

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

IBM

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

Welcome to IBM Support Assistant

IBM Support Assistant is a local software component to add product information, Tools, and Service components to your product challenges. Use the Search, Product Information, Tools, and Service as well as update ISA's tools and product plugins.

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.

your product challenges. Use the Search, Product Information, Tools, and Service as well as update ISA's tools and product plugins.

**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).

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Search

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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☐ 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.

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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

- ☒ 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

Product plugins can further specify what versions to filter.

- ☐ Lotus Sametime
- ☐ Rational ClearCase
- ☐ Rational ClearQuest
- ☐ Rational Software Architect
- ☐ Tivoli Storage Manager

Support Assistant

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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

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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 the [Help](#) topic.

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

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

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

Search

☒ 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



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Search Results

 [Stop Searching](#)

IBM Software Support Documents (results in progress)
IBM developerWorks (**results in progress**)
Google Web Search (**results in progress**)

☐ Show options

Support Assistant

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Search Results

[Stop Searching](#)

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

java

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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 [About](#)

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

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

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

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.

Support Assistant

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

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

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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 \(1,070,000,000 results\)](#)

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 used. It uses a special deployment descriptor file, which governs enterprise bean behavior, such as whether a bean is stateful or stateless. This feature of bean deployment supports the EJB specification, which includes programmatic, specification of bean behavior. Part 1 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.

IBM Support Assistant - What are Enterprise JavaBeans components?: Part 3: ...

Country/region [select] | Terms of use | Feedback | Help | About

IBM

All of dW

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

Search

developerWorks > Java technology >

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

In this article:

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

Level: Introductory

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

28 Jul 2000

Related links

- Java technology

Done

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

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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

Next ▶

Java技术、J2EE 应用
等资源。如果您是
中国: Java 技术专

Deploying and
Enterprise **JavaBeans**
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- [-] 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 \(1,070,000\)](#)

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

java

Search

☐ Show options

Google Web Search

Google™

[Web](#) | [Images](#) | [Groups](#) | [News](#) | [Froogle](#) | [Local](#) | [more](#)

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.

[java.sun.com/](#) - 38k - Cached - Similar pages[Download Java 2 Platform, ... - J2EE v1.4 Downloads](#)[Java 2 Platform, Standard ... - Forums](#)[More results from java.sun.com »](#)**Download Java Software**

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Search Results

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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 \(1,070,000,000 results\)](#)

