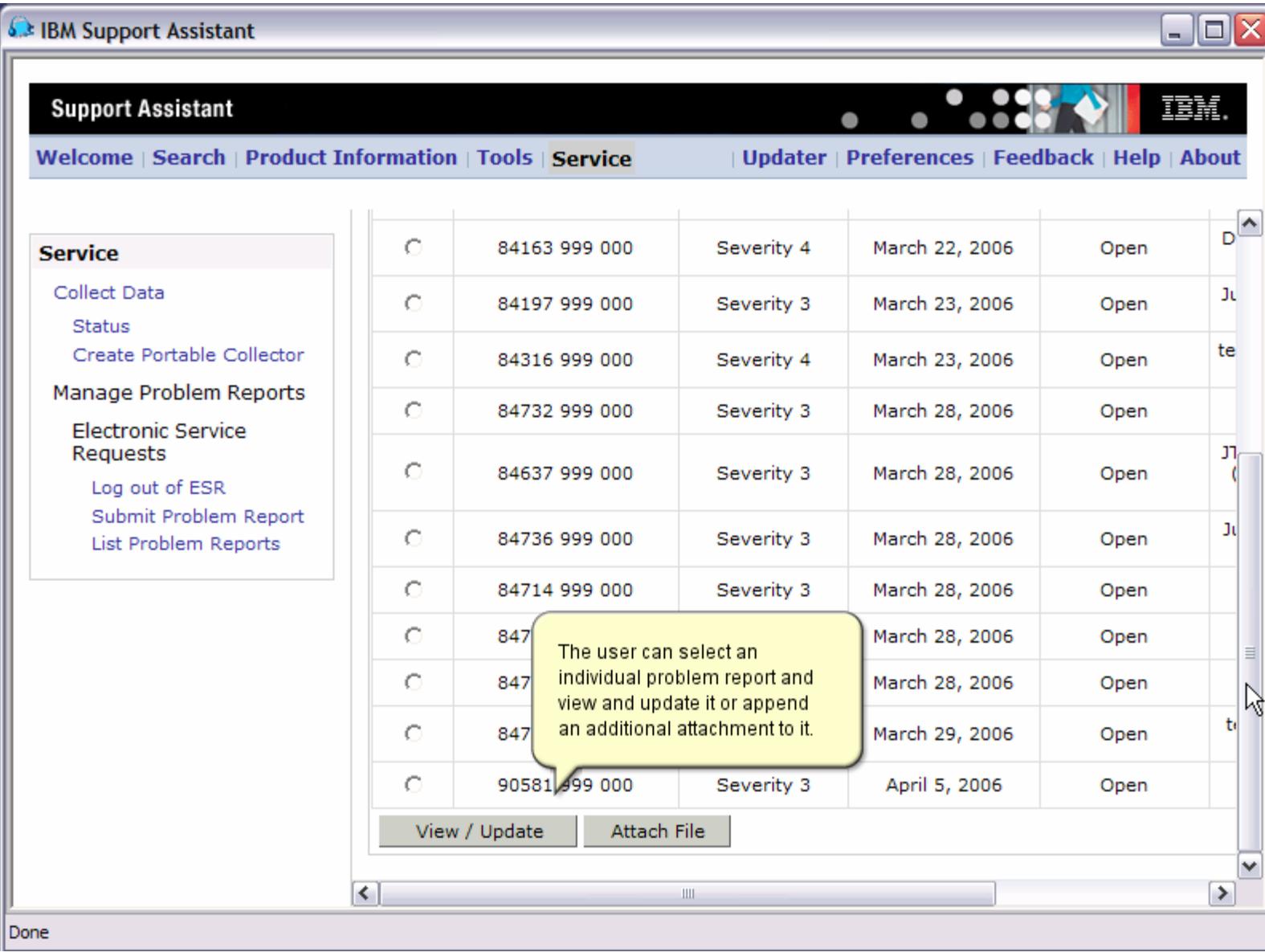
Remember my IBM ID, IBM Customer Number, and Country/Region

Please [register](#) if you do not have an IBM ID.
Did you [forget](#) your password?
Do you want to [change](#) your password?

- Service**
- Collect Data
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 - Submit Problem Report
 - List Problem Reports

Problem Reports					
	Report	Severity	Submitted	Status	
<input type="radio"/>	82401 999 000	Severity 3	March 6, 2006	Open	
<input type="radio"/>	82409 999 000	Severity 3	March 6, 2006	Open	
<input type="radio"/>	82924 999 000	Severity 4	March 9, 2006	Open	
<input type="radio"/>	83310 999 000	Severity 1	March 14, 2006	Open	
<input type="radio"/>	84125 999 000	Severity 3	March 22, 2006	Open	
<input type="radio"/>	84163 999 000	Severity 4	March 22, 2006	Open	D
<input type="radio"/>	84197 999 000	Severity 3	March 23, 2006	Open	Ju
<input type="radio"/>	84316 999 000	Severity 4	March 23, 2006	Open	te
<input type="radio"/>	84732 999 000	Severity 3	March 28, 2006	Open	
<input type="radio"/>	84637 999 000	Severity 3	March 28, 2006	Open	J1 (

At login, the user is presented with a list of previously opened problem reports.



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- List Problem Reports

<input type="radio"/>	84163 999 000	Severity 4	March 22, 2006	Open	D
<input type="radio"/>	84197 999 000	Severity 3	March 23, 2006	Open	Ju
<input type="radio"/>	84316 999 000	Severity 4	March 23, 2006	Open	te
<input type="radio"/>	84732 999 000	Severity 3	March 28, 2006	Open	
<input type="radio"/>	84637 999 000	Severity 3	March 28, 2006	Open	JJ (
<input type="radio"/>	84736 999 000	Severity 3	March 28, 2006	Open	Ju
<input type="radio"/>	84714 999 000	Severity 3	March 28, 2006	Open	
<input type="radio"/>	847		March 28, 2006	Open	
<input type="radio"/>	847		March 28, 2006	Open	
<input type="radio"/>	847		March 29, 2006	Open	te
<input type="radio"/>	90581 999 000	Severity 3	April 5, 2006	Open	

The user can select an individual problem report and view and update it or append an additional attachment to it.

View / Update Attach File

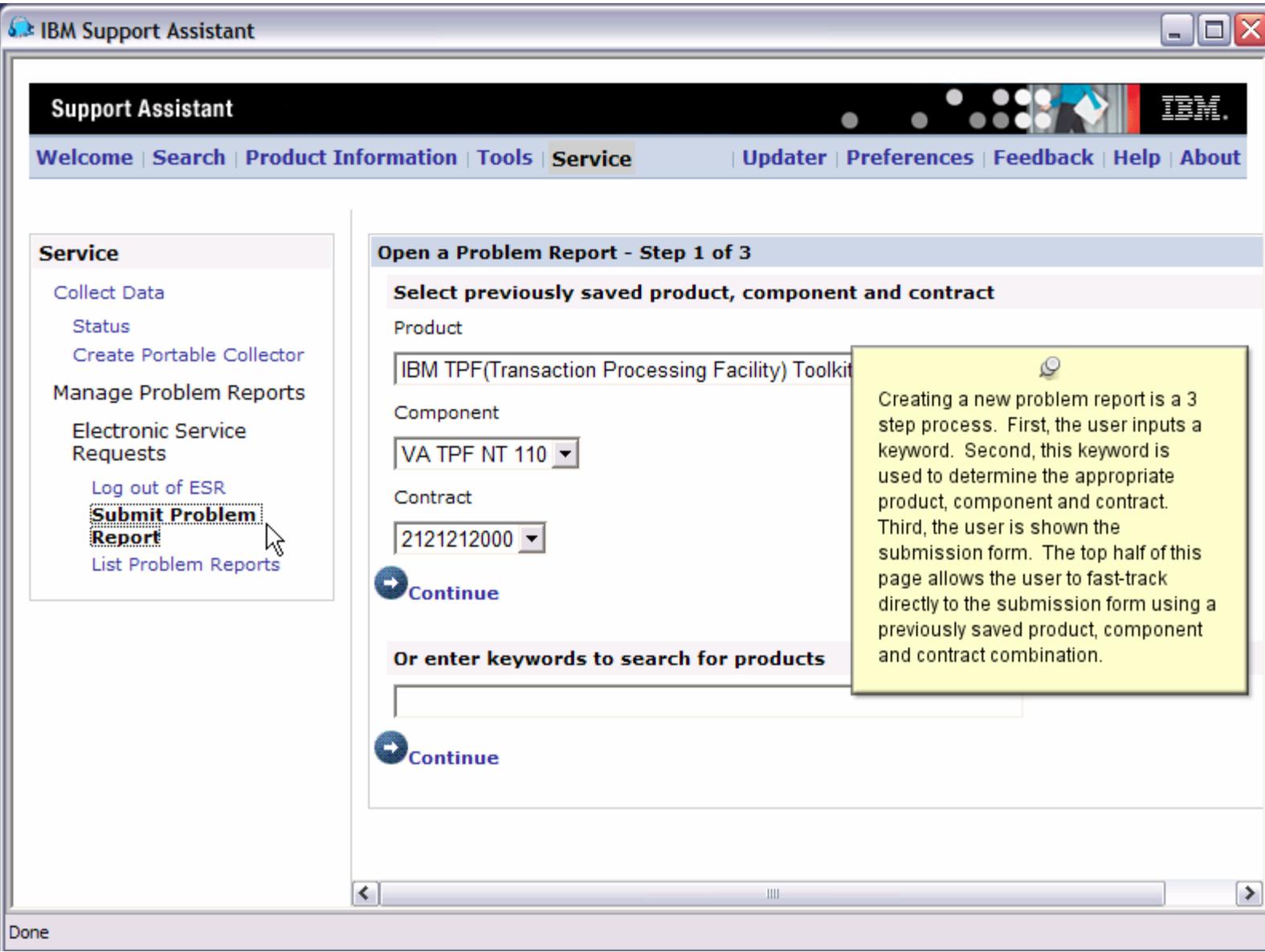
Done

- Service**
- Collect Data
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 - [Submit Problem Report](#)
 - List Problem Reports

<input type="radio"/>	84163 999 000	Severity 4	March 22, 2006	Open	D
<input type="radio"/>	84197 999 000	Severity 3	March 23, 2006	Open	Ju
<input type="radio"/>	84316 999 000	Severity 4	March 23, 2006	Open	te
<input type="radio"/>	84732 999 000	Severity 3	March 28, 2006	Open	
<input type="radio"/>	84637 999 000	Severity 3	March 28, 2006	Open	JJ (
<input type="radio"/>		Severity 3	March 28, 2006	Open	Ju
<input type="radio"/>	84716 999 000	Severity 4	March 28, 2006	Open	
<input type="radio"/>	84717 999 000	Severity 4	March 28, 2006	Open	
<input type="radio"/>	84737 999 000	Severity 3	March 29, 2006	Open	te
<input type="radio"/>	90581 999 000	Severity 3	April 5, 2006	Open	

First, let's see how to create a new problem report.

View / Update Attach File



- Service**
- Collect Data
 - Status
 - Create Portable Collector
 - Manage Problem Reports
 - Electronic Service Requests
 - Log out of ESR
 - Submit Problem Report**
 - List Problem Reports

Open a Problem Report - Step 1 of 3

Select previously saved product, component and contract

Product

Component

Contract

Continue

Or enter keywords to search for products

Continue

Creating a new problem report is a 3 step process. First, the user inputs a keyword. Second, this keyword is used to determine the appropriate product, component and contract. Third, the user is shown the submission form. The top half of this page allows the user to fast-track directly to the submission form using a previously saved product, component and contract combination.



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Open a Problem Report - Step 1 of 3

Select previously saved product, component and contract

Product

Component

Contract

 [Continue](#)

Or enter keywords to search for products

 [Continue](#)

We're going to see how searching via keyword works.





Support Assistant



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Open a Problem Report - Step 1 of 3

Select previously saved product, component and contract

Product

IBM TPF(Transaction Processing Facility) Toolkit for WebSphere Studio

Component

VA TPF NT 110

Contract

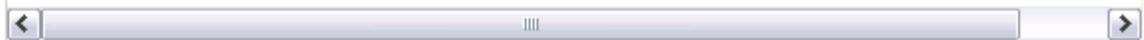
2121212000

 [Continue](#)

Or enter keywords to search for products

websphere

 [Continue](#)





Support Assistant

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Please wait while your request is processed...

Open a Problem Report - Step 1 of 3

Select previously saved product, component and contract

Product
IBM TPF(Transaction Processing Facility) Toolkit for WebSphere Studio

Component
VA TPF NT 110

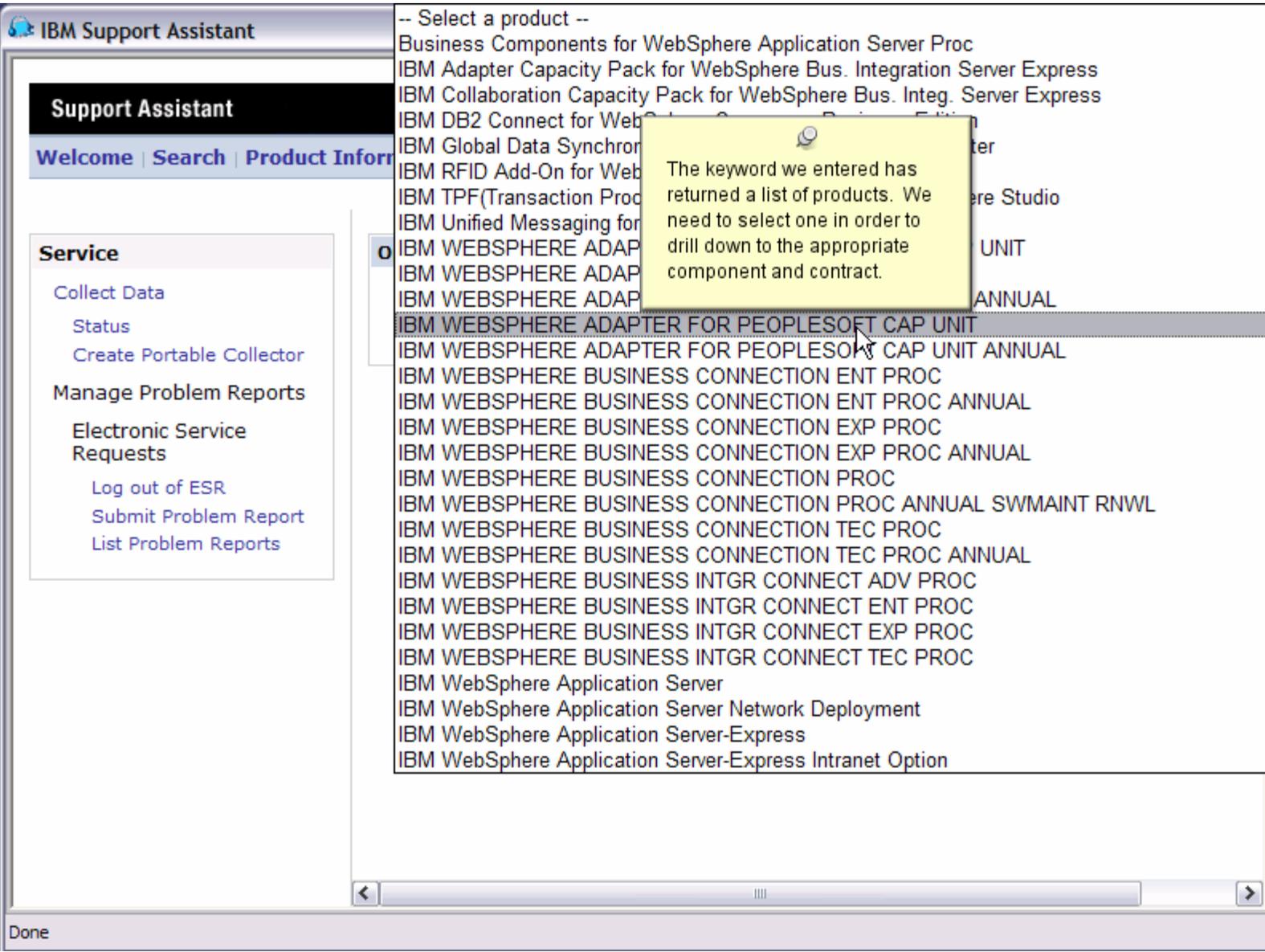
Contract
2121212000

Continue

Or enter keywords to search for products

websphere

Continue



-- Select a product --

Business Components for WebSphere Application Server Proc

IBM Adapter Capacity Pack for WebSphere Bus. Integration Server Express

IBM Collaboration Capacity Pack for WebSphere Bus. Integ. Server Express

IBM DB2 Connect for WebSphere Business Connection

IBM Global Data Synchronizer

IBM RFID Add-On for WebSphere Business Connection

IBM TPF(Transaction Processing Facility)