jav

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

Search

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

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- ☐ IBM Software Support Documents
 - [DB2 Universal Database for Linux](#)
 - [Rational ClearCase \(113 results\)](#)
- ☐ IBM developerWorks
 - [DB2 \(61,922 results\)](#)
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 - [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

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Search Results

- ☐ IBM Software Support Documents
 - [DB2 Universal Database for Linux, UNIX and Windows \(113 results\)](#)
- ☐ 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

- ☒ any document type
- ☐ specific document type

Select All

Deselect All

☒ IBM developerWorks

- ☐ any product family
- ☒ specific product family
 - ☒ WebSphere
 - ☒ DB2
 - ☒ Rational
 - ☒ Lotus

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

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

Support Assistant

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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
- ☐ 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

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- ☐ IBM Software Support Documents
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- ☐ IBM developerWorks
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 - [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
- ☒ Rational Software Architect 6.0
- ☐ 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

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

Search Results

[-] Product Information Center

[-] DB2 Universal Database for

[Administering \(23 results\)](#)[Configuring \(18 results\)](#)[DB2 Business Intelligence](#)[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](#)[Tuning \(2 results\)](#)

[-] Rational Software Architect

[uncategorized \(11 results\)](#)[Rational Application Developer](#)[Rational Functional Tester](#)[Rational Software Architect](#)

java

Search

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Product information center results are categorized by the information center.

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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 window 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](#)

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Developing

Creating a Java stored procedure

To create a Java stored procedure:

1. In the Project View, select the project.
2. Select New > Stored Procedure.
3. Follow the steps in the wizard to create the stored procedure.

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](#)

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

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

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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.

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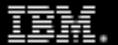
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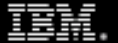
- **Open/flexible:** DB2 supports a wide variety of popular platforms and key standards as well as a wide variety of packaging options to match the needs unique to your business.
- **Performance and Scale:** [A proven leader](#) in the ability to handle millions of transactions or many terabytes of data,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

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Training quick finder

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• Resources and Communities

• Role-Based Skills Roadmaps

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• Training Portfolios



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.

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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.

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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:

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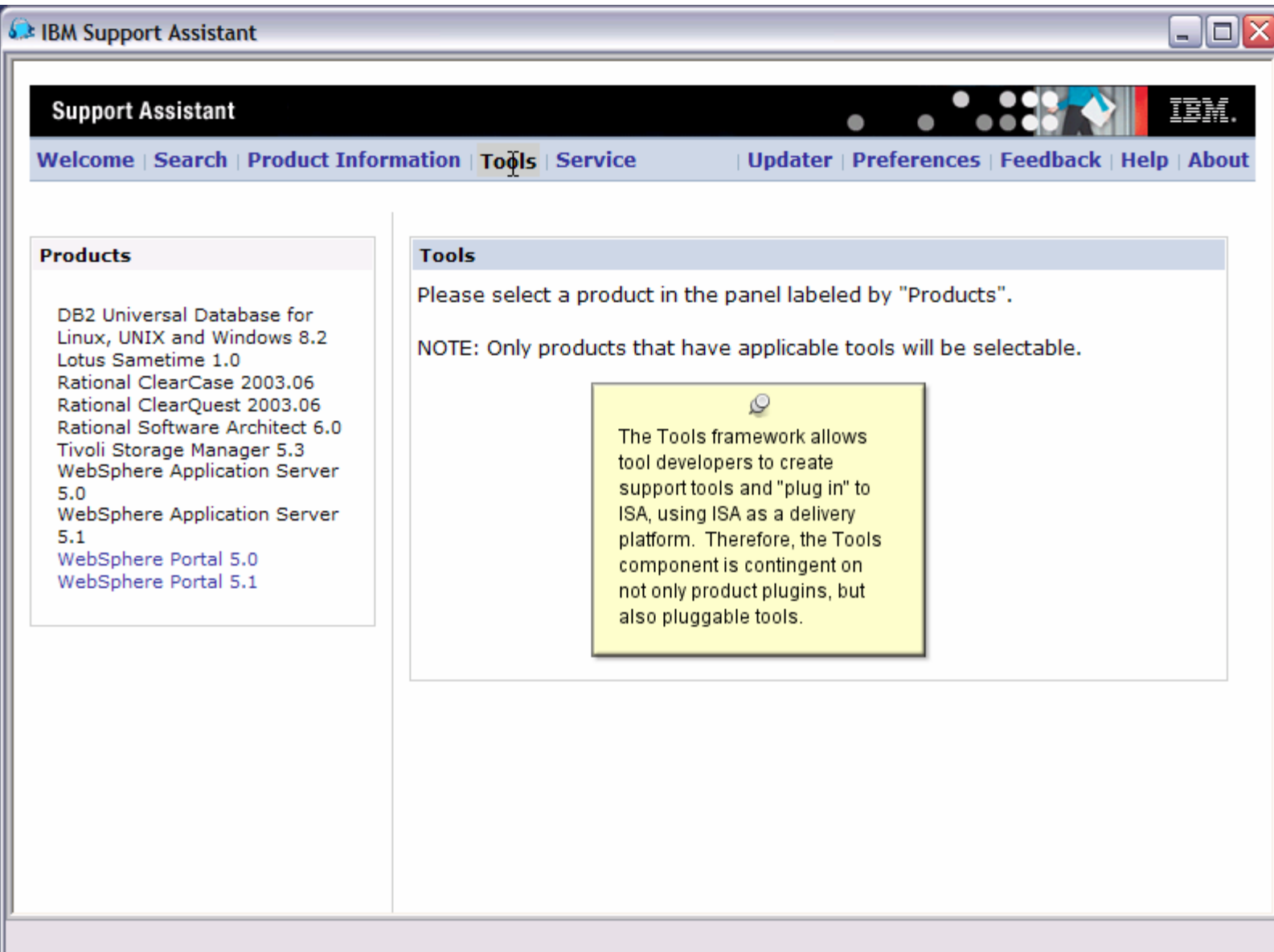
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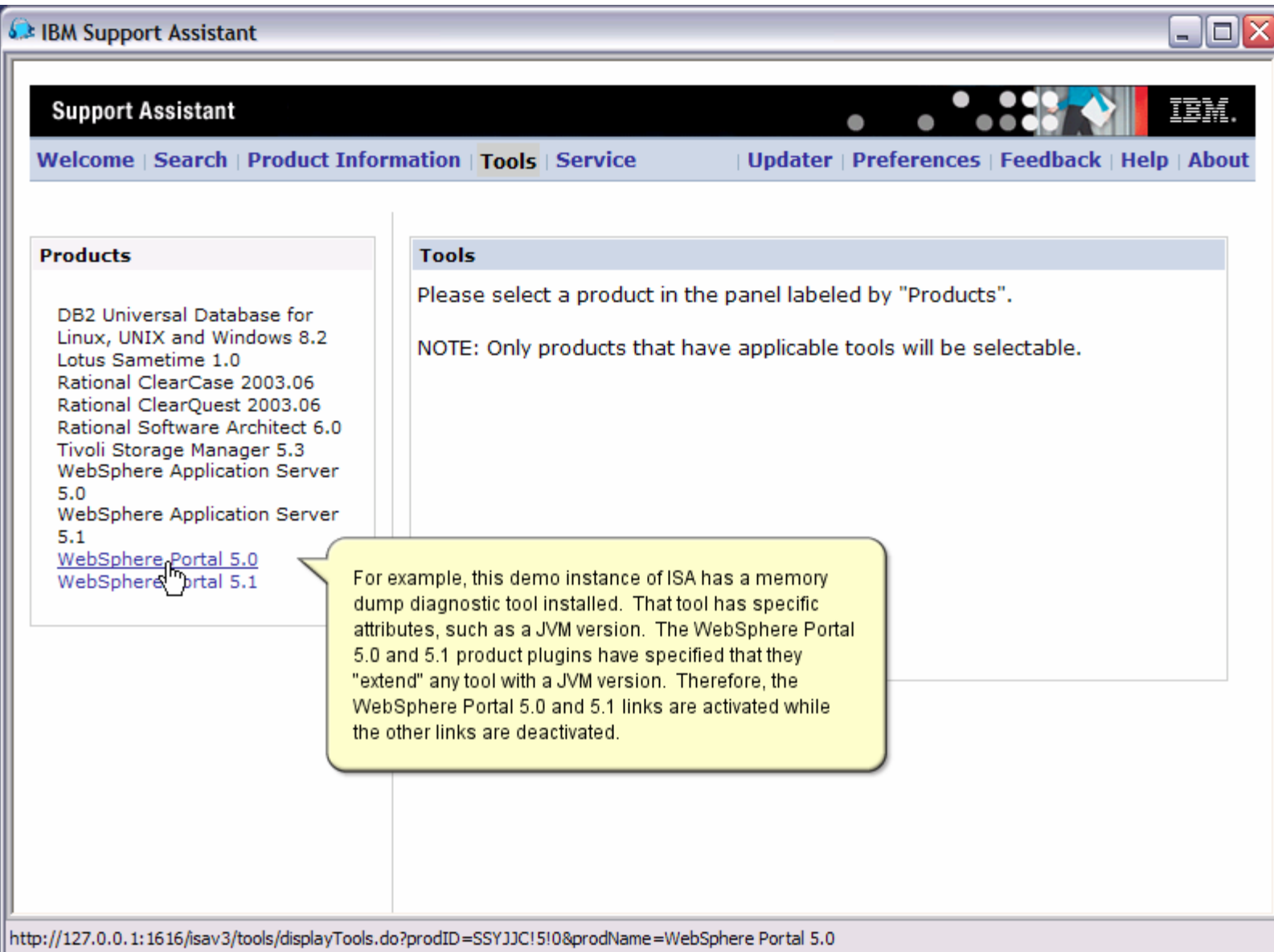
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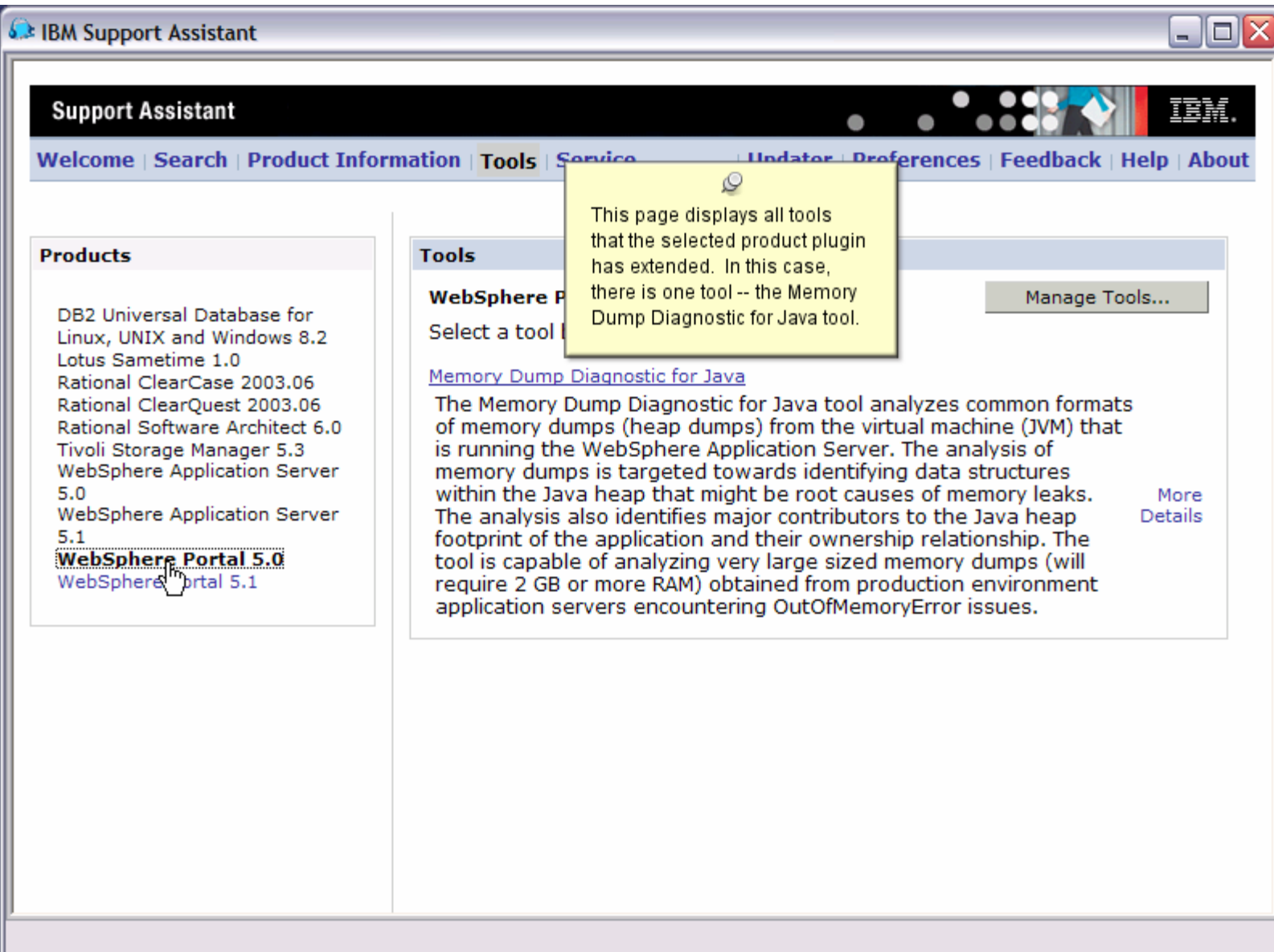
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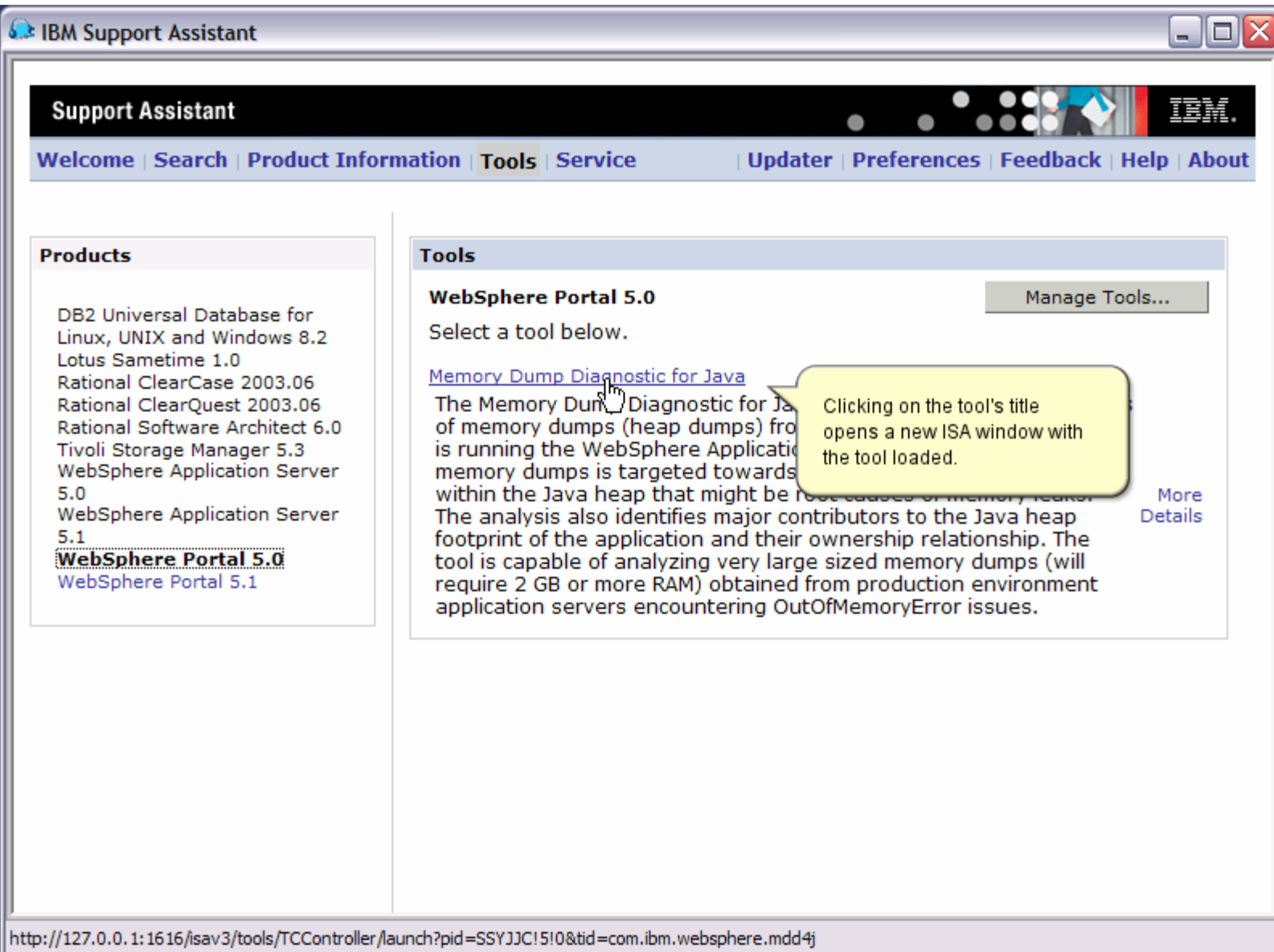
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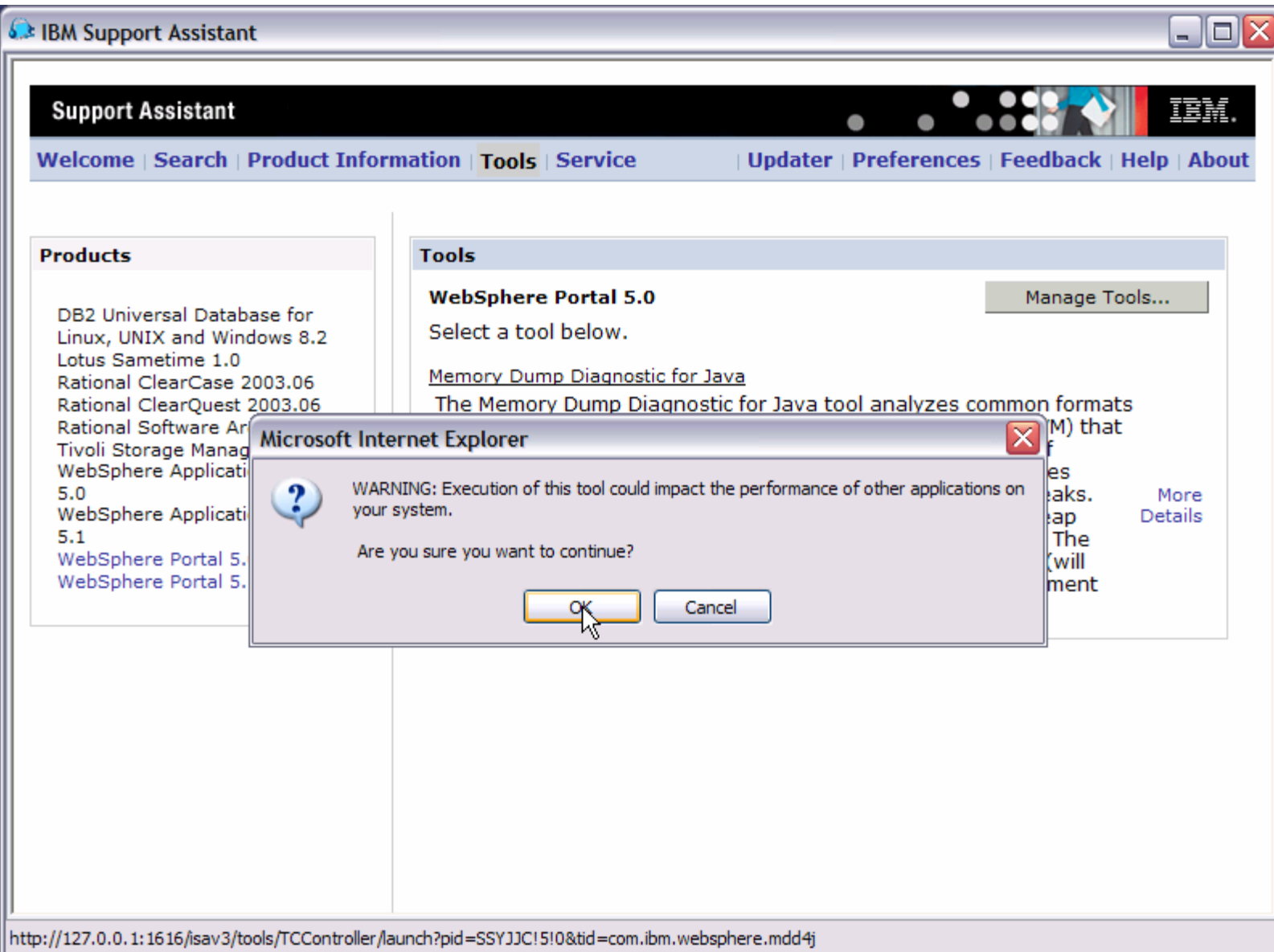
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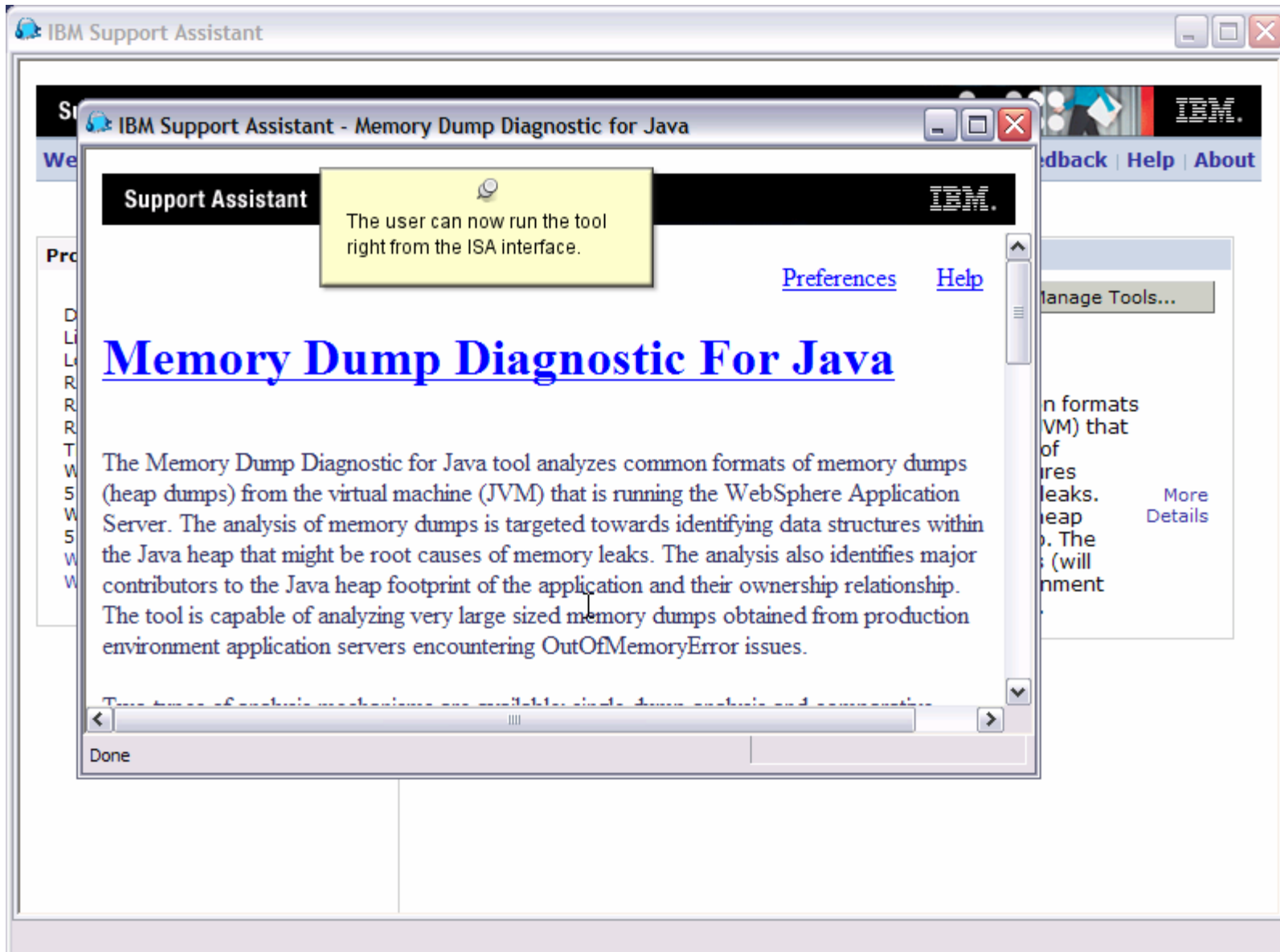


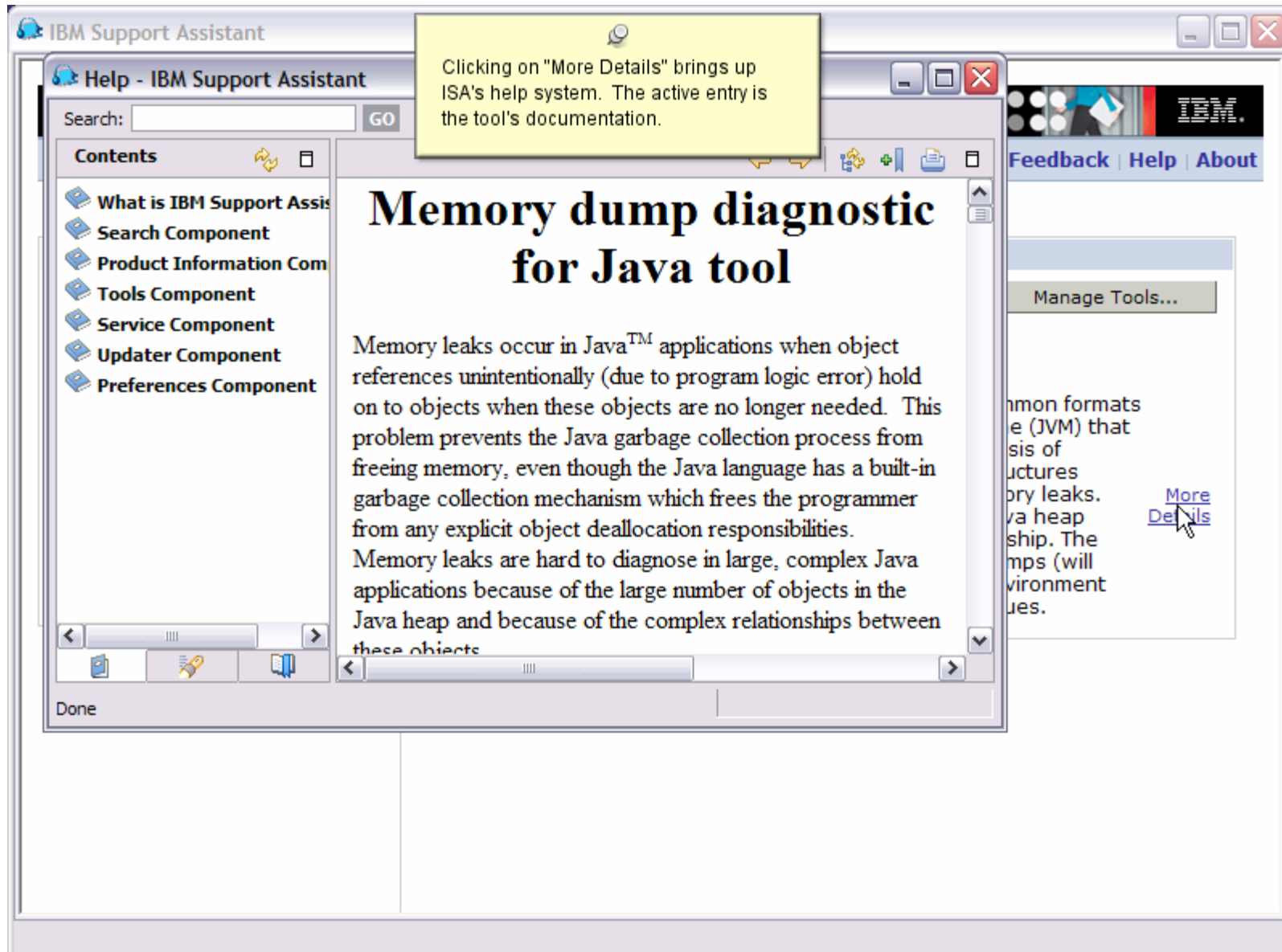


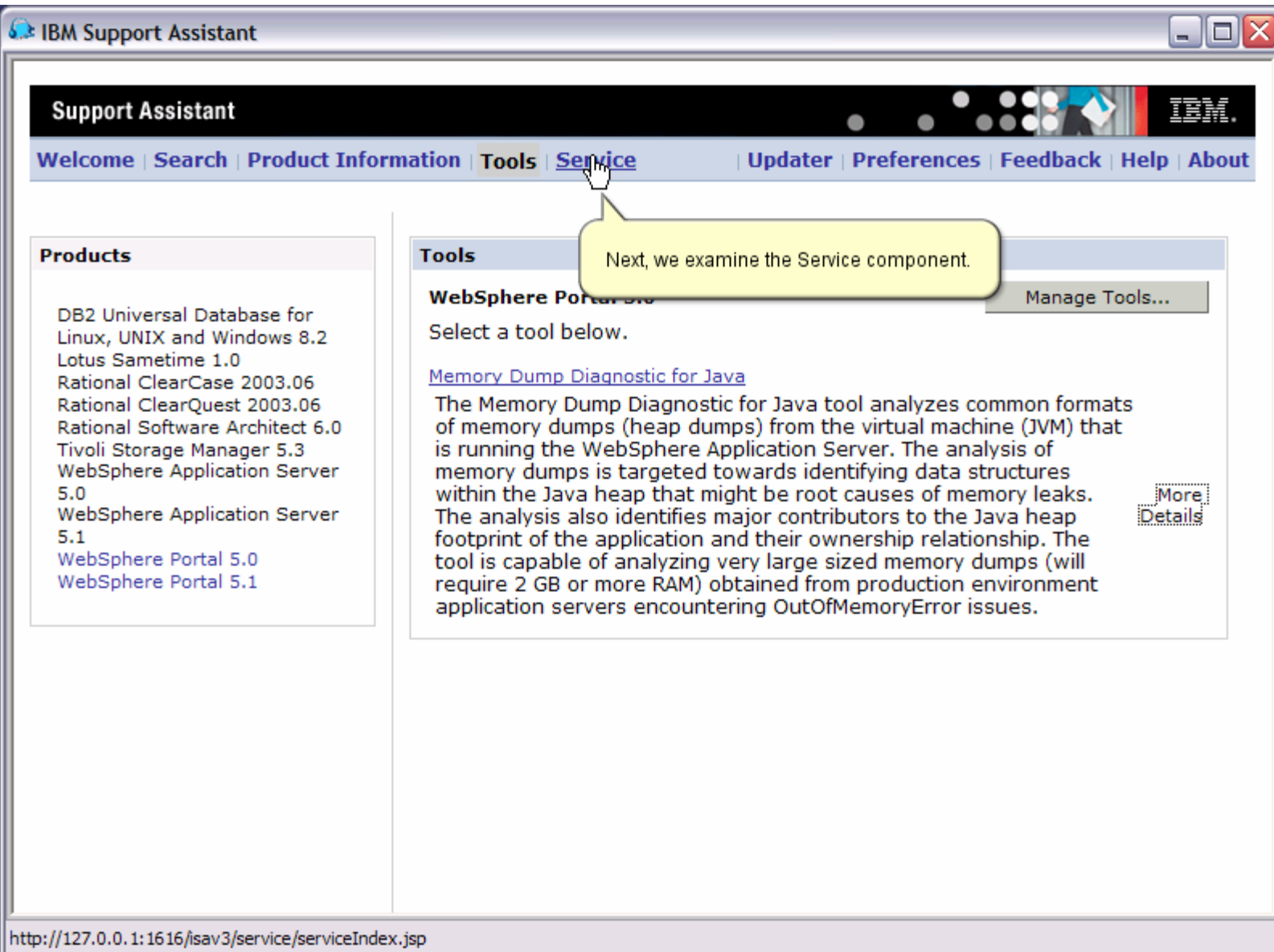


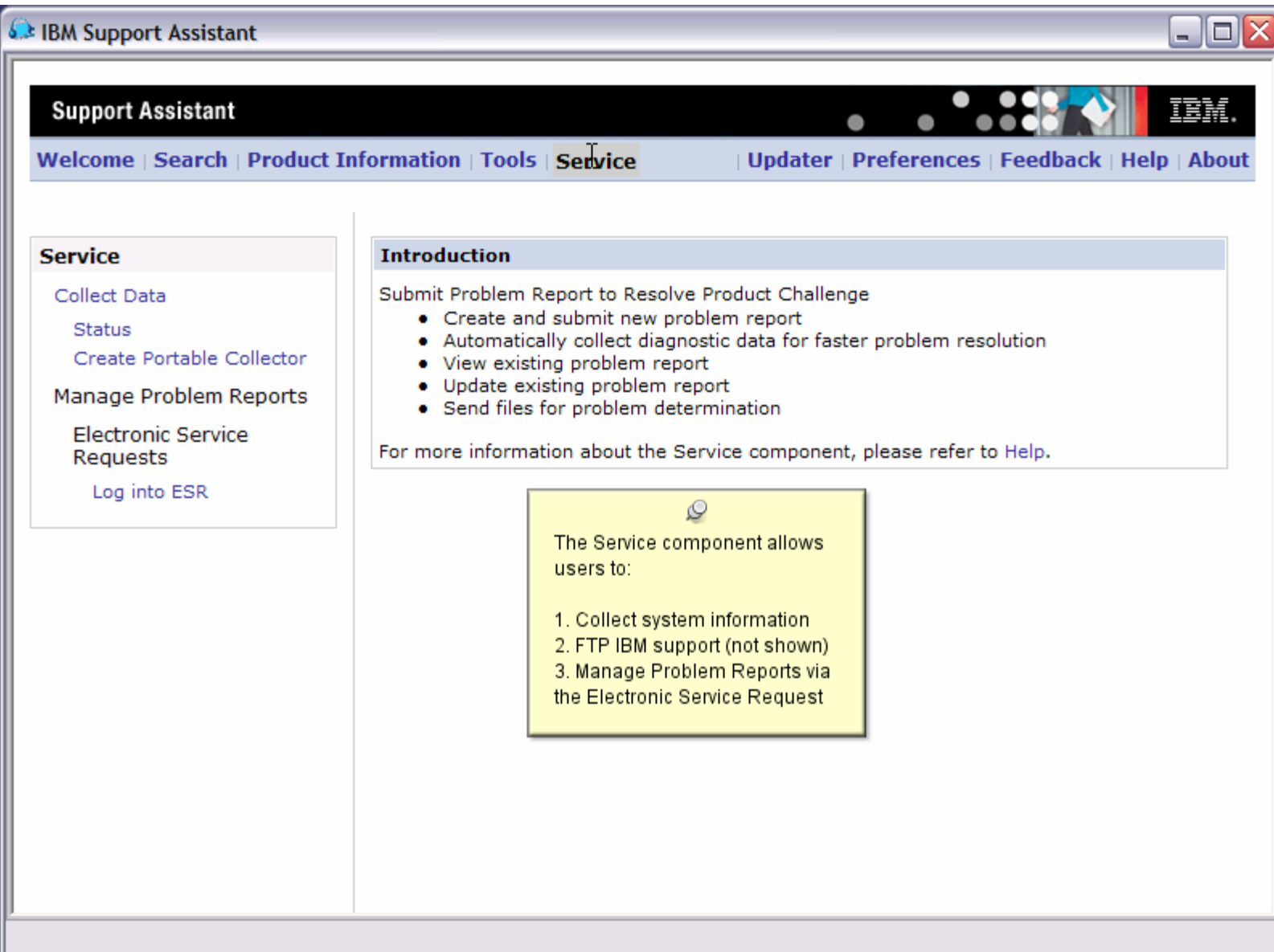


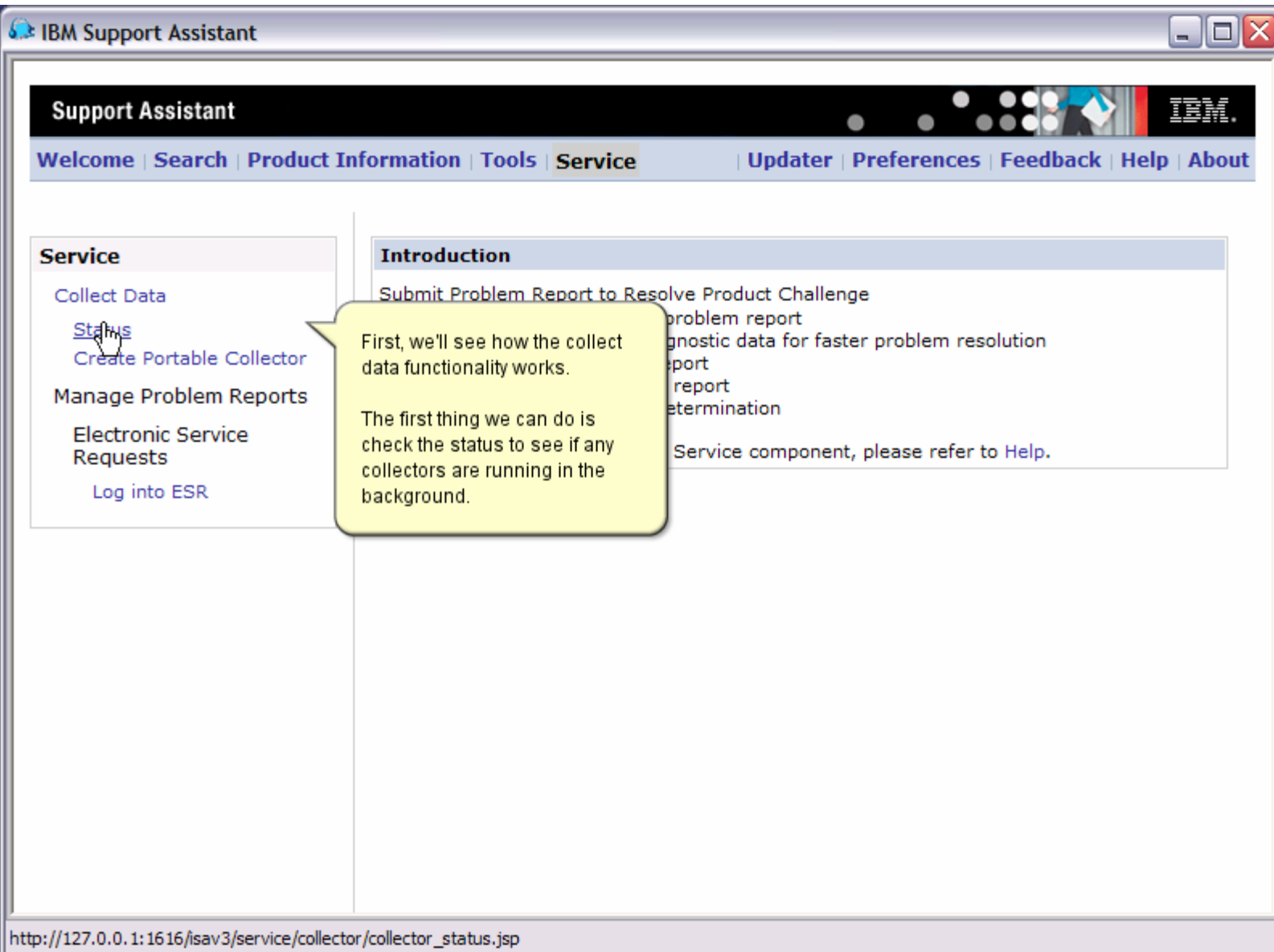


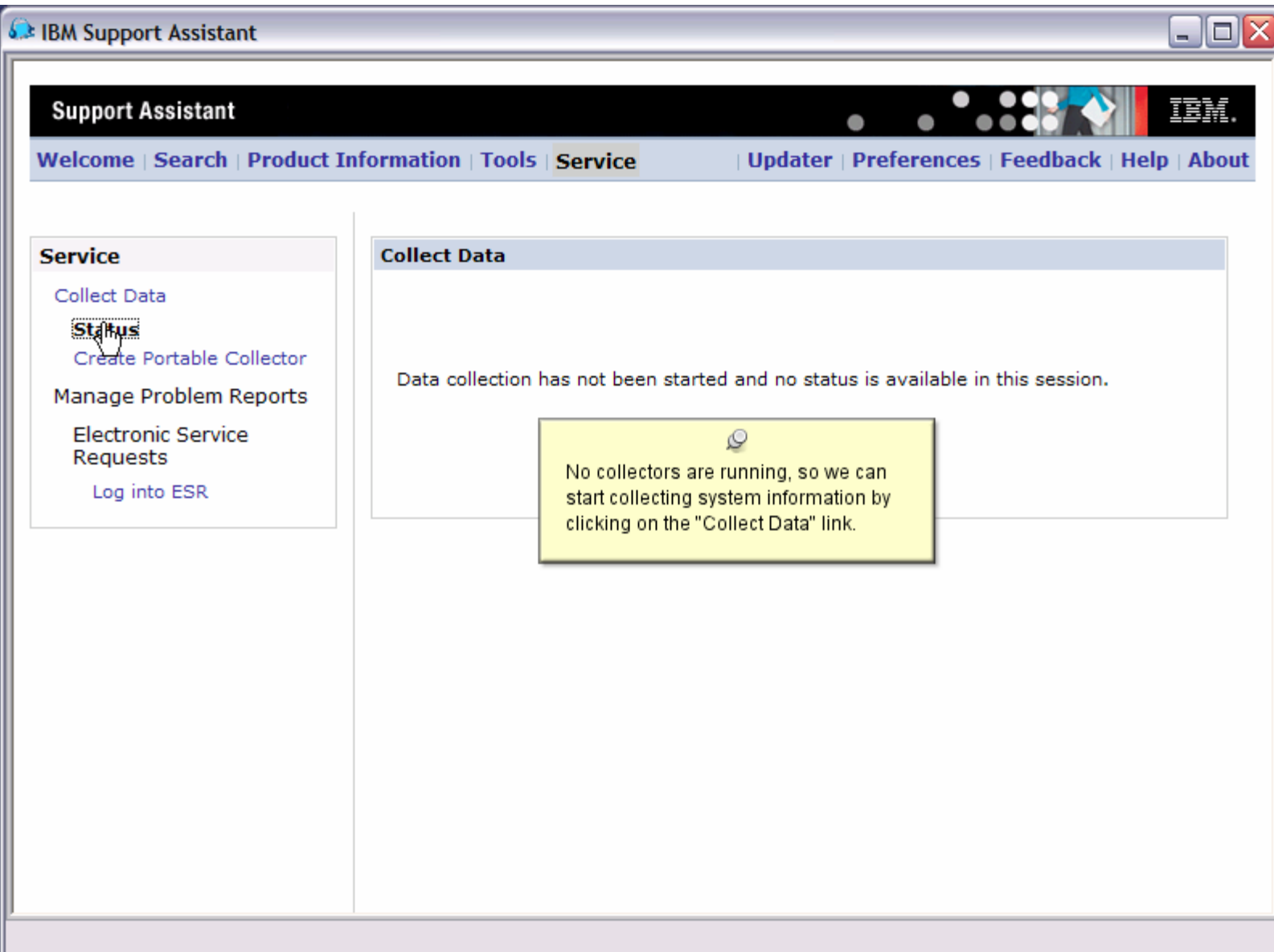


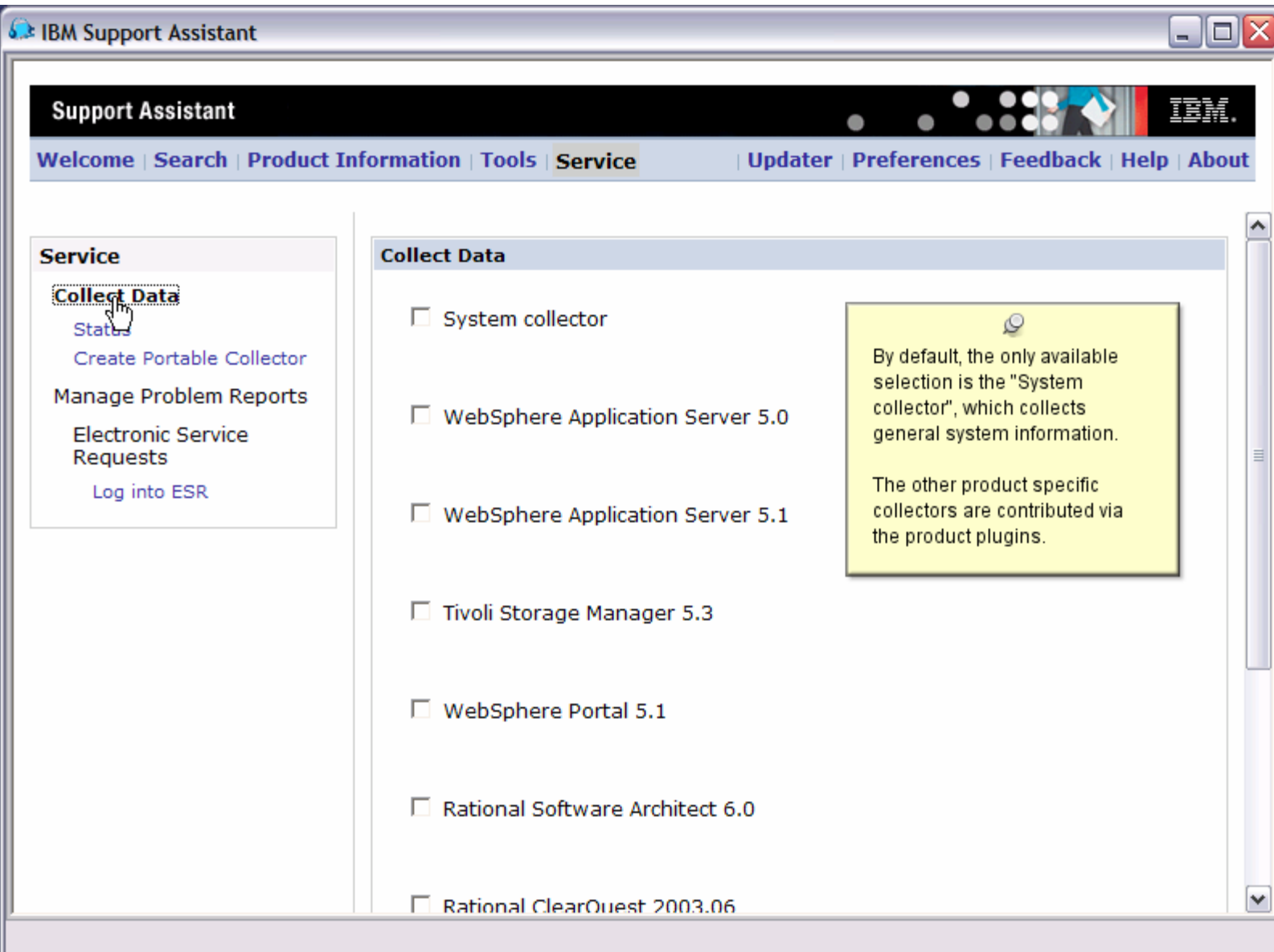


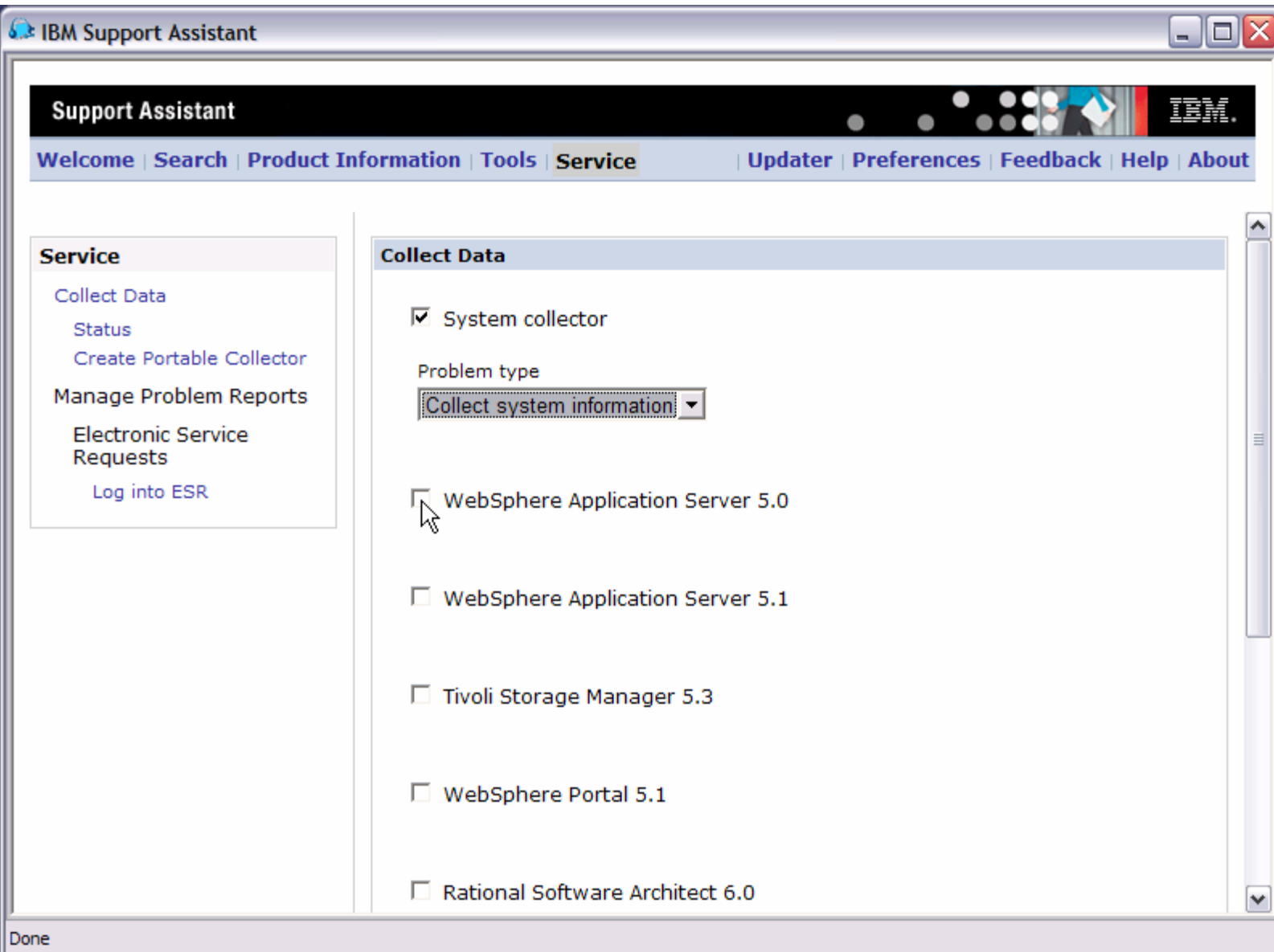


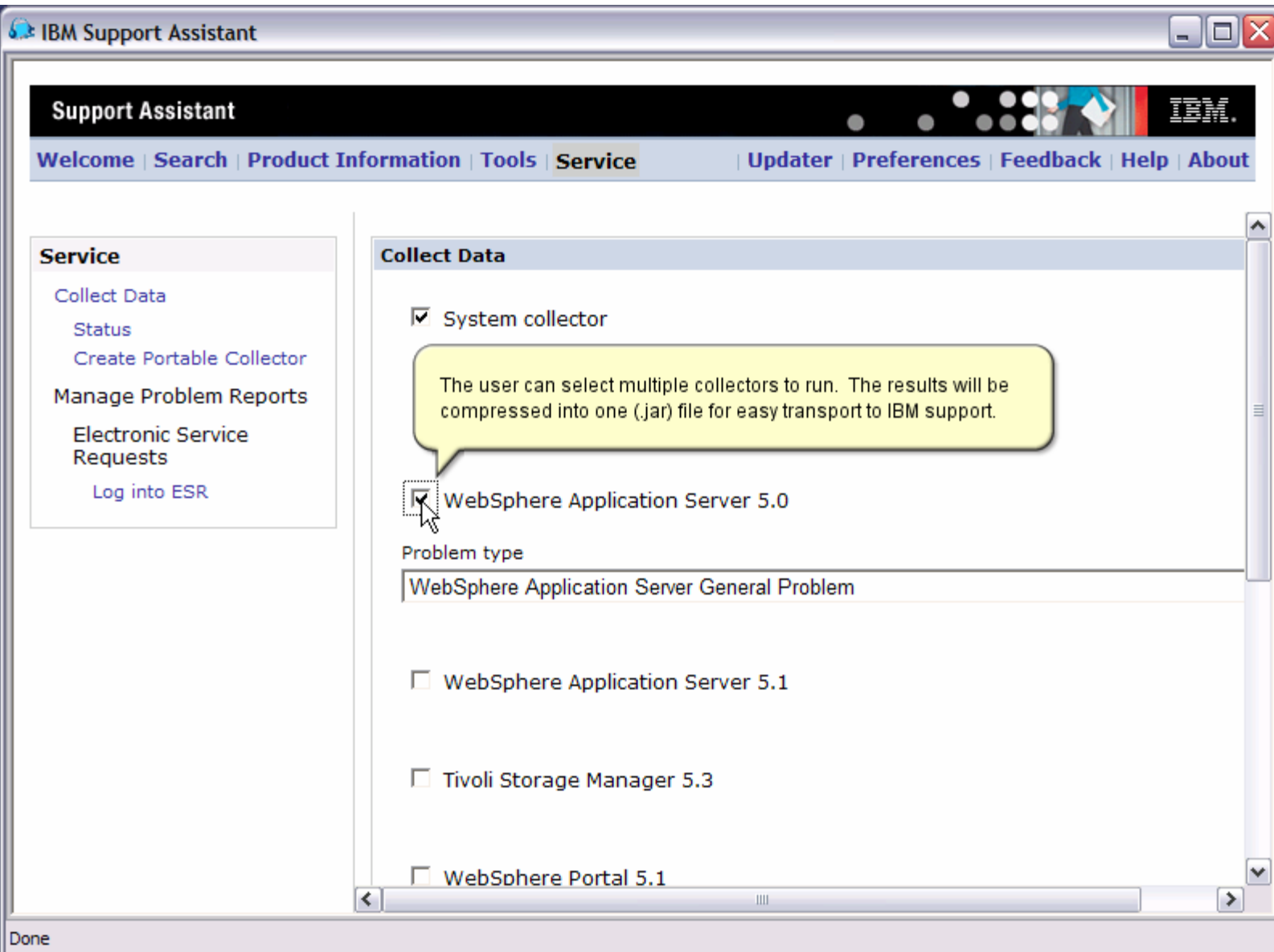


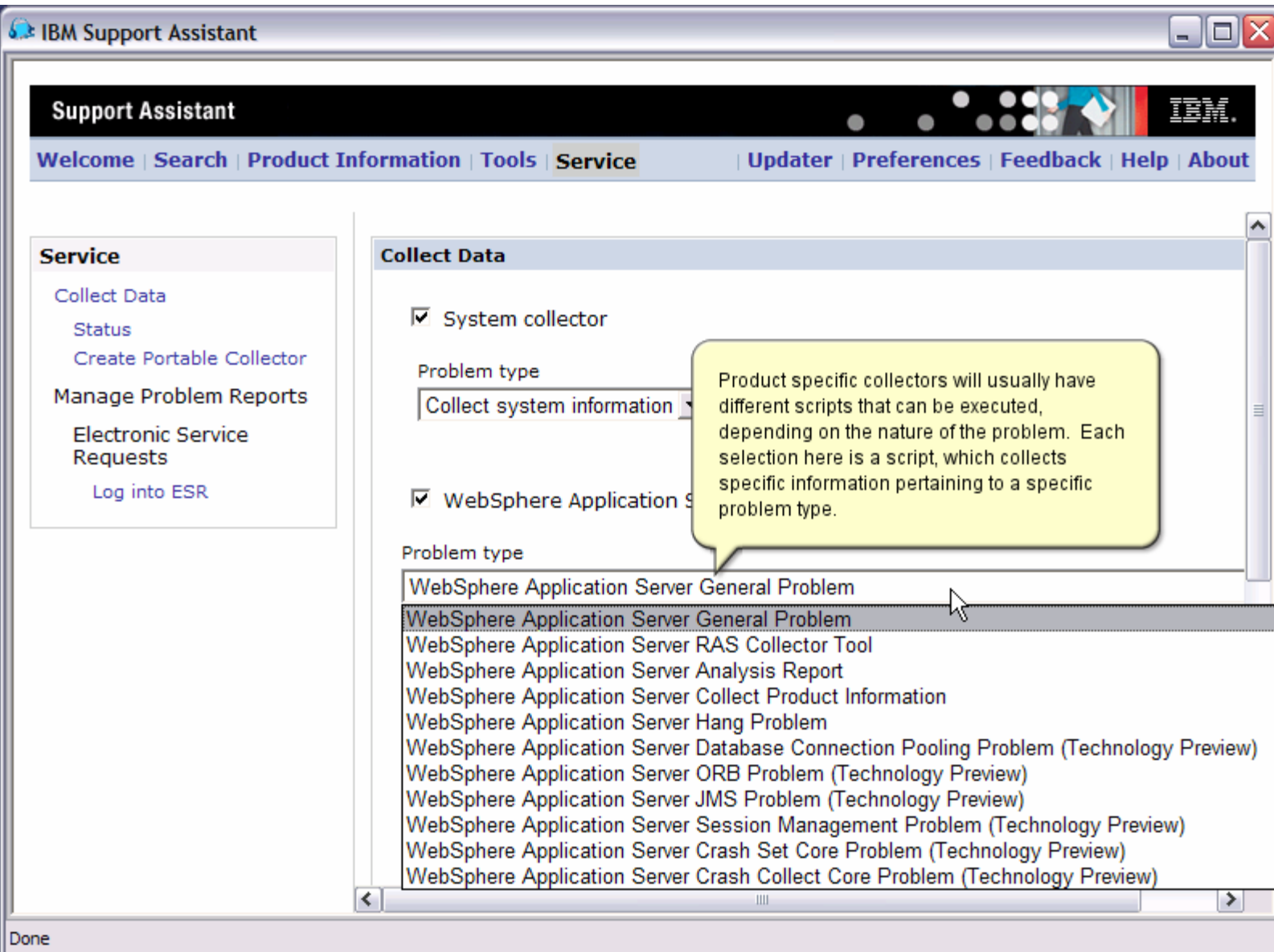


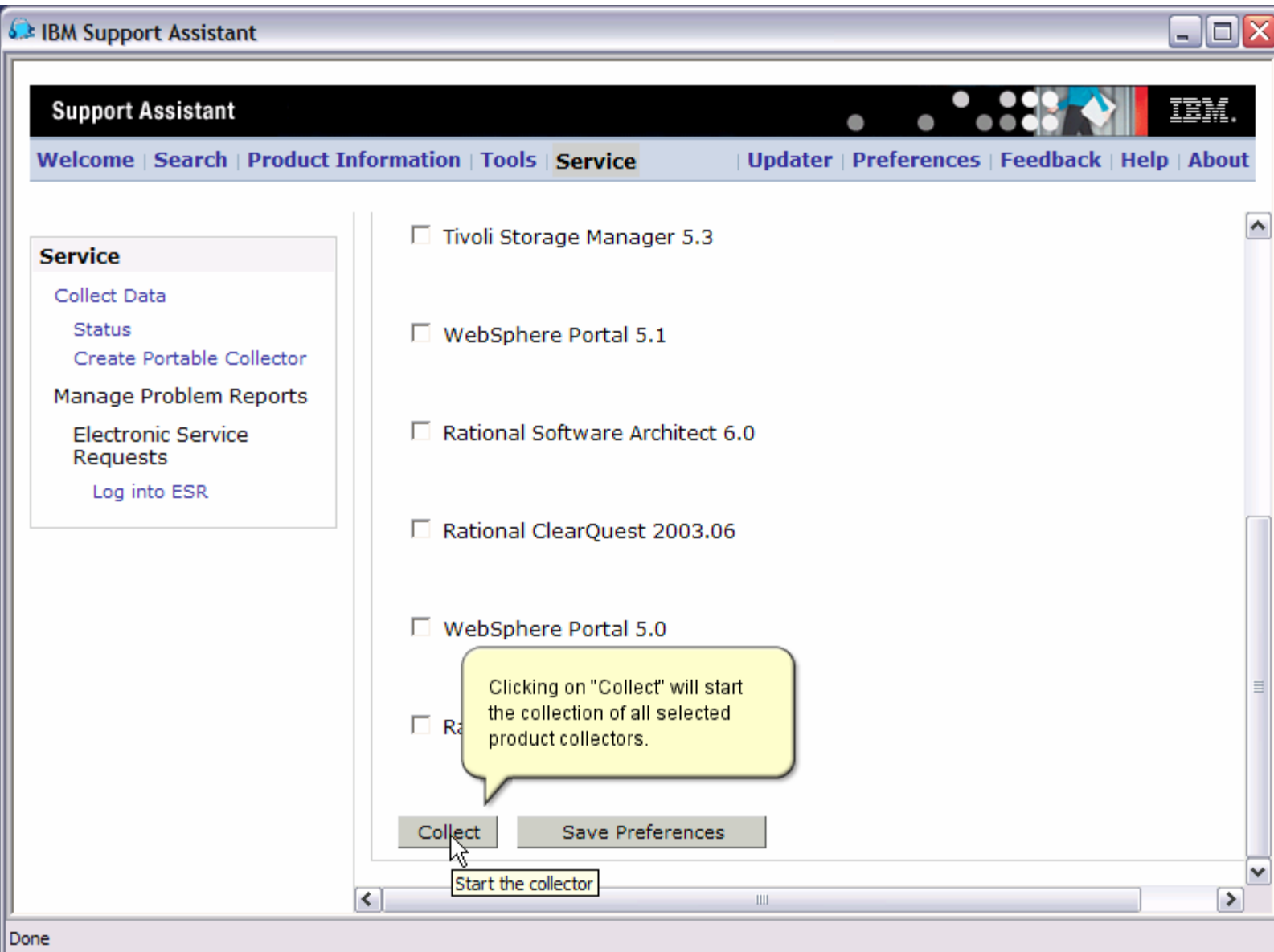