IBM Unified Messaging for WebSphere Business Connection

IBM WEBSPHERE ADAPTER FOR PEOPLESOURCE CAP UNIT

IBM WEBSPHERE ADAPTER FOR PEOPLESOURCE CAP UNIT ANNUAL

IBM WEBSPHERE ADAPTER FOR PEOPLESOURCE CAP UNIT ANNUAL

IBM WEBSPHERE ADAPTER FOR PEOPLESOURCE CAP UNIT

IBM WEBSPHERE ADAPTER FOR PEOPLESOURCE CAP UNIT ANNUAL

IBM WEBSPHERE BUSINESS CONNECTION ENT PROC

IBM WEBSPHERE BUSINESS CONNECTION ENT PROC ANNUAL

IBM WEBSPHERE BUSINESS CONNECTION ENT PROC ANNUAL

IBM WEBSPHERE BUSINESS CONNECTION EXP PROC

IBM WEBSPHERE BUSINESS CONNECTION EXP PROC ANNUAL

IBM WEBSPHERE BUSINESS CONNECTION PROC

IBM WEBSPHERE BUSINESS CONNECTION PROC ANNUAL SWMAINT RNWL

IBM WEBSPHERE BUSINESS CONNECTION TEC PROC

IBM WEBSPHERE BUSINESS CONNECTION TEC PROC ANNUAL

IBM WEBSPHERE BUSINESS INTGR CONNECT ADV PROC

IBM WEBSPHERE BUSINESS INTGR CONNECT ENT PROC

IBM WEBSPHERE BUSINESS INTGR CONNECT EXP PROC

IBM WEBSPHERE BUSINESS INTGR CONNECT TEC PROC

IBM WebSphere Application Server

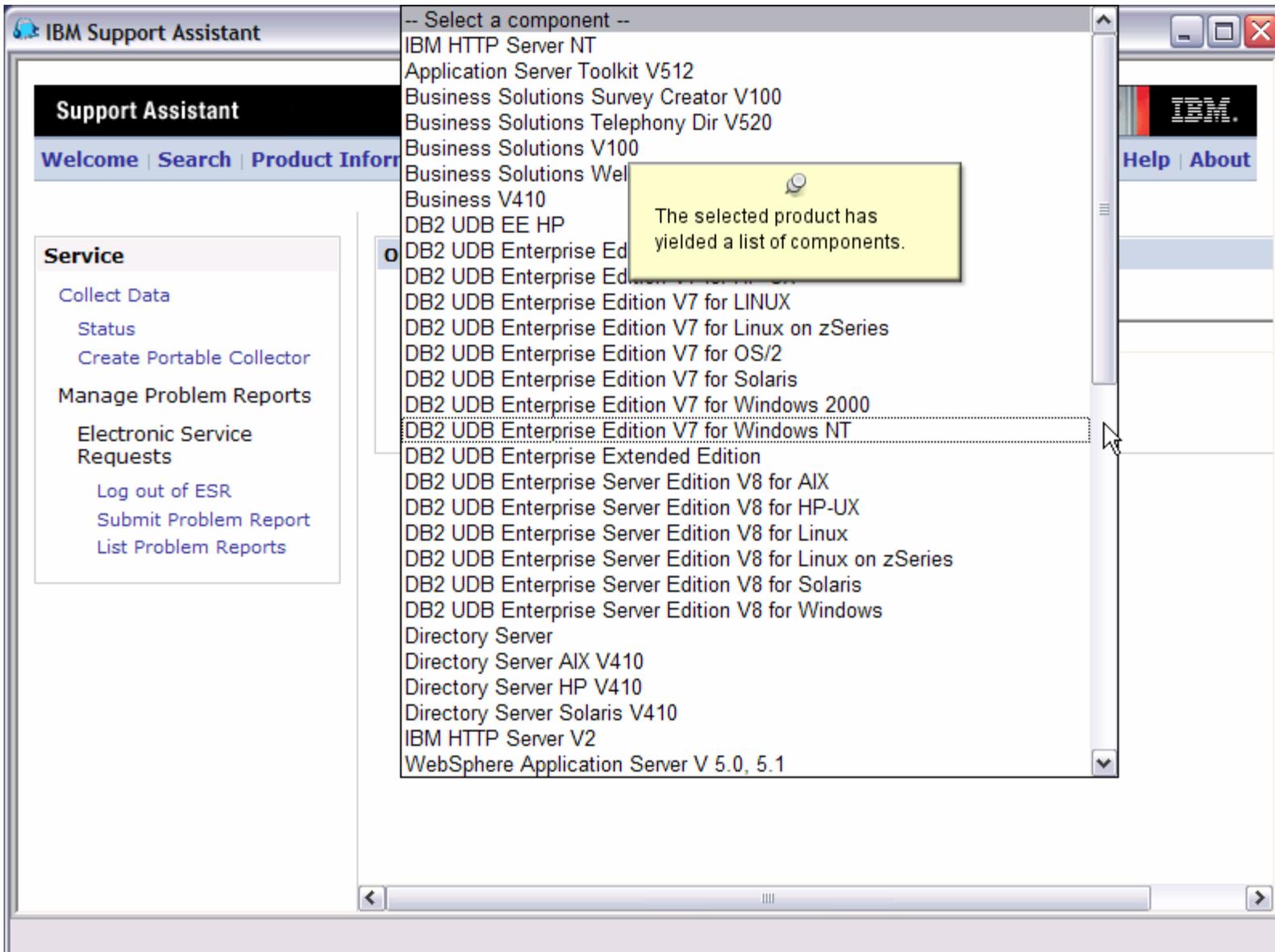
IBM WebSphere Application Server Network Deployment

IBM WebSphere Application Server-Express

IBM WebSphere Application Server-Express Intranet Option

The keyword we entered has returned a list of products. We need to select one in order to drill down to the appropriate component and contract.

Done





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Open a Problem Report - Step 2 of 3

Select a product

IBM WebSphere Application Server

Select a component for that product

WebSphere Application Server V 5.0, 5.1

Select the contract number for that component

-- Select a contract --

save the product, component, contract for future problem reports

[Back](#) [Continue](#)



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Open a Problem Report - Step 2 of 3

Select a product

IBM WebSphere Application Server

Select a component for that product

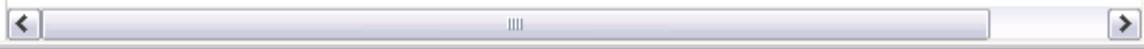
WebSphere Application Server V 5.0, 5.1

Select the contract number for component, contract for future problem reports

-- Select a contract --
-- Select a contract --
2121212000

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Finally, we need to select a contract.





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Open a Problem Report - Step 2 of 3

Select a product

IBM WebSphere Application Server

Select a component for that product

WebSp

Select the contract

212121

save the product, component, contract for future problem reports

Back Continue

We can save this product, component, and contract combination for our "fast-track" in the future.



Support Assistant



Service

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Open a Problem Report - Step 2 of 3

Select a product

IBM WebSphere Application Server

Select a component for that product

WebSphere Application Server V 5.0, 5.1

Select the contract number for that component

2121212000

save the product, component, contract for future problem reports



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Continue



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Open a Problem Report - Step 3 of 3

* First name

* Last name

* Preferred method of contact

Email

* Select a severity level

[What are severity levels?](#)

* Short description

Recent changes to system

 The third and final step -- the submission form.

Required fields have an *.



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Open a Problem Report - Step 3 of 3

* First name

* Last name

* Preferred method of contact

Email

* Select a severity level
 [What are severity levels?](#)

- Select a severity level
- Severity 4
- Severity 3
- Severity 2
- Severity 1

Recent changes to system



Support Assistant

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Open a Problem Report - Step 3 of 3

* First name

* Last name

* Preferred method of contact

Email

* Select a severity level
 [What are severity levels?](#)

* Short description

Recent changes to system





Support Assistant



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Short description
This is where the problem description goes.

Recent changes to system
Updated operating system.

Corrective actions already taken

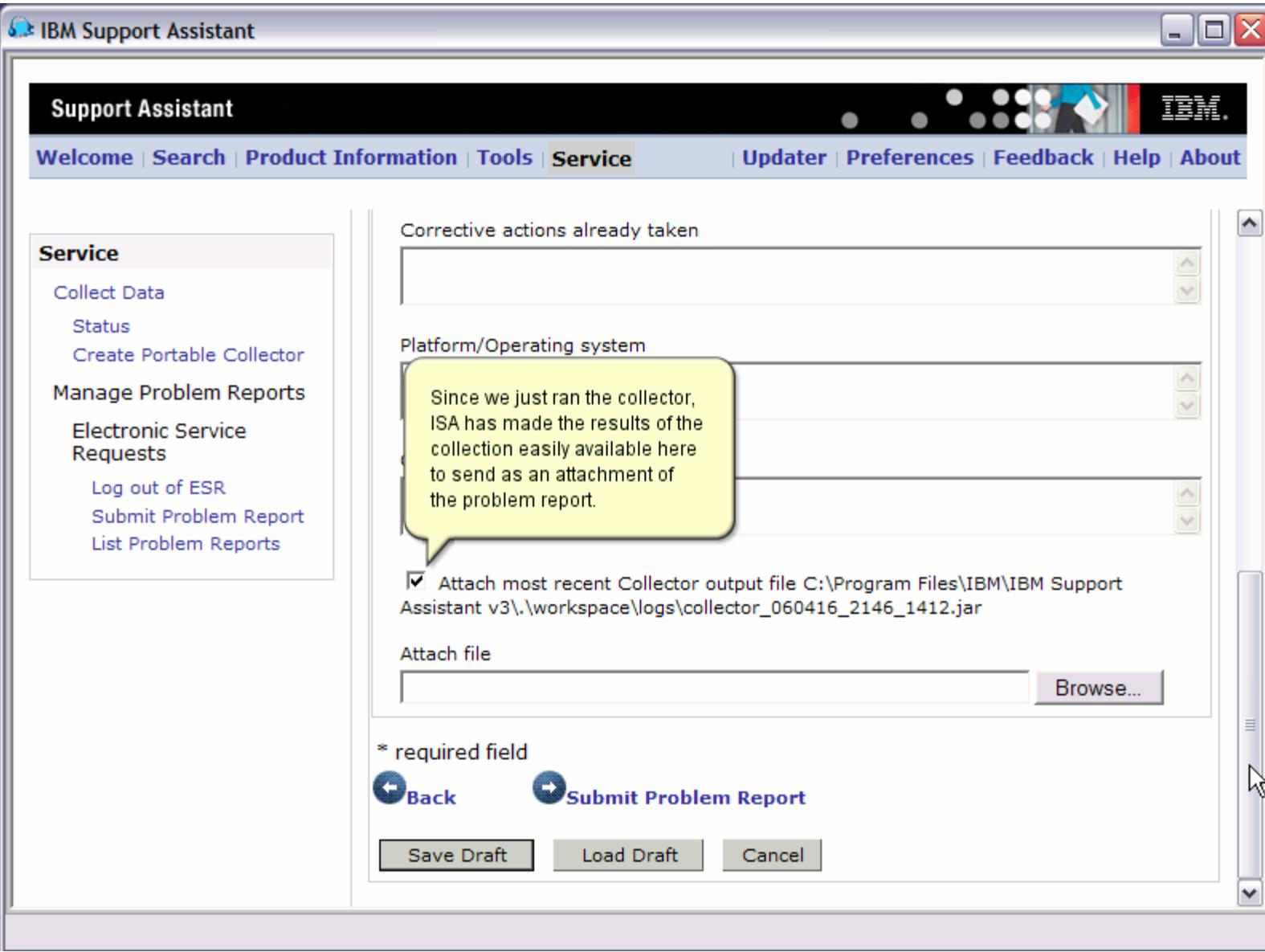
Platform/Operating system
Windows XP

Other relevant information

Attach most recent Collector output file C:\Program Files\IBM\IBM Support Assistant v3\workspace\logs\collector_060416_2146_1412.jar

Attach file





Support Assistant



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Corrective actions already taken

[Empty text box]

Platform/Operating system

[Text box]

[Text box]

[Text box]

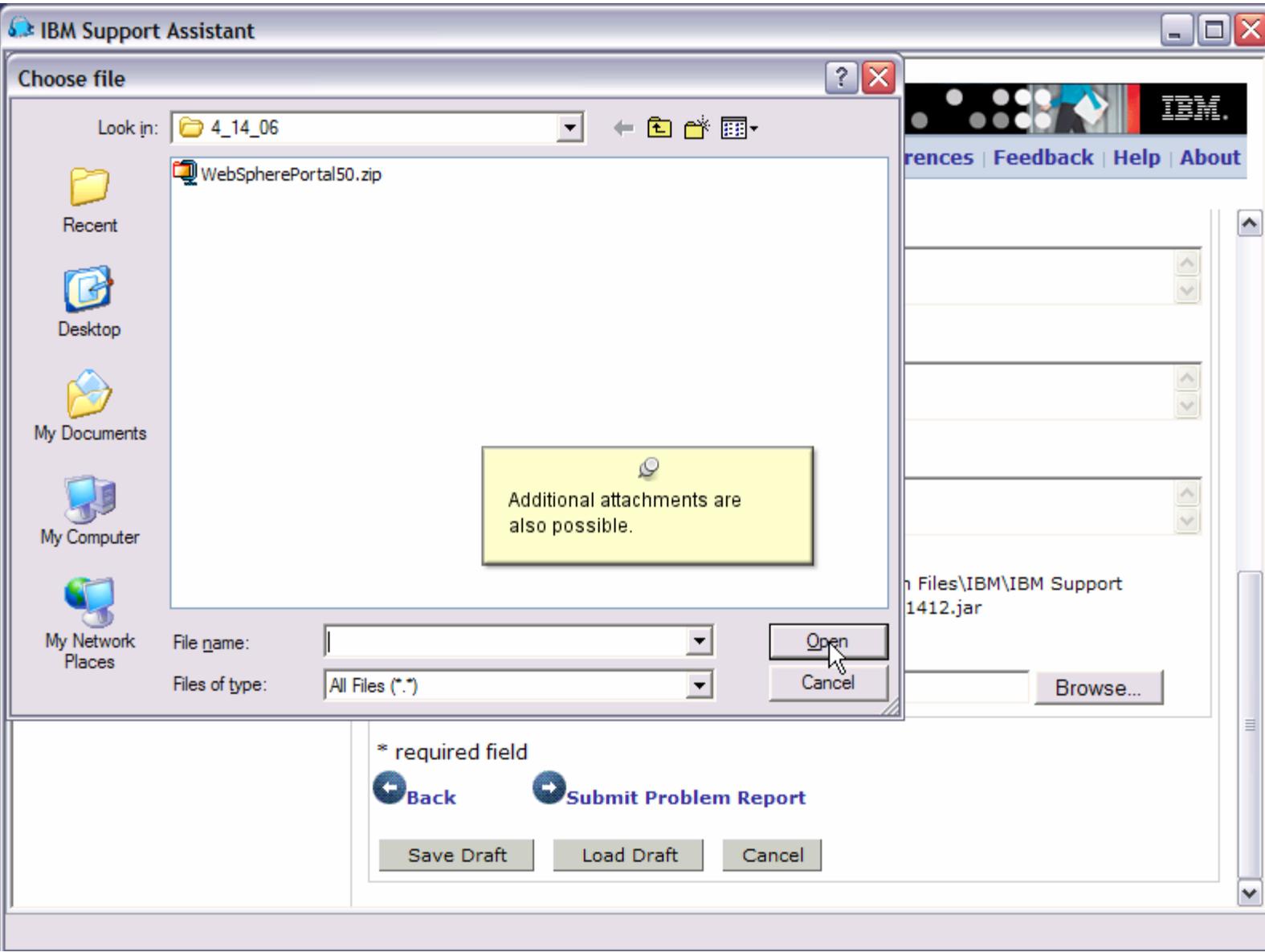
Since we just ran the collector, ISA has made the results of the collection easily available here to send as an attachment of the problem report.

Attach most recent Collector output file C:\Program Files\IBM\IBM Support Assistant v3\workspace\logs\collector_060416_2146_1412.jar

Attach file

[Empty text box]

* required field



- Service**
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Corrective actions already taken

Platform/Operating system
Windows XP

Microsoft Internet Explorer

The selected file will be transferred to the IBM support site. Do you want to continue?

OK Cancel

Attach file

* required field

Back Submit Problem Report

Save Draft Load Draft Cancel

- Service**
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Please wait while your request is processed...

Open a Problem Report - Step 3 of 3

* First name

* Last name

* Preferred method of contact

Email

* Select a severity level
 [What are severity levels?](#)

* Short description



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Electronic Service Request Status Page

Problem report created successfully.
Collector file sent successfully.





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 - Manage Problem Reports**
 - Electronic Service Requests**
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Electronic Service Request Status Page

Problem report created successfully.
Collector file sent successfully.

Support Assistant

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<input type="radio"/>	84163 999 000	Severity 4	March 22, 2006	Open	D
<input type="radio"/>	84197 999 000	Severity 3	March 23, 2006	Open	Ju
<input type="radio"/>	84316 999 000	Severity 4	March 23, 2006	Open	te
<input type="radio"/>	84732 999 000	Severity 3	March 28, 2006	Open	
<input type="radio"/>	84637 999 000	Severity 3	March 28, 2006	Open	JJ (
<input type="radio"/>	84736 999 000	Severity 3	March 28, 2006	Open	Ju
<input type="radio"/>		Severity 3	March 28, 2006	Open	
<input type="radio"/>		Severity 4	March 28, 2006	Open	
<input type="radio"/>	84717 999 000	Severity 4	March 28, 2006	Open	
<input type="radio"/>	84737 999 000	Severity 3	March 29, 2006	Open	te
<input type="radio"/>	90581 999 000	Severity 3	April 5, 2006	Open	

Now let's see how to update an existing problem report.

View / Update Attach File

- Service**
- Collect Data
 - Status
 - Create Portable Collector
 - Manage Problem Reports
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<input type="radio"/>	84163 999 000	Severity 4	March 22, 2006	Open	D
<input type="radio"/>	84197 999 000	Severity 3	March 23, 2006	Open	Ju
<input type="radio"/>	84316 999 000	Severity 4	March 23, 2006	Open	te
<input type="radio"/>	84732 999 000	Severity 3	March 28, 2006	Open	
<input type="radio"/>	84637 999 000	Severity 3	March 28, 2006	Open	JJ (
<input type="radio"/>	84736 999 000	Severity 3	March 28, 2006	Open	Ju
<input type="radio"/>	84714 999 000	Severity 3	March 28, 2006	Open	
<input type="radio"/>	84716 999 000	Severity 4	March 28, 2006	Open	
<input type="radio"/>	84717 999 000	Severity 4	March 28, 2006	Open	
<input checked="" type="radio"/>	84737 999 000	Severity 3	March 29, 2006	Open	te
<input type="radio"/>	90581 999 000	Severity 3	April 5, 2006	Open	



- Service**
- Collect Data
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 - Submit Problem Report
 - List Problem Reports

View / Update Problem Report Number: 84737-999-000

Contact Information

* **First name**

* **Last name**

* **Preferred method of contact**

Email


The contact information is available for updating.