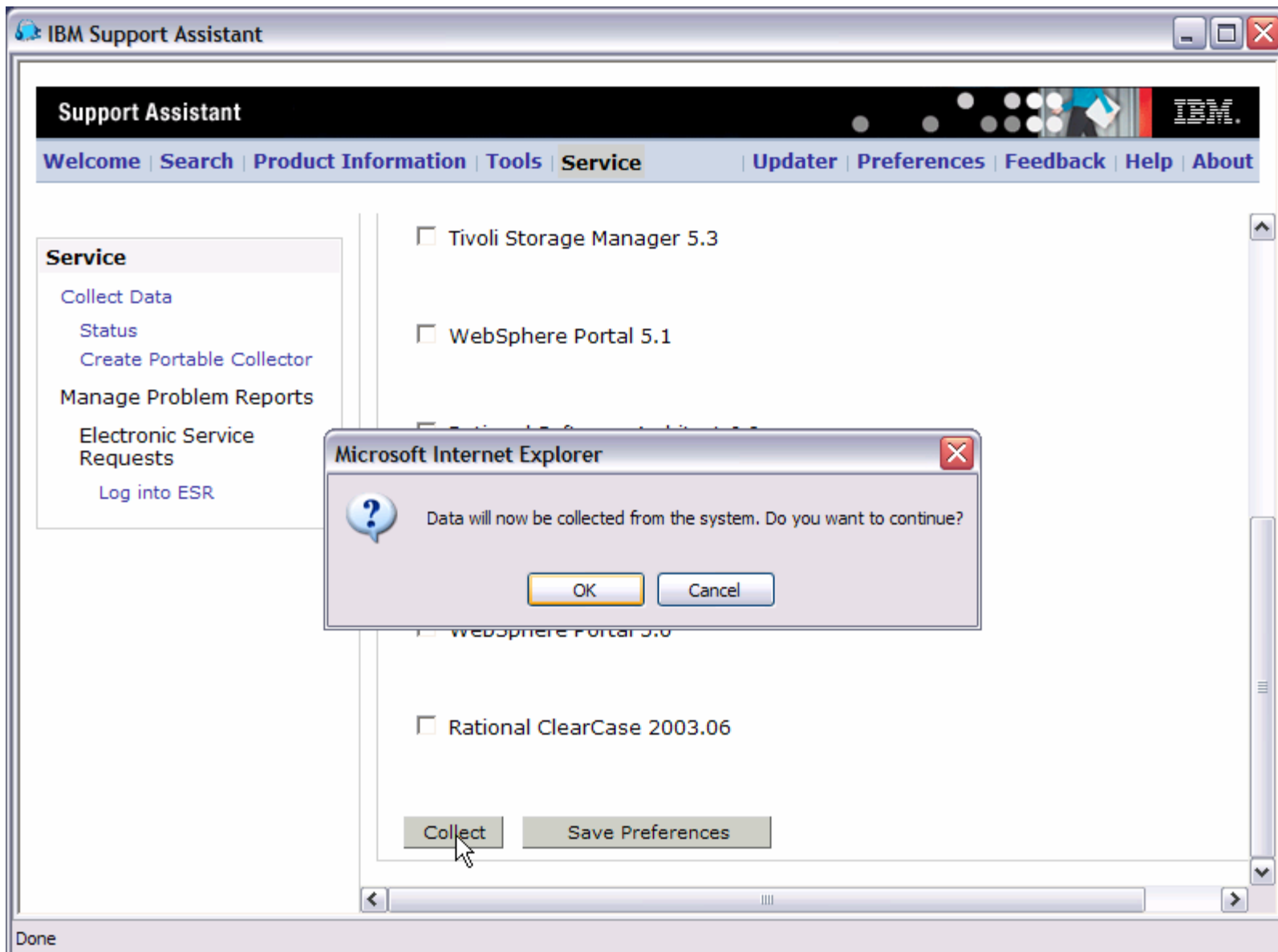


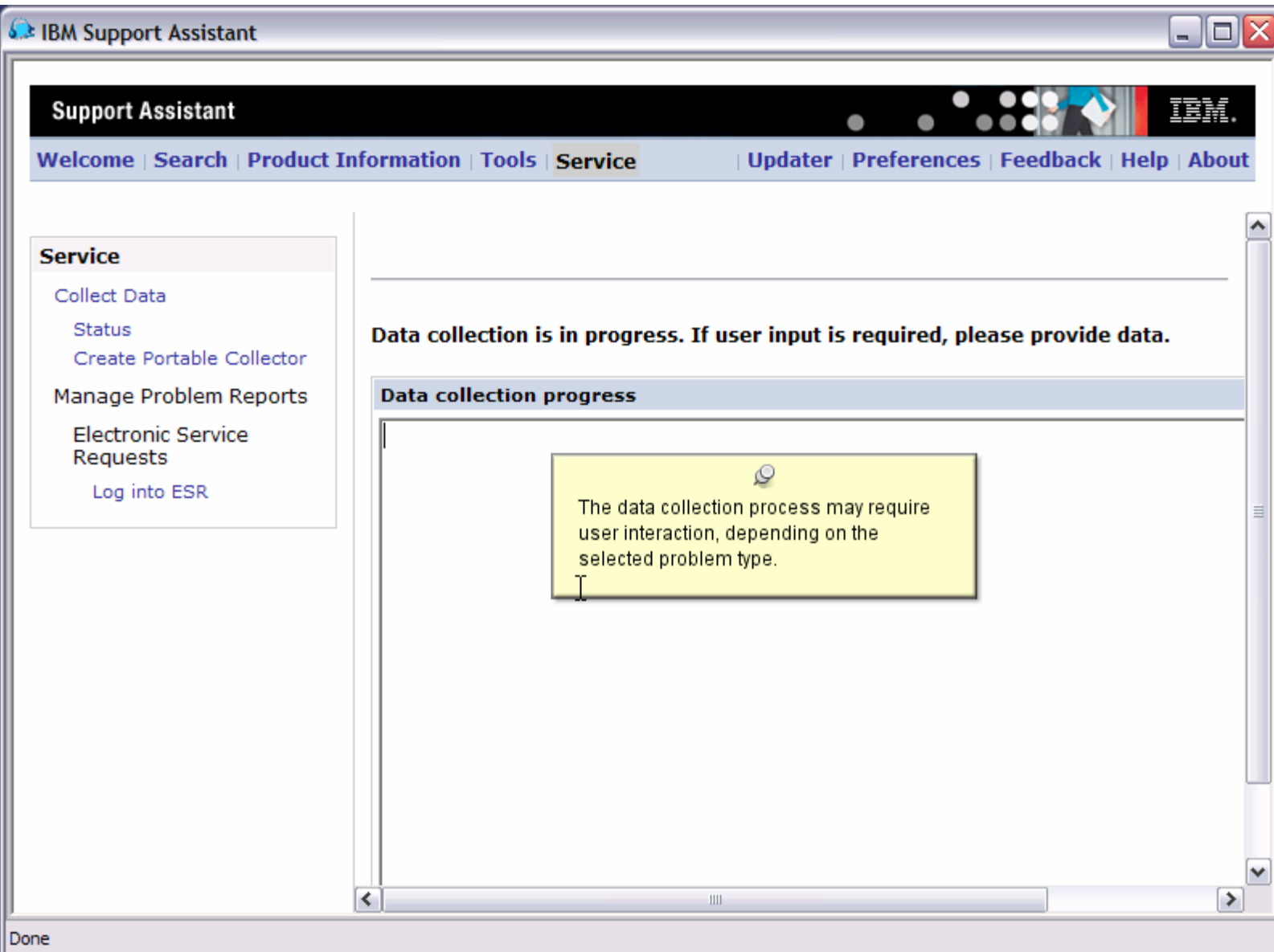


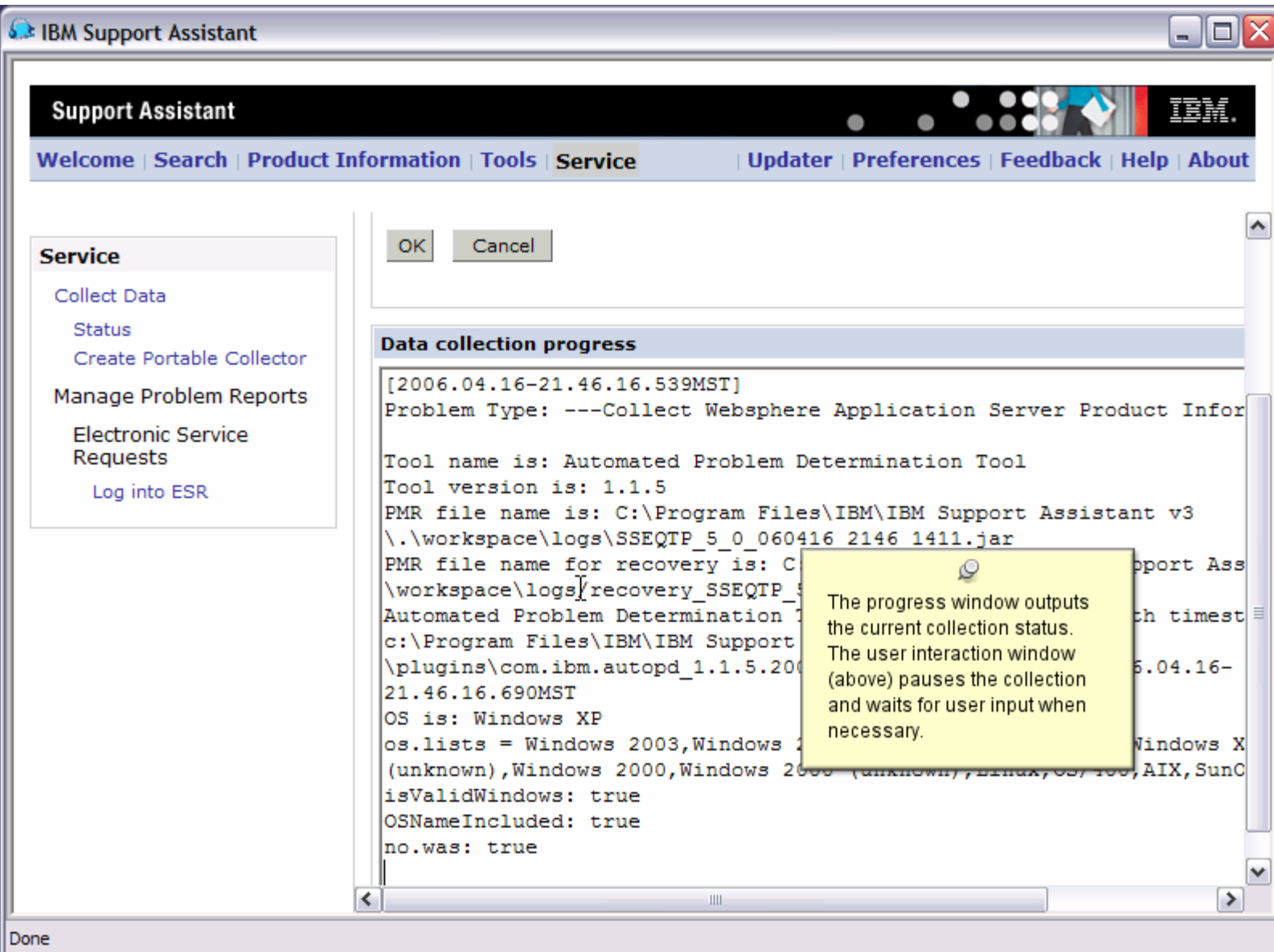


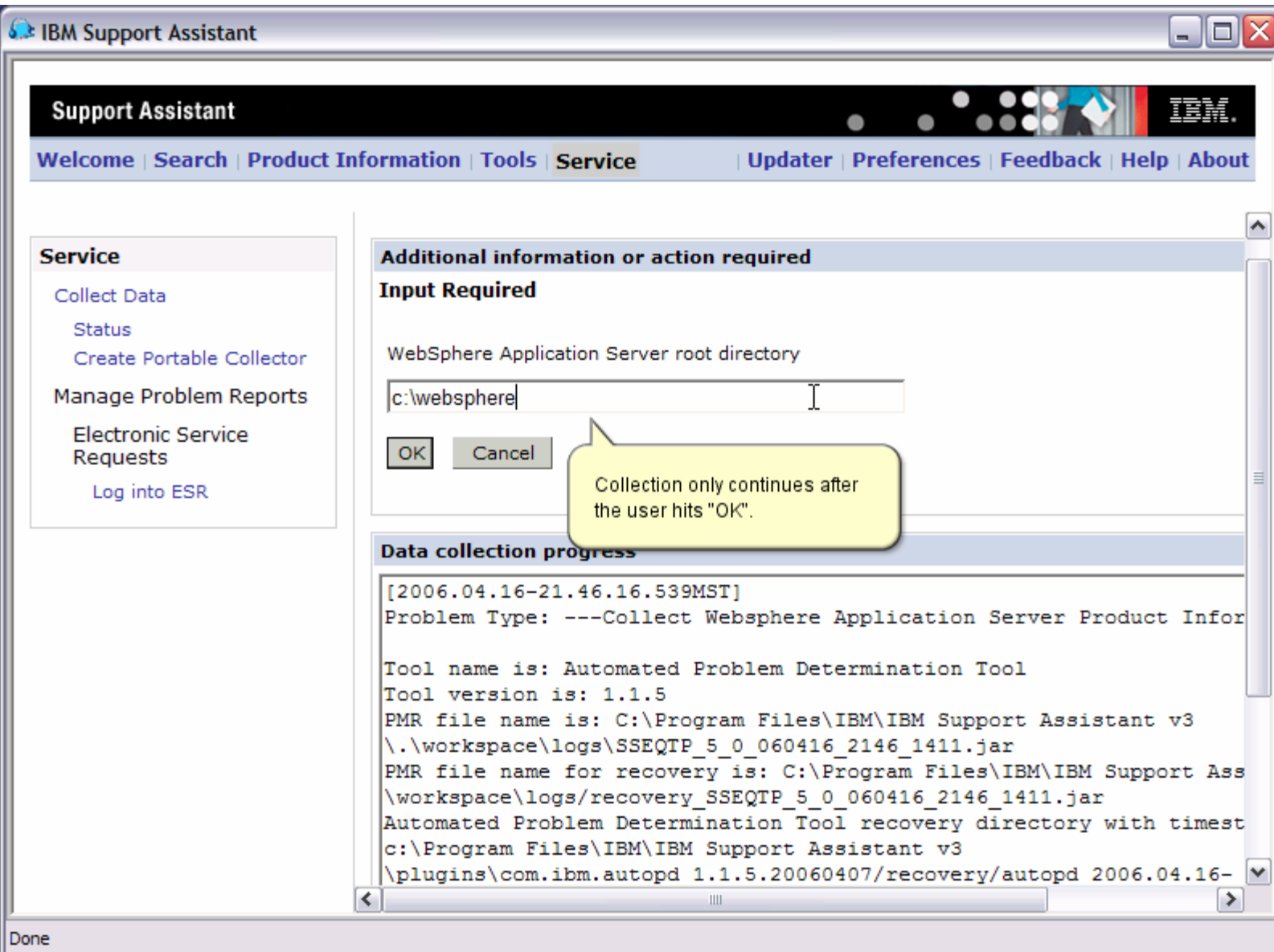


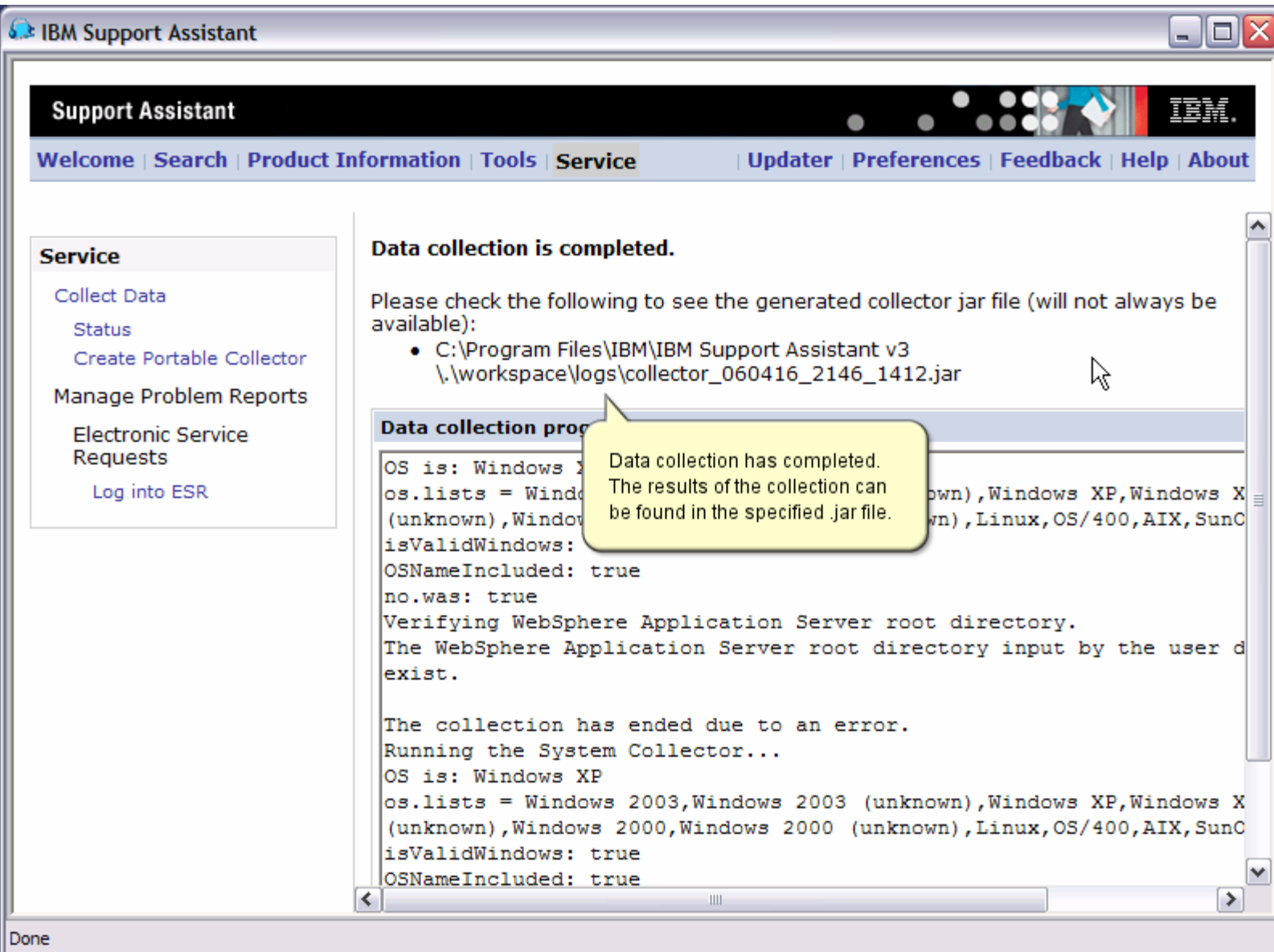


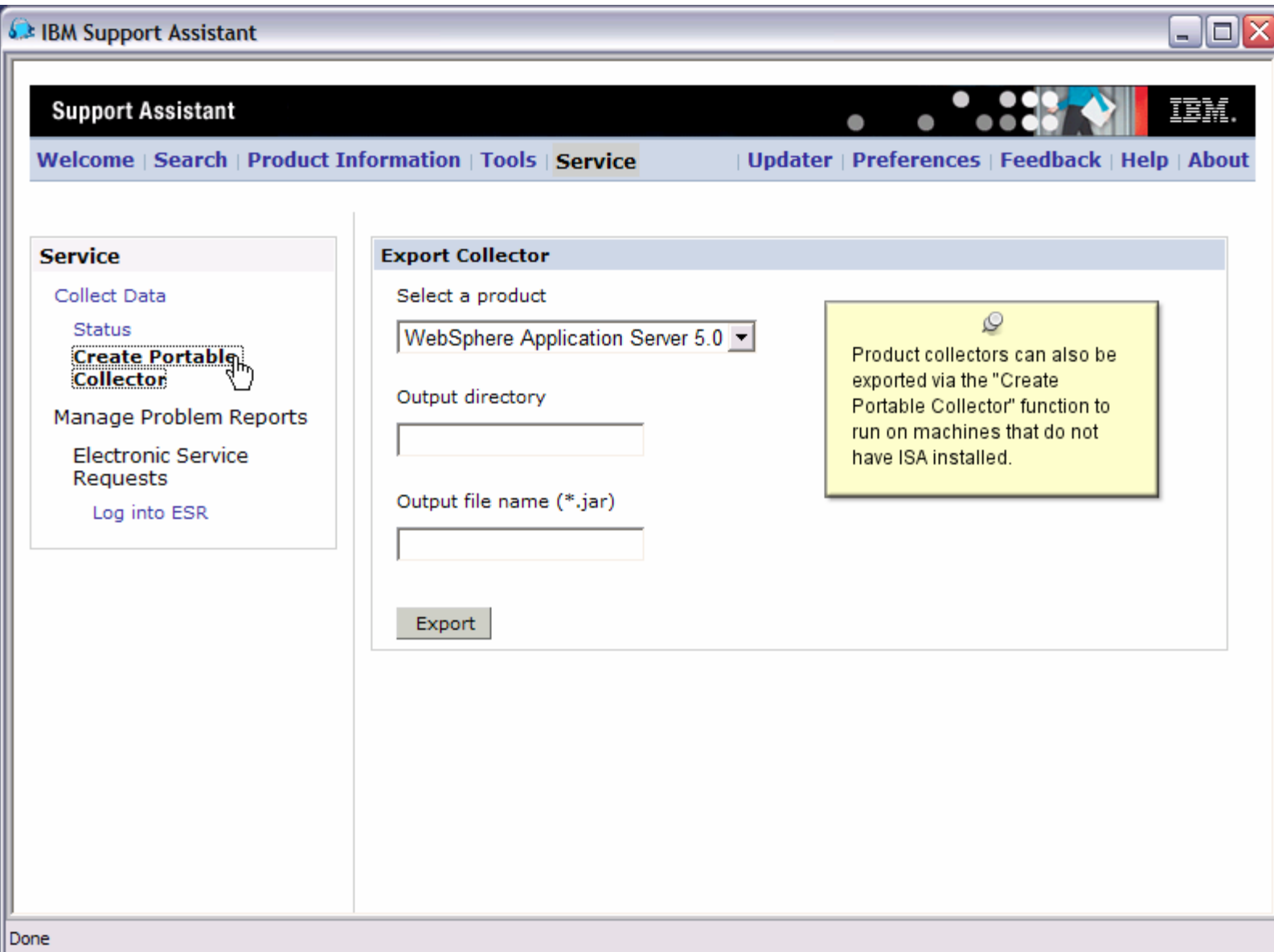


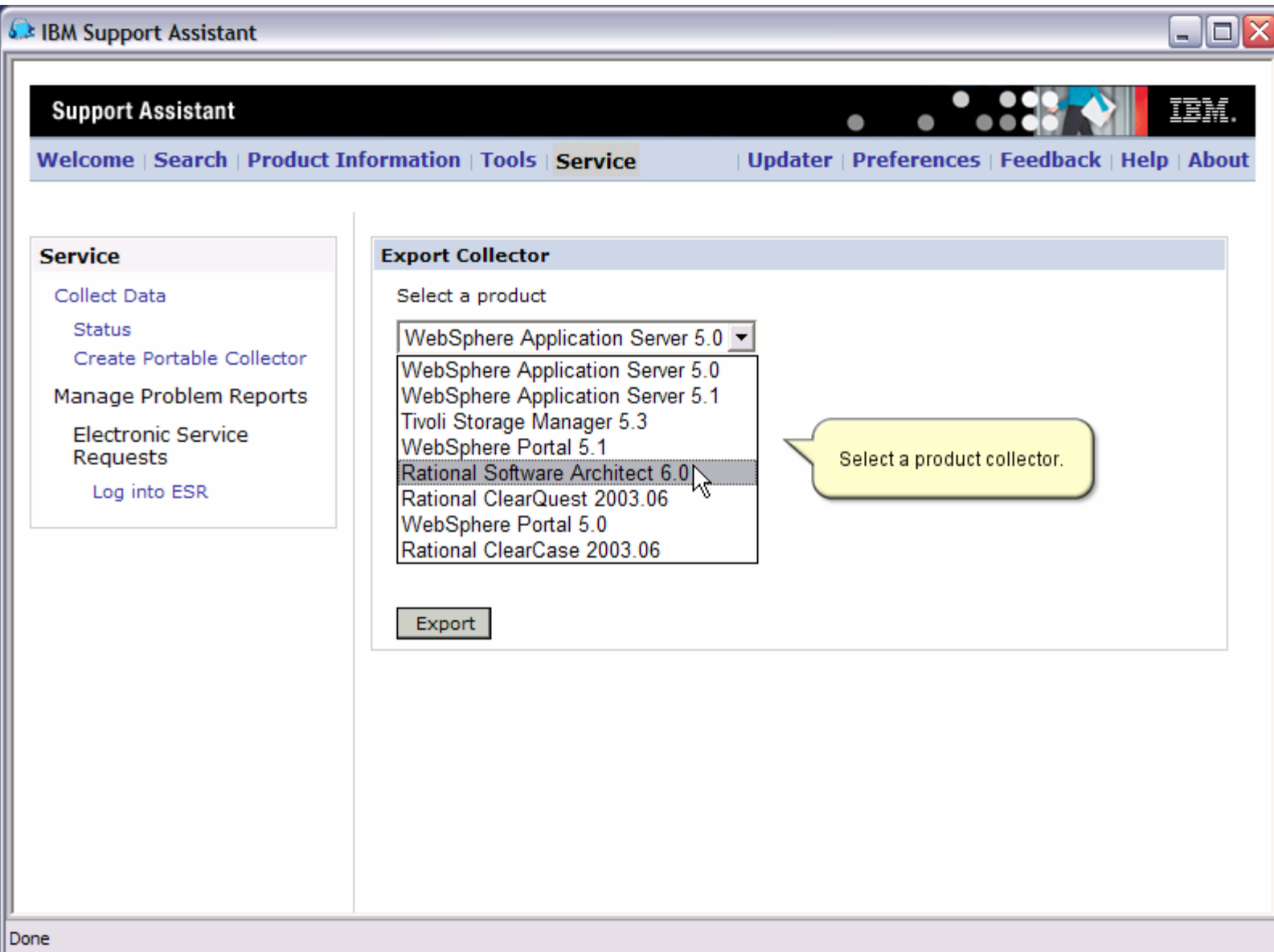


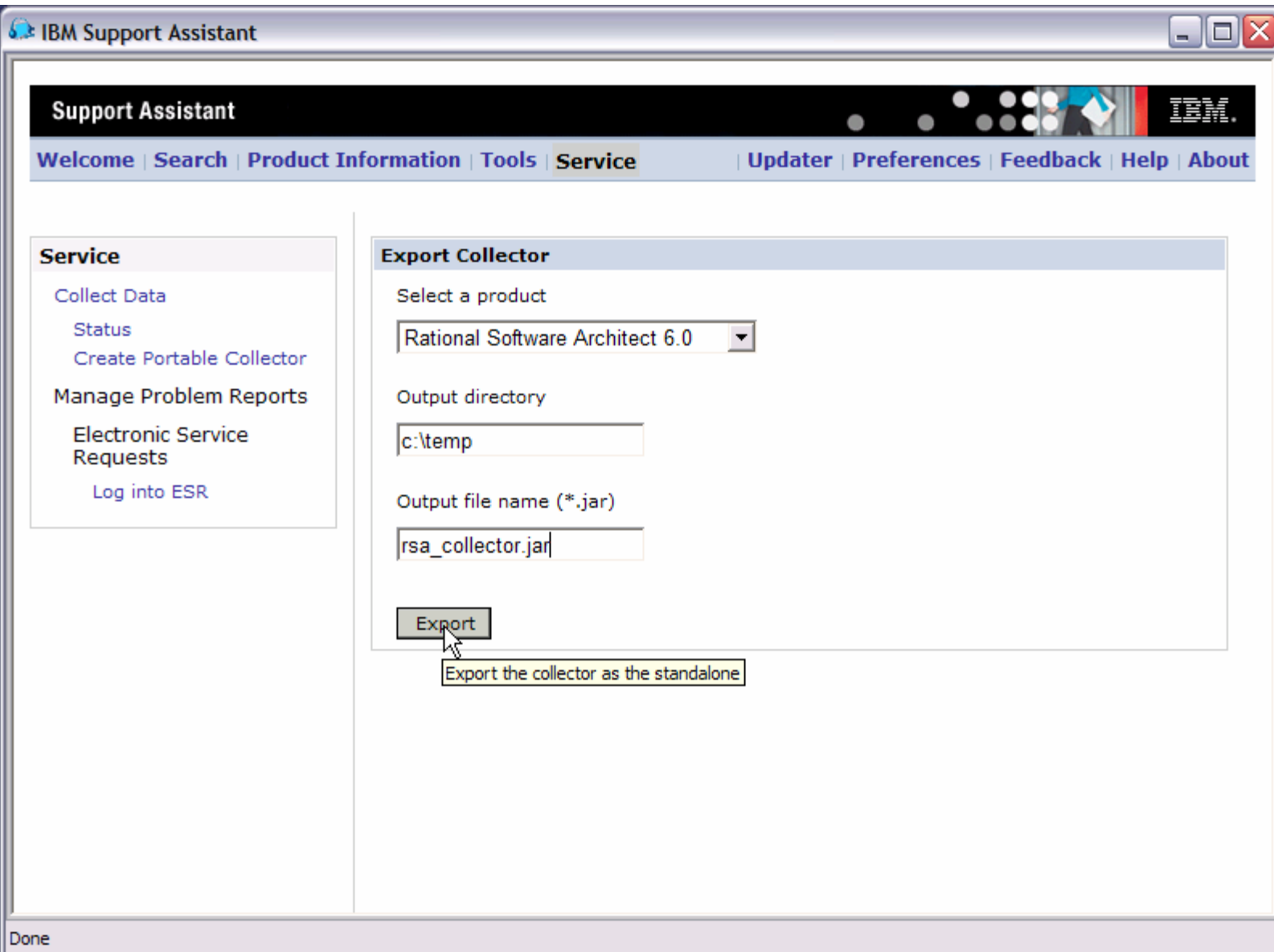


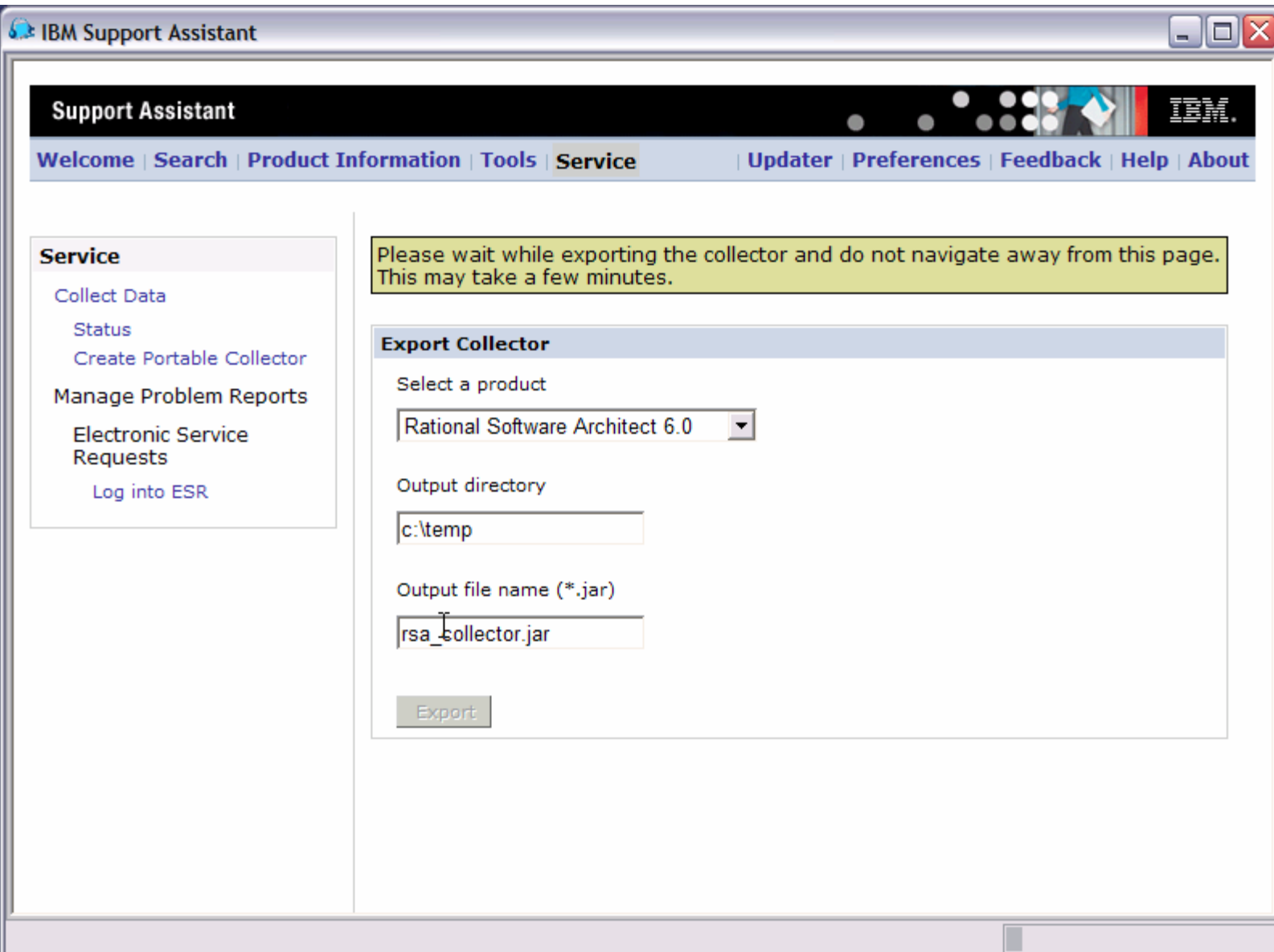


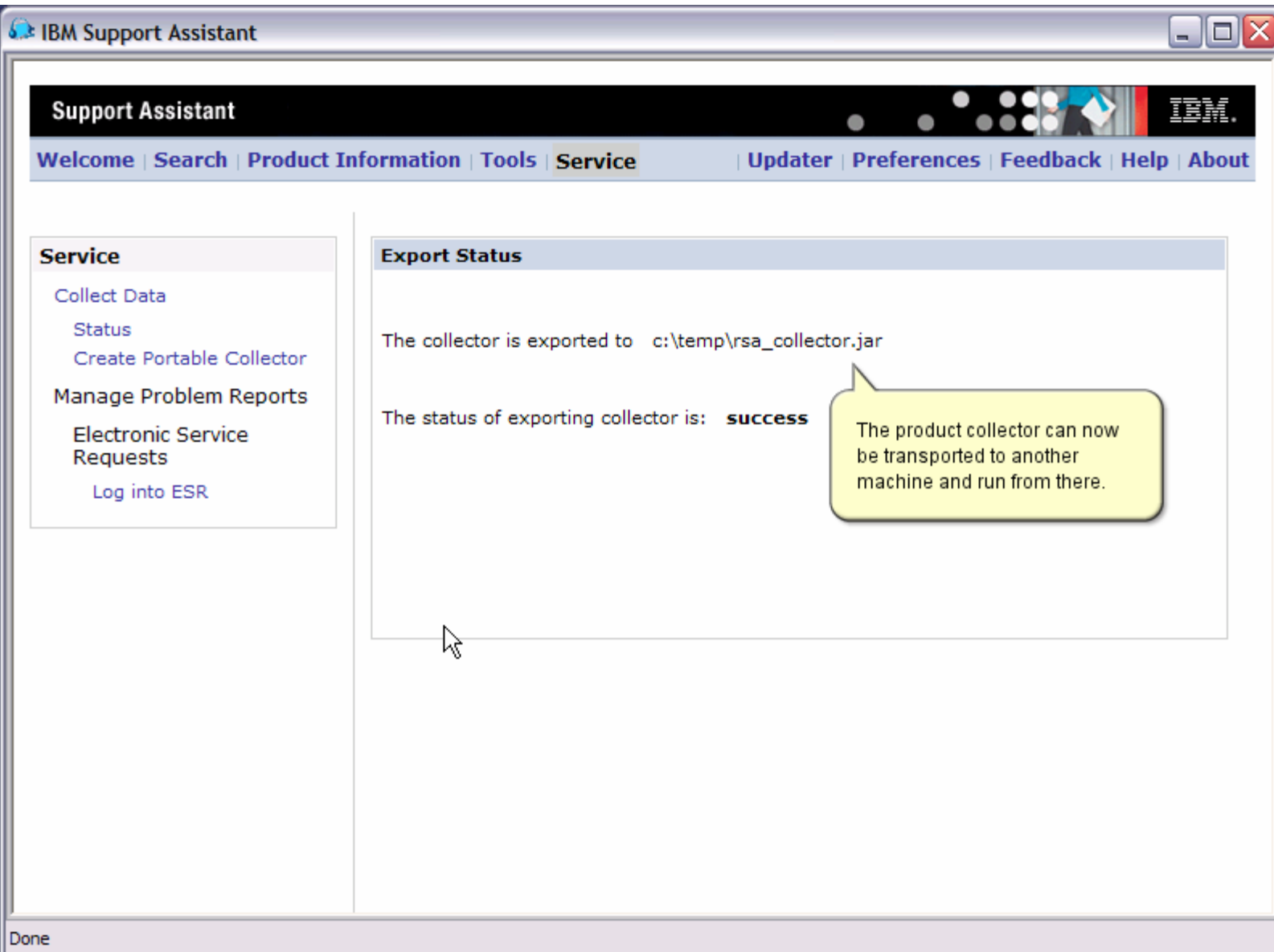


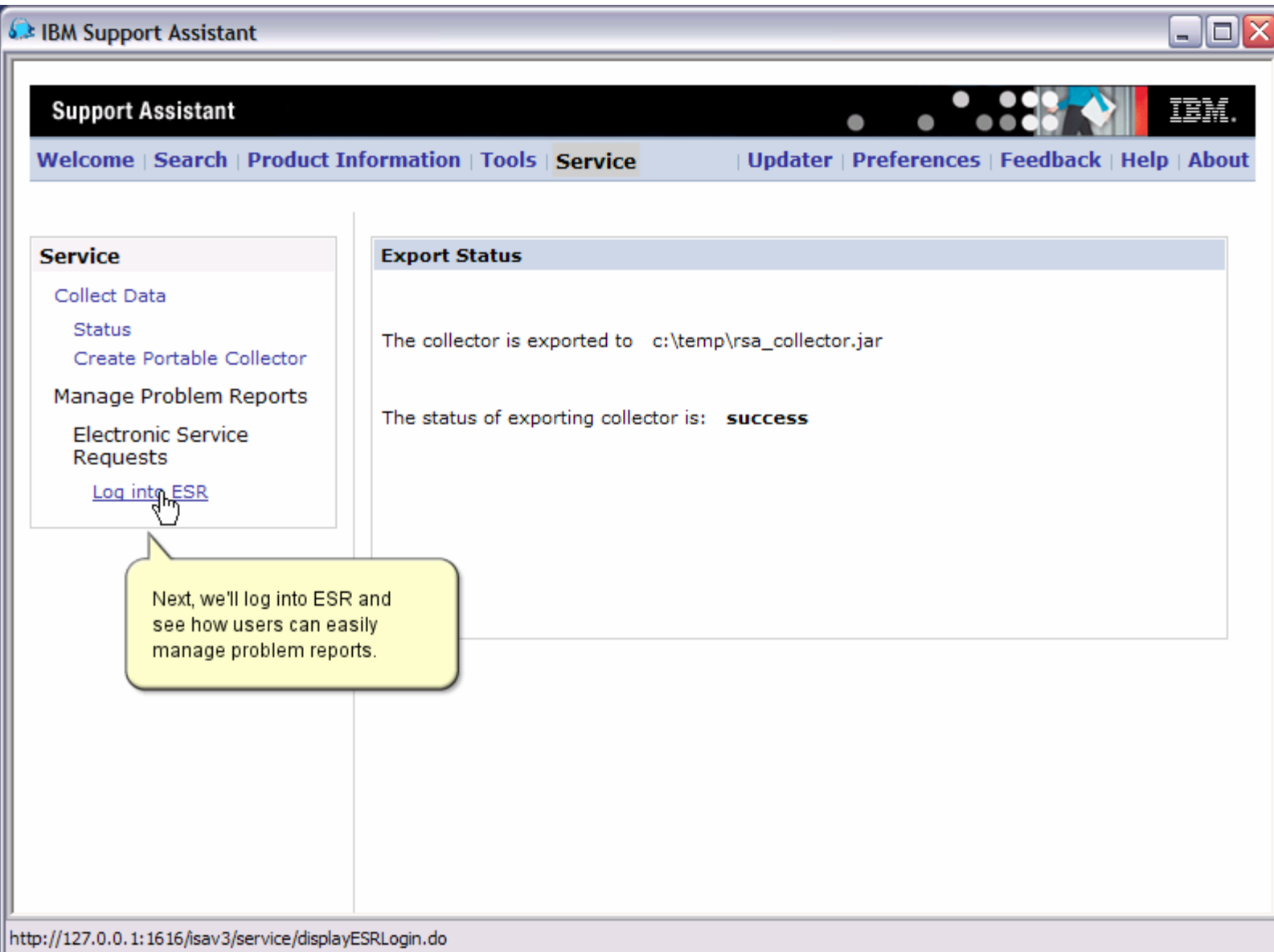












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☒ Remember my IBM ID, IBM Customer Number, and Country/Region

Login

Please [register](#) if you do not have an IBM ID.

Did you [forget](#) your password?

Do you want to [change](#) your password?

Done

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Log into ESR

Please wait while your request is processed...