Problem Description

Problem Report Number: 84737-999-000
IBM customer number: 2121212
Country: United States
Component ID: RATL00000
Status: Closed

List of updates
*



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```

*** T1S2R3V4 Updated by Userid: 2121212
*** Please contact customer by email
*** Electronic update by customer via ISAv3
*** Email Address: cglee@us.ibm.com
.testing
.
Severity explanation
null
.
Recent changes to the system
null
.
Corrective actions already taken
null
.
Values in input variable when problem occurred
null
.
Platform/
.
Other rel
null
.
3

```

This shows that during the third update to this problem report, someone added a jar file.

Material received from FTP Server and stored in ECURep:
 /:/proj/PMR/8/4/84737,999,000/84737.999.000-my_collector.jar

Update Information

Severity

- Service**
- Collect Data
 - Status
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- Manage Problem Reports
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Platform/operating system: null
.
Other relevant information
null
.
3

Material received from FTP Server and stored in ECuRep:
/:/proj/PMR/8/4/84737,999,000/84737.999.00

Update Information

Severity
Severity 3

Short description
testing from HP-UX..sev 3 -- updating short description

*** Reason for this update**

* required field

The problem report's "Severity" and "Short description" are both available for updating.

- Service**
- Collect Data
 - Status
 - Create Portable Collector
- Manage Problem Reports
 - Electronic Service Requests
 - Log out of ESR
 - Submit Problem Report
 - List Problem Reports

Platform/operating system: null
.
Other relevant information
null
.
3

Material received from FTP Server and stored in ECuRep:
/:/proj/PMR/8/4/84737,999,000/84737.999.000-my_collector.jar

Update Information

Severity
Severity 3

Short description
updating this problem report Remember this text.

*** Reason for this update**
demo purposes

* required field



Support Assistant

- Service**
- [Collect Data](#)
- [Status](#)
- [Create Portable Collector](#)
- Manage Problem Reports**
- Electronic Service Requests**
- [Log out of ESR](#)
- [Submit Problem Report](#)
- [List Problem Reports](#)

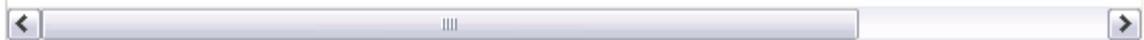
The following Problem Report has been updated.

Problem Report Number: 84737-999-000
IBM customer number: 2121212
Country: United States
Component ID: RATL00000
Status: Closed
Short description

updating this problem report

Reason for this update

demo purposes



Support Assistant

- Service**
- Collect Data
- Status
- Create Portable Collector
- Manage Problem Reports
- Electronic Service Requests
- Log out of ESR
- Submit Problem Report
- List Problem Reports

Severity	Date	Status	Description
Severity 1	March 14, 2006	Open	This is a test PMR. Please close.
Severity 3	March 22, 2006	Open	Testing done, please done
Severity 4	March 22, 2006	Open	DB2 problem - testing update 3/23/2006
Severity 3	March 23, 2006	Open	Julie Testing , please DO NOT close
Severity 4	March 23, 2006	Open	testing w/ attachment -- v2 UI code
Severity 3	March 28, 2006	Open	Julie Testing on 3.28
Severity 3	March 28, 2006	Open	JT test createPmr()& sendFile () on HP, build v060327, on 3/28
Severity 3	March 28, 2006	Open	Julie test build v060327, sent collector*.jar
Severity 3	March 28, 2006	Open	testing update on 2003
Severity 4	March 28, 2006	Open	testing UAT
Severity 4	March 28, 2006	Open	testing, please delete
Severity 3	March 29, 2006	Open	updating this problem report

The "Short description" has been updated.



Support Assistant 

[Welcome](#) | [Search](#) | [Product Information](#) | [Tools](#) | [Service](#) | [Updater](#) | [Preferences](#) | [Feedback](#) | [Help](#) | [About](#)

- Service**
- [Collect Data](#)
 - [Status](#)
 - [Create Portable Collector](#)
 - Manage Problem Reports**
 - [Electronic Service Requests](#)
 - [Log into ESR](#)

Next, we'll look at the Updater functionality.