Log In

IBM ID

esctest@us.ibm.com

Password

●●●●●●●●

IBM customer number

2121212

Country/Region of support contract

United States


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

Login


Please [register](#) if you do not have an IBM ID.

Did you [forget](#) your password?

Do you want to [change](#) your password?

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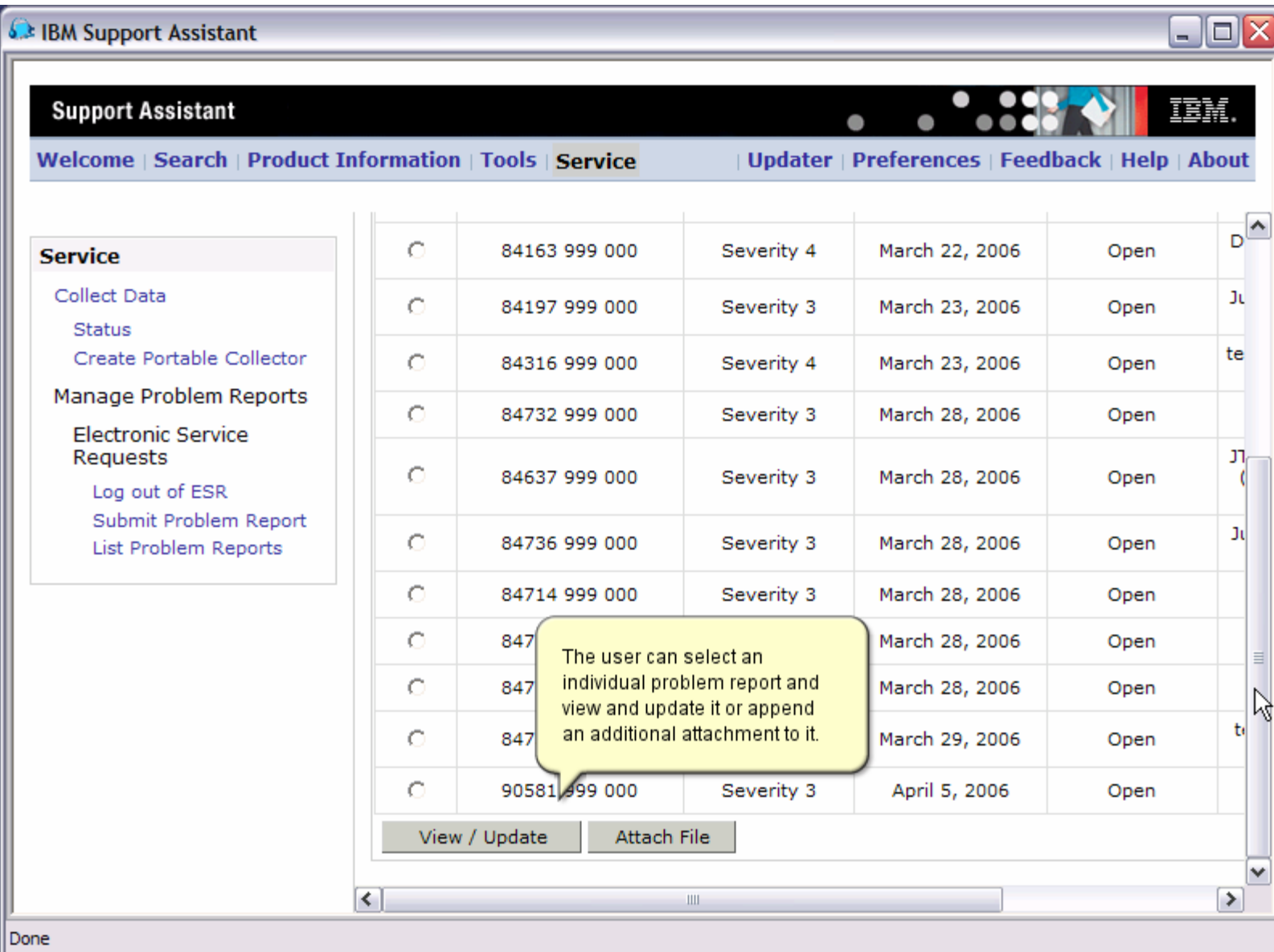
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Problem Reports

At login, the user is presented with a list of previously opened 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	Jul
<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 (

Done



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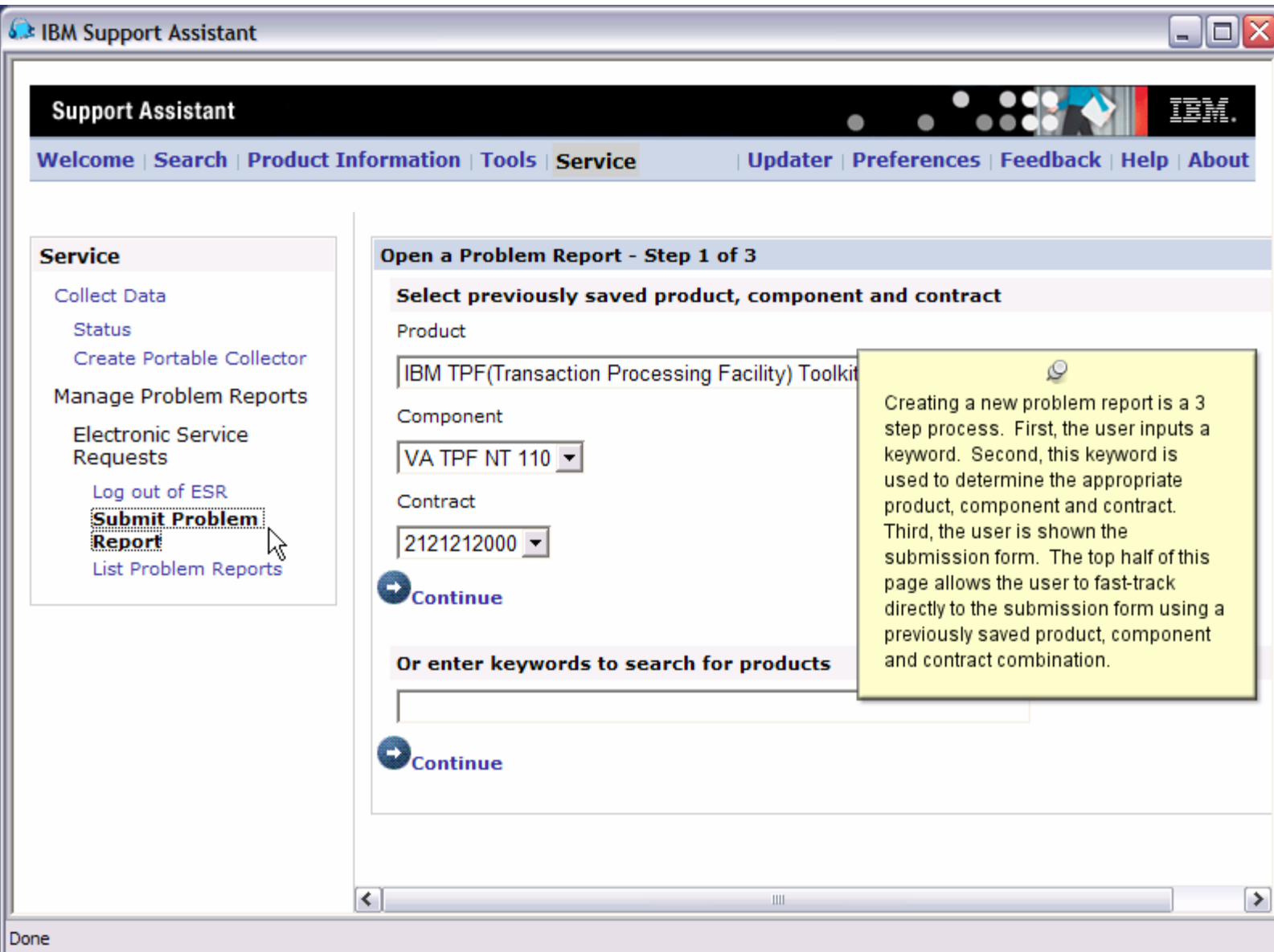
First, let's see how to create a new problem report.