You have logged out.

Support Assistant

Features | Upgrades | New Products and Tools

Name	Version
<input type="checkbox"/> DB2 Universal Database for Linux, UNIX and Windows feature	3.0.0
<input type="checkbox"/> IBM Support Assistant	3.0.0.20060407
<input type="checkbox"/> IBM Support Assistant - Language Pack	3.0.0.20060407
<input type="checkbox"/> Lotus Sametime	1.0.0
<input type="checkbox"/> Memory Dump Diagnostic for Java (MDD4J)	1.0.0
<input type="checkbox"/> Rational ClearCase	3.0.0
<input type="checkbox"/> Rational ClearQuest	3.0.0
<input type="checkbox"/> Rational Software Architect	3.0.0
<input type="checkbox"/> Tivoli Storage Manager Server	3.0.0
<input type="checkbox"/> WebSphere Application Server V5.0 feature	3.0.0.200603271146

The Updater contains 3 tabs: Features, Upgrades, and New Products and Tools. The default is Features, which lists all the currently installed plugins and tools to ISA.

Uninstall

Description

Support Assistant

Welcome | Search | Product Information | Tools | Service | **Updater** | Preferences | Feedback | Help | About

Click on New Products and Tools to install new plugins.

Features | Upgrades | **New Products and Tools**

	Name	Version
<input type="checkbox"/>	DB2 Universal Database for Linux, UNIX and Windows feature	3.0.0
<input type="checkbox"/>	IBM Support Assistant	3.0.0.20060407
<input type="checkbox"/>	IBM Support Assistant - Language Pack	3.0.0.20060407
<input type="checkbox"/>	Lotus Sametime	1.0.0
<input type="checkbox"/>	Memory Dump Diagnostic for Java (MDD4J)	1.0.0
<input type="checkbox"/>	Rational ClearCase	3.0.0
<input type="checkbox"/>	Rational ClearQuest	3.0.0
<input type="checkbox"/>	Rational Software Architect	3.0.0
<input type="checkbox"/>	Tivoli Storage Manager Server	3.0.0
<input type="checkbox"/>	WebSphere Application Server V5.0 feature	3.0.0.200603271146

Uninstall

Description

Features | Upgrades | **New Products and Tools**

- New Products and Tools (21 new features found)
- DB2
- Lotus
- Rational
- Tivoli
- Websphere

Install Refresh

Description

Additional Information

To display additional information, please select a

ISA has detected 21 uninstalled features, broken down by product.

Features | Upgrades | New Products and Tools

- New Products and Tools (21 new features found)
- DB2
- Lotus
- Rational
- Tivoli
- Websphere
 - WebSphere Remote Server 6.0 (3.0.0)
 - WebSphere Application Server V6.0 feature (3.0.0.200)
 - WebSphere Application Server V6.1 feature (3.0.0.200)
 - WebSphere Host On-Demand 10.0 (3.0.0)
 - WebSphere MQ v6 (3.0.0)
 - z/OS Communications Server (3.0.0)

We'll select the WebSphere Application Server v6.1 feature to install

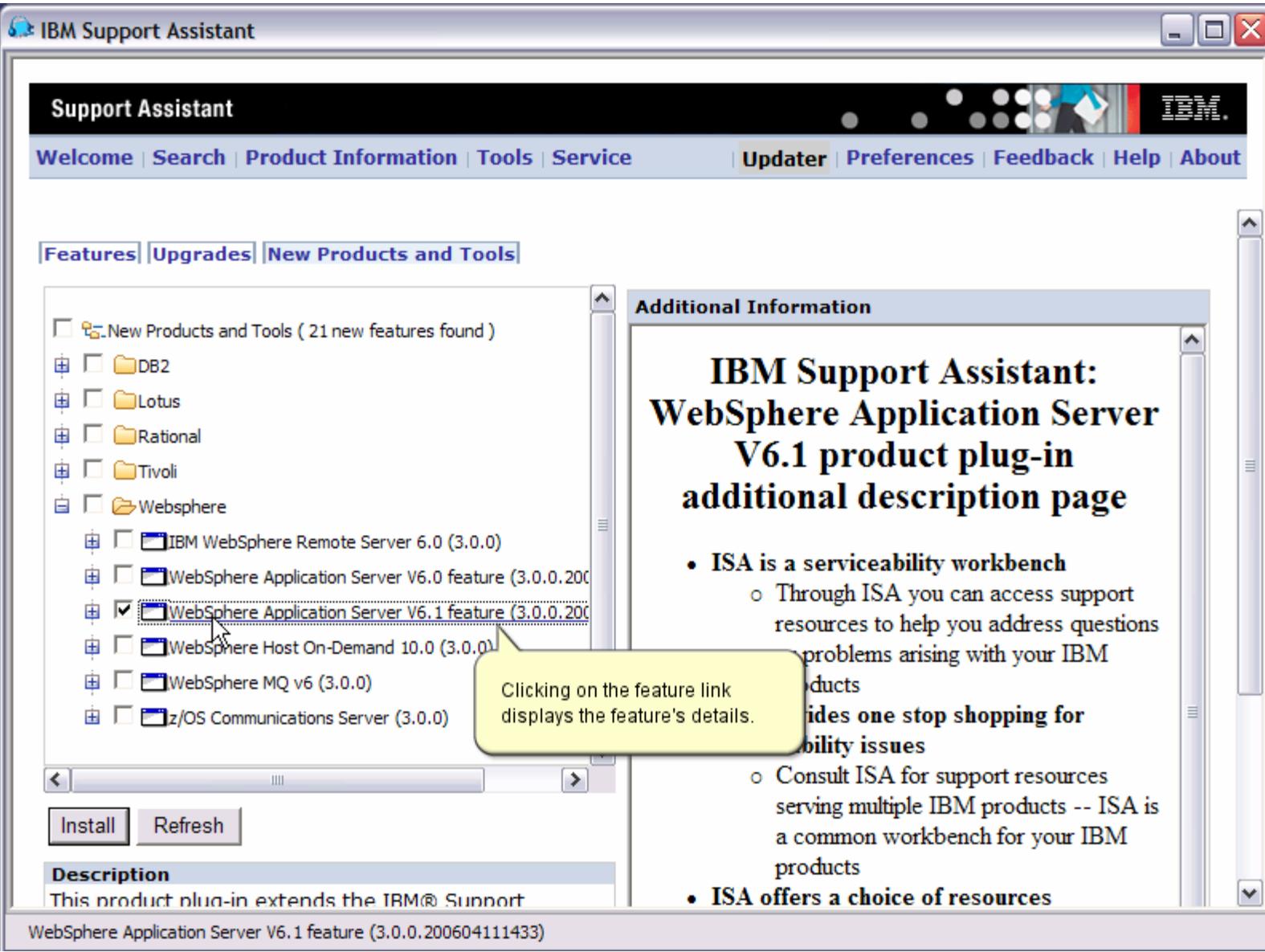
Click to collapse

Additional Information

To display additional information, please select a feature

Install Refresh

Description



Support Assistant

Welcome | Search | Product Information | Tools | Service | Updater | Preferences | Feedback | Help | About

Features | Upgrades | New Products and Tools

- New Products and Tools (21 new features found)
- DB2
- Lotus
- Rational
- Tivoli
- Websphere
 - IBM WebSphere Remote Server 6.0 (3.0.0)
 - WebSphere Application Server V6.0 feature (3.0.0.200)
 - WebSphere Application Server V6.1 feature (3.0.0.200)
 - WebSphere Host On-Demand 10.0 (3.0.0)
 - WebSphere MQ v6 (3.0.0)
 - z/OS Communications Server (3.0.0)

Clicking on the feature link displays the feature's details.

Install Refresh

Description

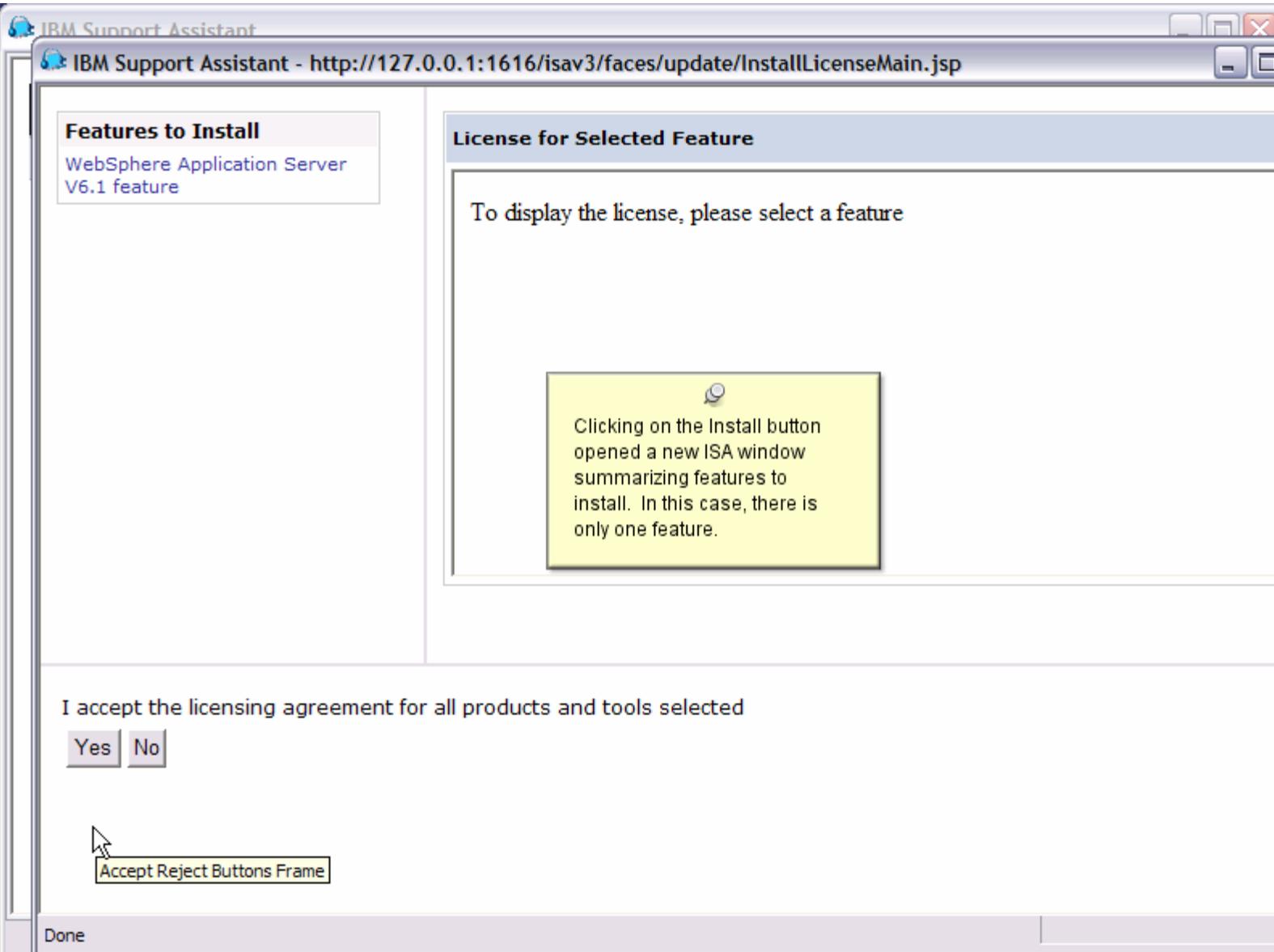
This product plug-in extends the IBM® Support

WebSphere Application Server V6.1 feature (3.0.0.200604111433)

Additional Information

IBM Support Assistant: WebSphere Application Server V6.1 product plug-in additional description page

- **ISA is a serviceability workbench**
 - Through ISA you can access support resources to help you address questions problems arising with your IBM products
 - Provides one stop shopping for ability issues
 - Consult ISA for support resources serving multiple IBM products -- ISA is a common workbench for your IBM products
- **ISA offers a choice of resources**



IBM Support Assistant

IBM Support Assistant - http://127.0.0.1:1616/isav3/faces/update/InstallLicenseMain.jsp

Features to Install

[WebSphere Application Server V6.1 feature](#)

Click to see license information.

License for Selected Feature

DOWNLOAD TERMS: By clicking on the "I agree" button , you agree that
All Plugins are subject to the terms of the license agreement which
accompanied the IBM Support Assistant Tool and (2) you have read and
accepted those terms when you obtained the IBM Support Assistant Tool.

I accept the licensing agreement for all products and tools selected

javascript:void(setLicense(0))

Features | Upgrades | **New Products and Tools**

- New Products and Tools (21 new features found)
- DB2
- Lotus
- Rational
- Tivoli
- Websphere

When features and tools are installed or uninstalled, ISA must be restarted.

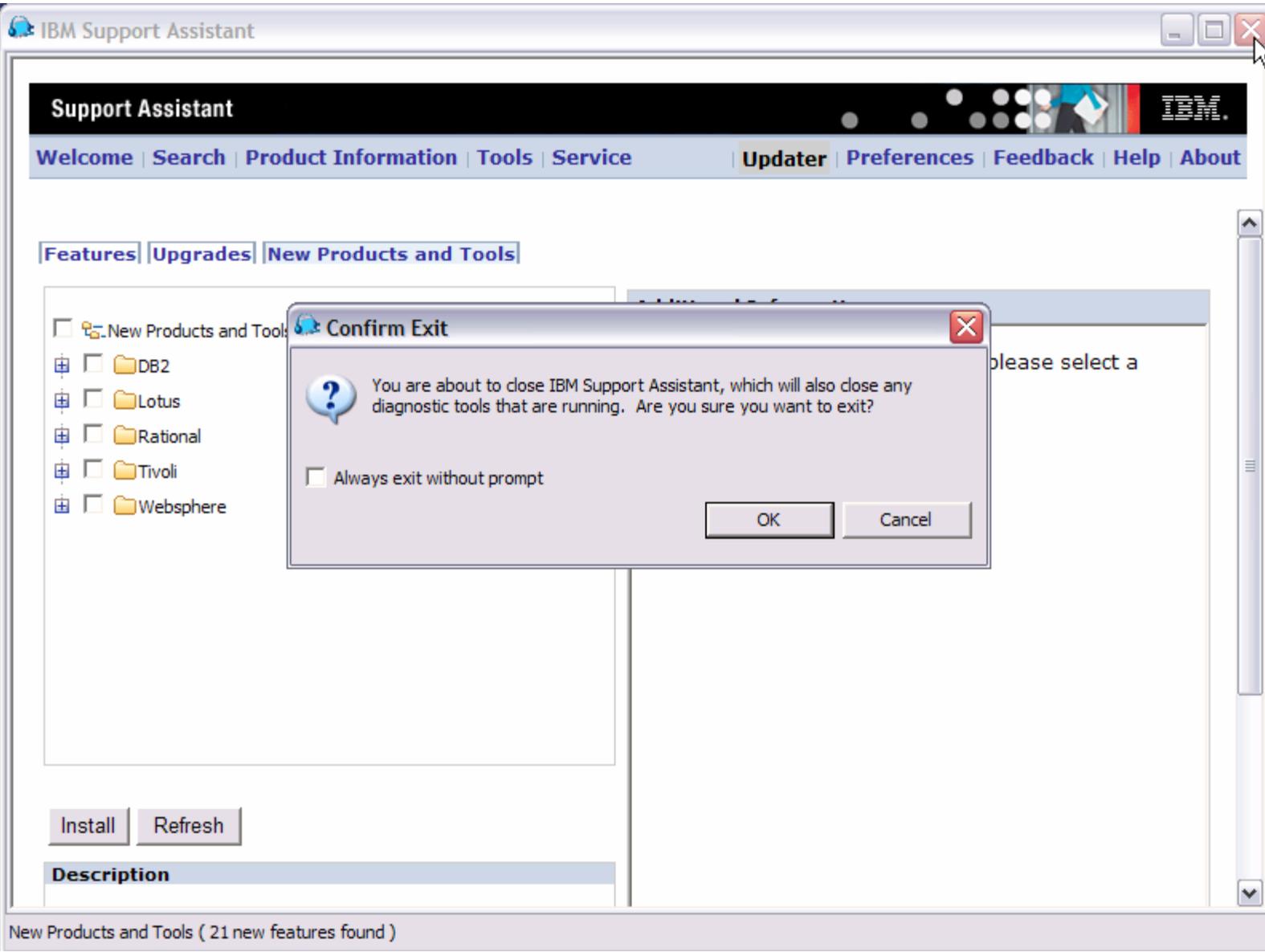
Microsoft Internet Explorer

 New product plug-ins or tool plug-ins were installed successfully. Please make sure to restart IBM Support Assistant for these changes to take effect

OK

Install Refresh

Description



Support Assistant

Welcome | Search | Product Information | Tools | Service | Updater | Preferences | Feedback | Help | About

Features | Upgrades | New Products and Tools

- New Products and Tools
- DB2
- Lotus
- Rational
- Tivoli
- Websphere

Install Refresh

Description

New Products and Tools (21 new features found)

Confirm Exit

You are about to close IBM Support Assistant, which will also close any diagnostic tools that are running. Are you sure you want to exit?

Always exit without prompt

OK Cancel

please select a



Support Assistant

[Welcome](#) | [Search](#) | [Product Information](#) | [Tools](#) | [Service](#) | [Updater](#) | [Preferences](#) | [Feedback](#) | [Help](#) | [About](#)**Welcome to IBM Support Assistant**

IBM Support Assistant is a local serviceability workbench that helps you resolve your product challenges. Use the Updater component to add products and tools that are important to you. Then use the Search, Product Information, Tools, and Service components to help you find answers and solve problems.

**Search**

Query multiple sources of support information

**Service**

Submit a problem report to IBM expedited with automatic data collection

**Product Information**

Quickly find the right IBM site for your product questions

**Updater**

Add IBM products and tools to IBM Support Assistant

**Tools**

Investigate product problems using specialized analysis tools



Components

-  **General**
-  **Search**

Preferences

Preferences > General

Logging details level

- WARNING
- ALL
- FINEST
- FINER
- FINE
- CONFIG
- INFO
- WARNING
- SEVERE
- OFF

ISA logging levels help determine any problems running ISA.



Support Assistant



Welcome | Search | Product Information | Tools | Service | Updater | **Preferences** | Feedback | Help | About

Components



General



Search

Preferences

Preferences > General

Logging details level

ALL

Default page

- Welcome
- Welcome
- Search
- Product Information
- Tools
- Service
- Updater
- Preferences

The Default page is the landing page when ISA is first started.



Support Assistant



Welcome | Search | Product Information | Tools | Service | Updater | **Preferences** | Feedback | Help | About

Components



General



Search

Preferences

Preferences > General

Logging details level

ALL

Default page

Search

OK

Reset

reset to the default system properties



Support Assistant



[Welcome](#) | [Search](#) | [Product Information](#) | [Tools](#) | [Service](#) | [Updater](#) | [Preferences](#) | [Feedback](#) | [Help](#) | [About](#)

Components



General



Search

go to search preferences

Preferences

Preferences > General

Logging details level

ALL

Search

OK

Reset



Components

-  **General**
-  **Search**

go to search preferences

Preferences

Preferences > Search

Maximum search results cached

By default, ISA caches 32 search results.



Components

-  **General**
-  **Search**

Preferences

Preferences > Search

Maximum search results cached

save the current data as the system properties



Components

-  **General**
-  **Search**

Preferences

Preferences > Search

Maximum search results cached

100

Save the settings.

Microsoft Internet E

Do you want to save the current data as the system preferences?



Support Assistant 

Welcome | Search | Product Information | Tools | Service | Updater | Preferences | Feedback | Help | About

Components

-  **General**
-  **Search**

Preferences

Preferences > Search

Maximum search results cached

OK Reset

The Feedback link invokes the system's default mail client with the address field filled in with ISA's email address (ibmsa@us.ibm.com).



Support Assistant



[Welcome](#) | [Search](#) | [Product Information](#) | [Tools](#) | [Service](#) | [Updater](#) | [Preferences](#) | [Feedback](#) | [Help](#) | [About](#)

Components



General



Search

Preferences

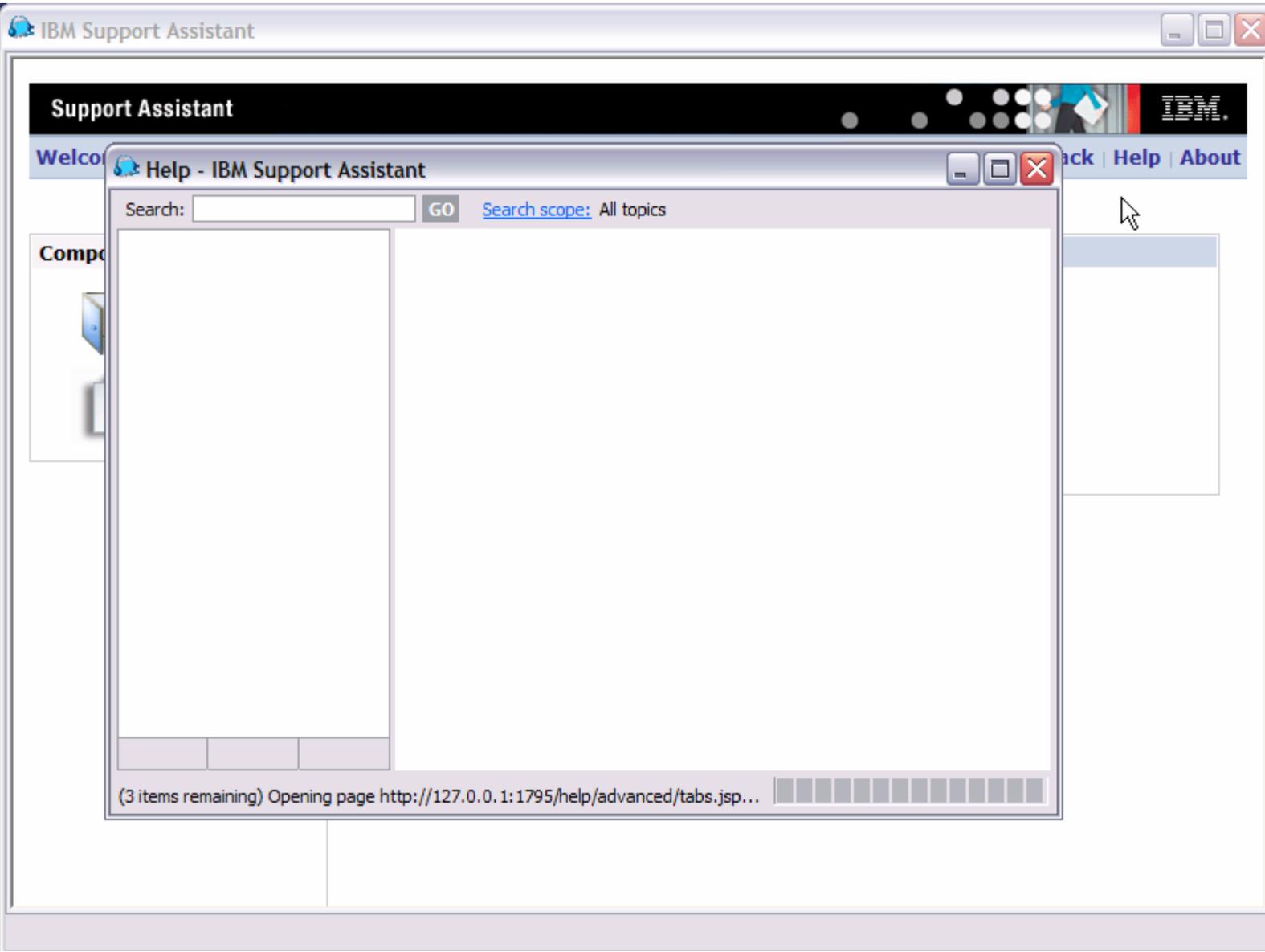
Preferences > Search

Maximum search results cached

OK

Reset

Help invokes ISA's help system.



Support Assistant



Welcome Back Help About

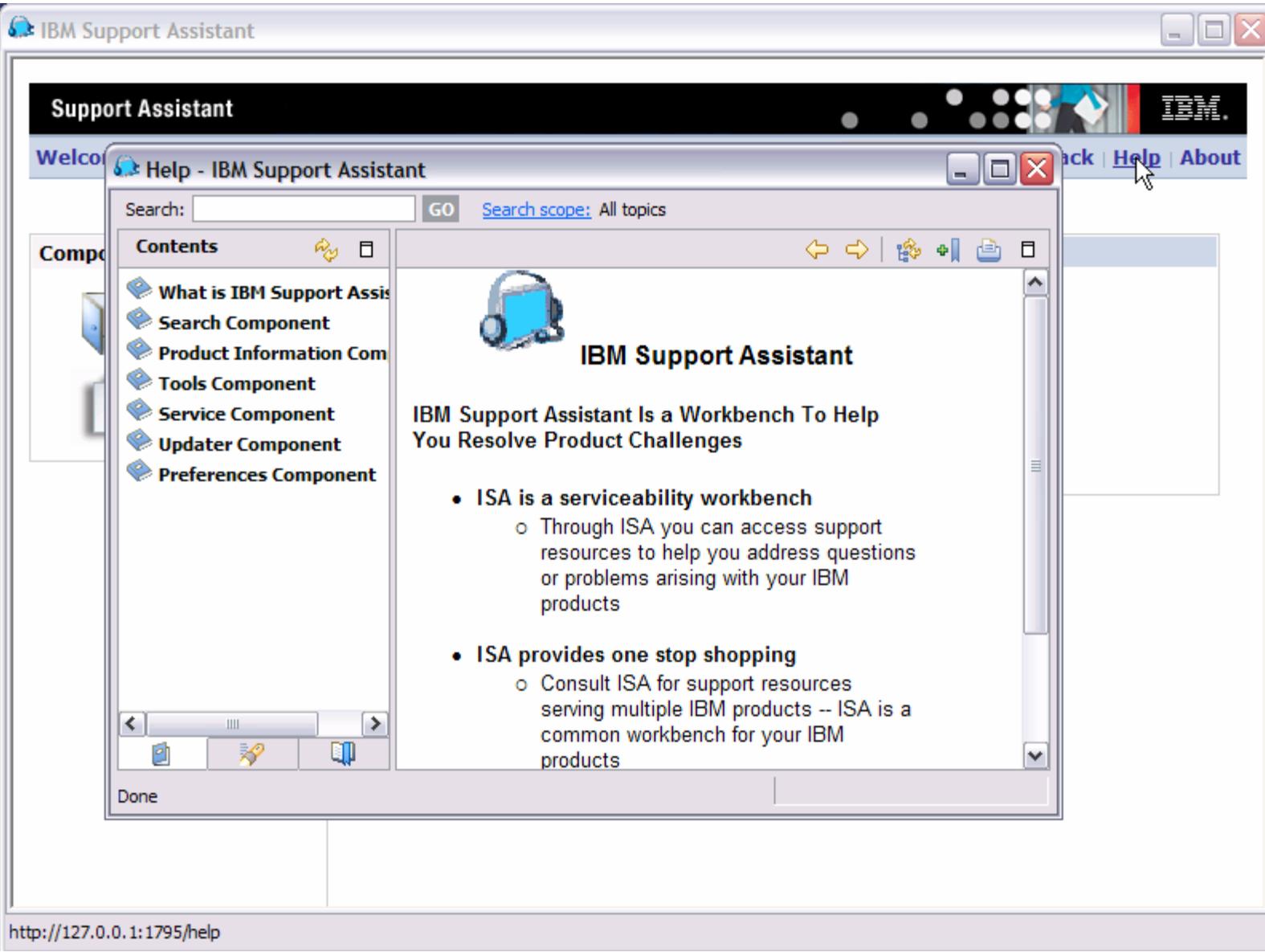
Help - IBM Support Assistant

Search: GO Search scope: All topics

Compo

Empty search results area

(3 items remaining) Opening page http://127.0.0.1:1795/help/advanced/tabs.jsp...



Support Assistant



Welcome [Help](#) [About](#)

Help - IBM Support Assistant

Search: GO Search scope: All topics

Contents

- What is IBM Support Assis
- Search Component
- Product Information Com
- Tools Component
- Service Component
- Updater Component
- Preferences Component

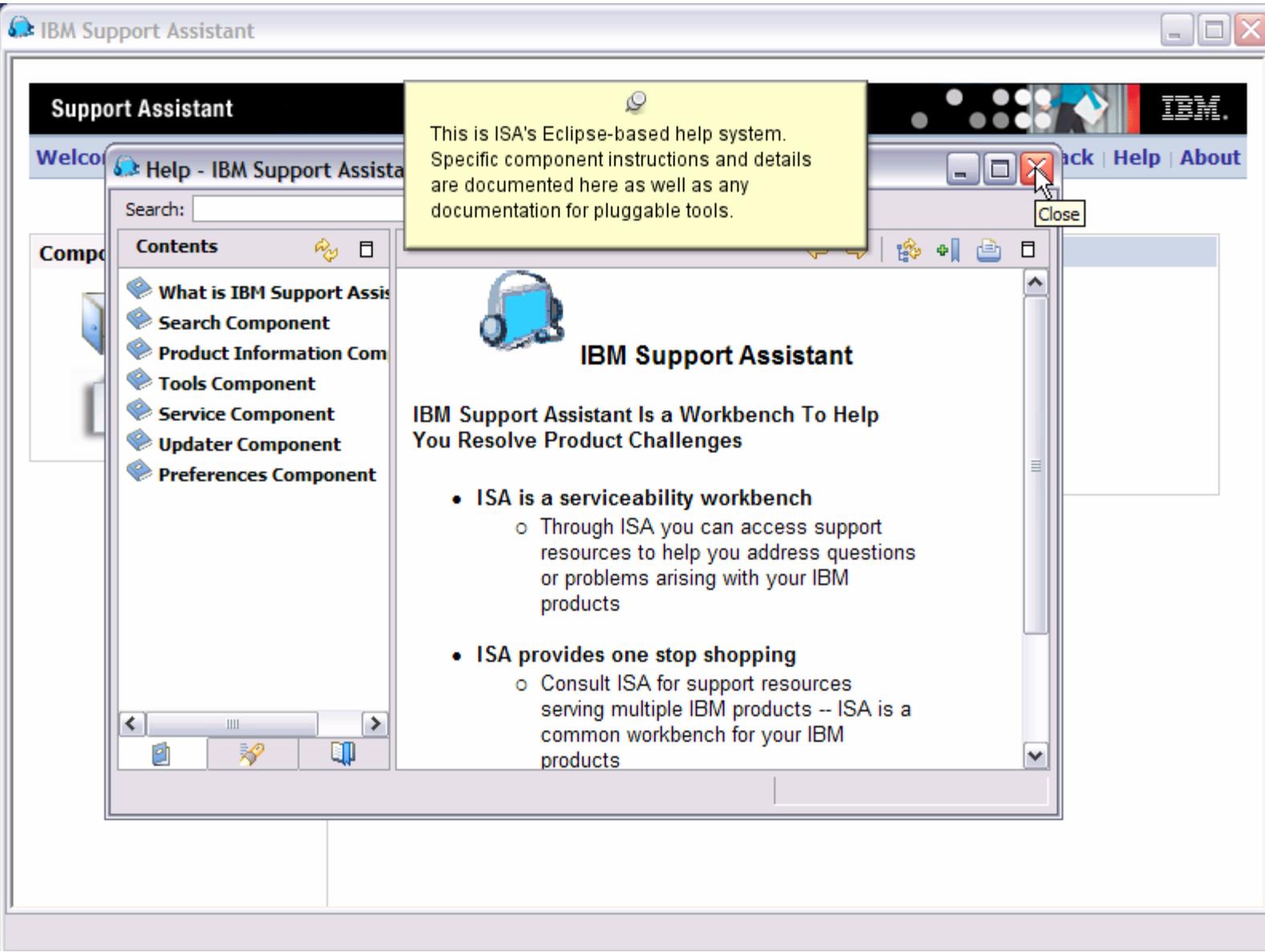


IBM Support Assistant

IBM Support Assistant Is a Workbench To Help You Resolve Product Challenges

- **ISA is a serviceability workbench**
 - Through ISA you can access support resources to help you address questions or problems arising with your IBM products
- **ISA provides one stop shopping**
 - Consult ISA for support resources serving multiple IBM products -- ISA is a common workbench for your IBM products

Done



Support Assistant

Welcome Help - IBM Support Assista

Search:

- Contents
- What is IBM Support Assis
 - Search Component
 - Product Information Com
 - Tools Component
 - Service Component
 - Updater Component
 - Preferences Component

This is ISA's Eclipse-based help system. Specific component instructions and details are documented here as well as any documentation for pluggable tools.



IBM Support Assistant

IBM Support Assistant Is a Workbench To Help You Resolve Product Challenges

- **ISA is a serviceability workbench**
 - Through ISA you can access support resources to help you address questions or problems arising with your IBM products
- **ISA provides one stop shopping**
 - Consult ISA for support resources serving multiple IBM products -- ISA is a common workbench for your IBM products

Back | Help | About

Close



Send IBM your feedback on IBM Support Assistant

- Components**
-  **General**
 -  **Search**

Preferences

Preferences > Search

Maximum search results cached



Support Assistant

Welcome | Search | Product Information | Tools | Service | Updater | Preferences | Feedback | Help | About

About IBM Support Assistant

Components

-  General
-  Search

Preferences

Preferences > Search

Maximum search results cached

OK Reset

Components

-  **General**
-  **Search**

The About link opens an informational dialogue window.

Microsoft Internet Explorer

 IBM Support Assistant
3.0.0.20060407

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OK



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