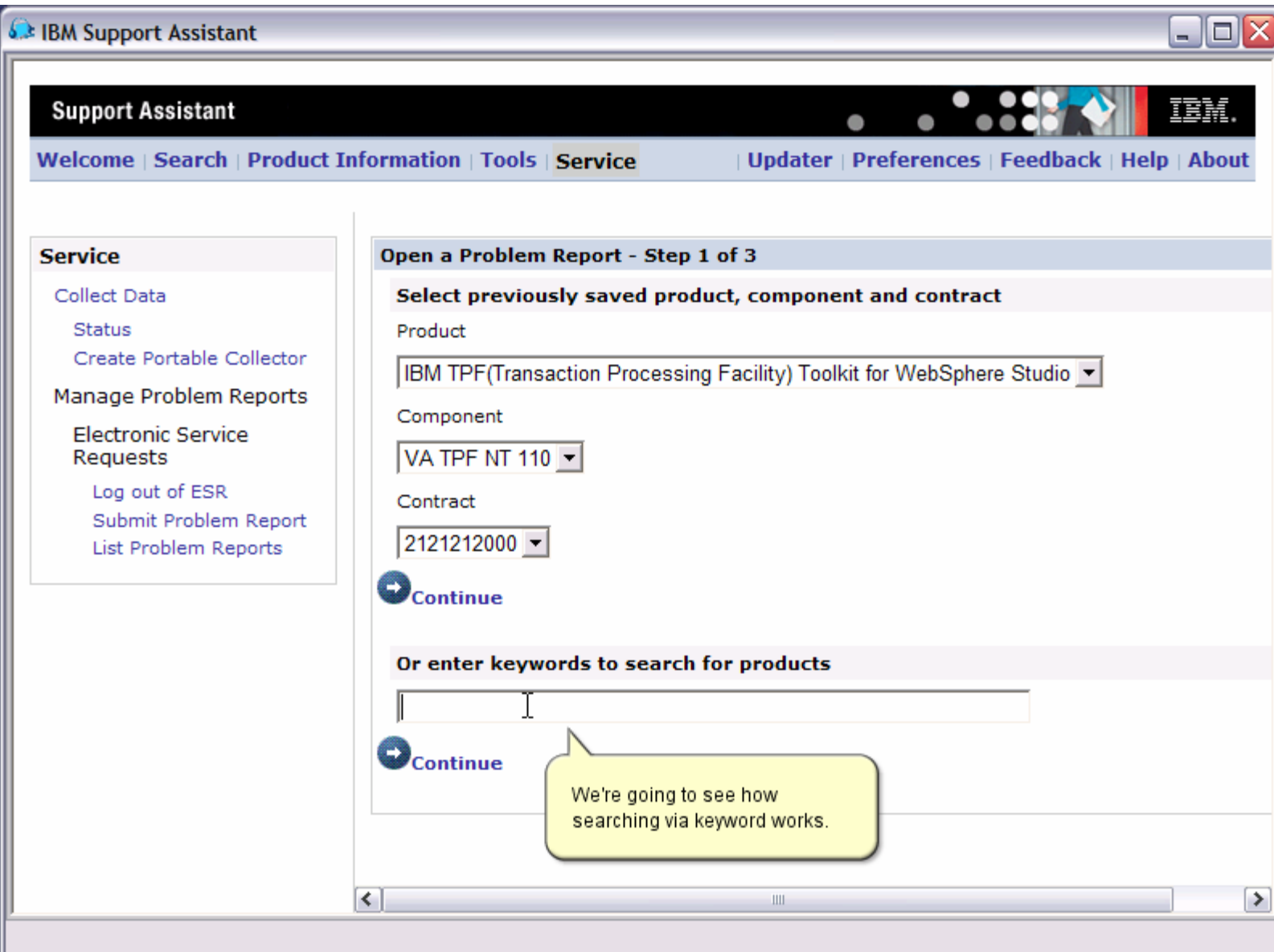
<input type="radio"/>	84163 999 000	Severity 4	March 22, 2006	Open	D
<input type="radio"/>	84197 999 000	Severity 3	March 23, 2006	Open	Ju
<input type="radio"/>	84316 999 000	Severity 4	March 23, 2006	Open	te
<input type="radio"/>	84732 999 000	Severity 3	March 28, 2006	Open	
<input type="radio"/>	84637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

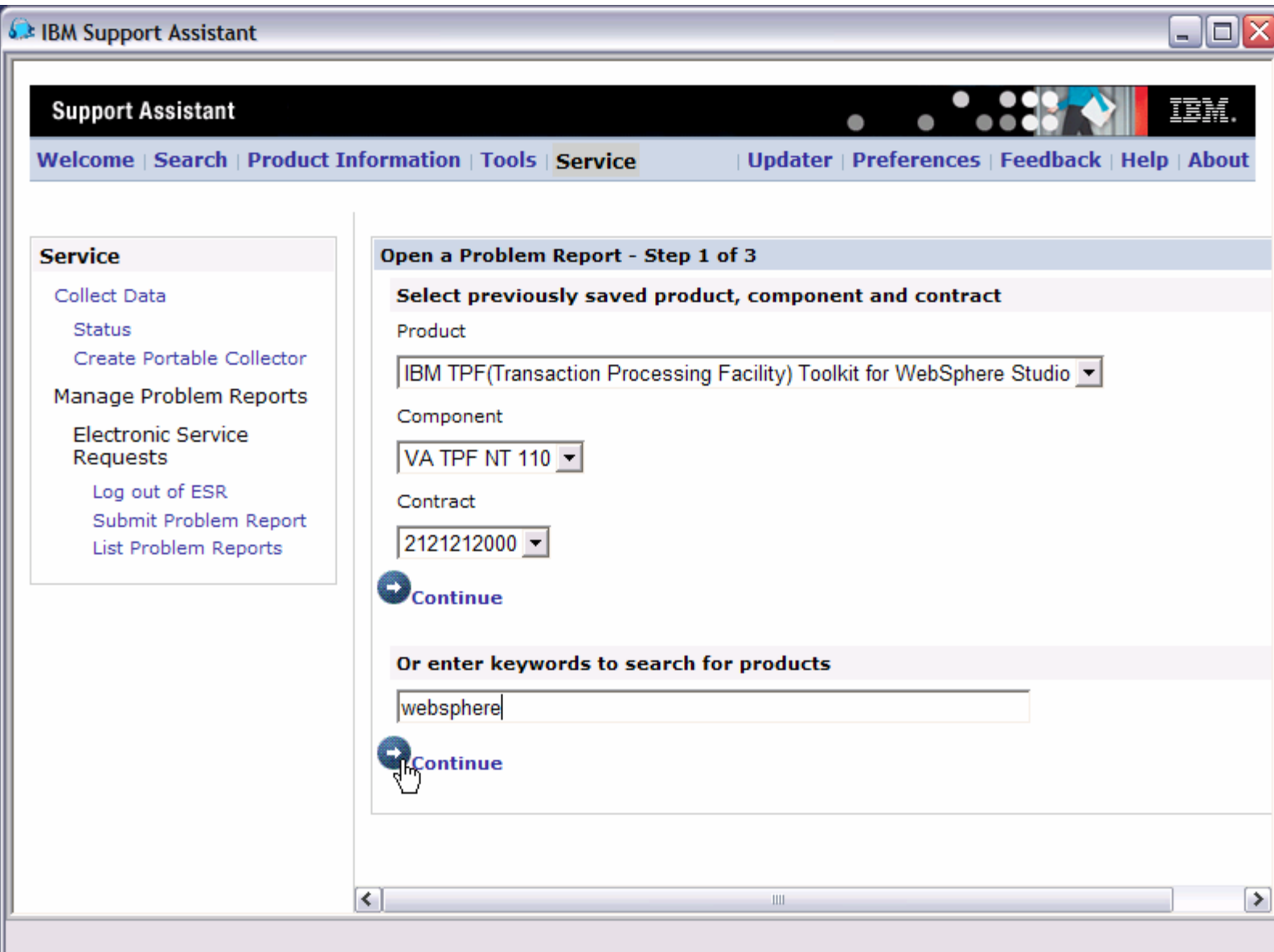
View / Update

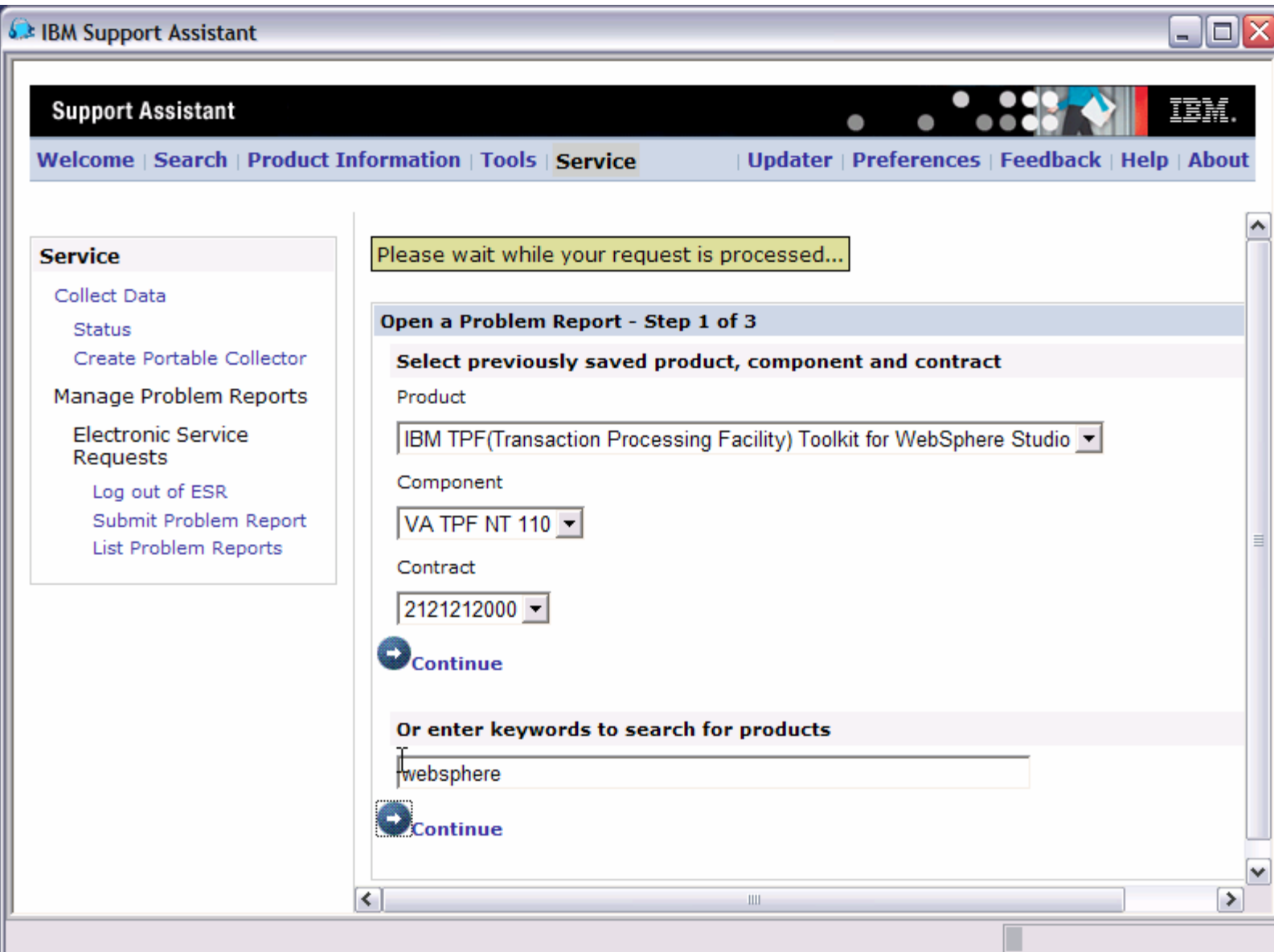
Attach File

http://127.0.0.1:1616/isav3/service/esr/create1.jsp









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-- 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 Application Server

IBM Global Data Synchronizer

IBM RFID Add-On for WebSphere Application Server

IBM TPF(Transaction Processing Facility) for WebSphere Application Server

IBM Unified Messaging for WebSphere Application Server

IBM WEBSphere ADAPTER FOR PEOPLESOFT CAP UNIT

IBM WEBSphere ADAPTER FOR PEOPLESOFT CAP UNIT ANNUAL

IBM WEBSphere ADAPTER FOR PEOPLESOFT CAP UNIT ANNUAL

IBM WEBSphere BUSINESS CONNECTION ENT PROC

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

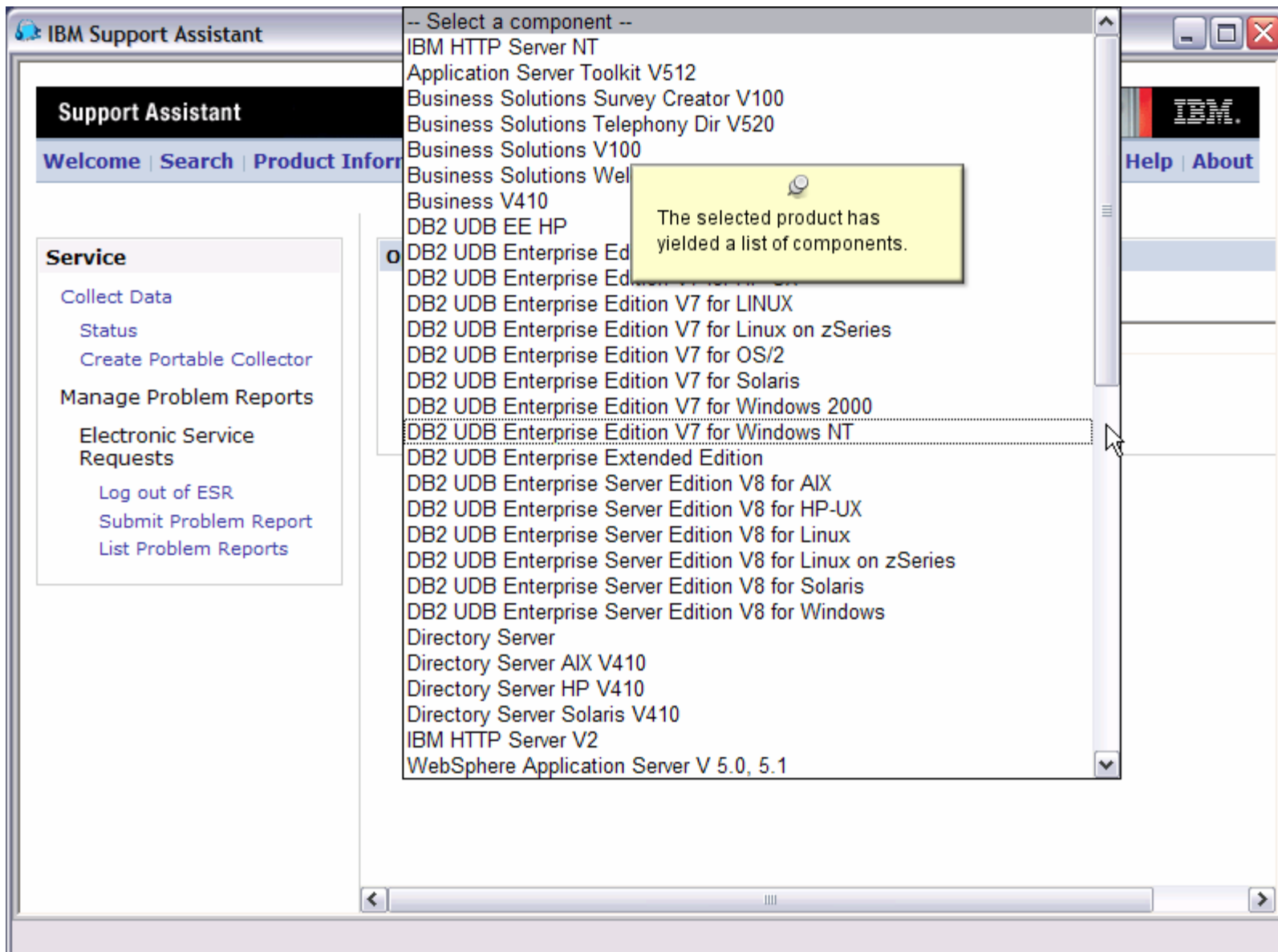
IBM WebSphere Application Server Network Deployment

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

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 component, contract for future problem reports

-- Select a contract --

-- Select a contract --

2121212000

Back

Continue

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 number

212121

☒ save the product, component, contract for future problem reports

Back

Continue

Done

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

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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

Back

Continue

http://127.0.0.1:1616/isav3/esrCreate.do?step=2#

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Open a Problem Report - Step 3 of 3

* First name

Chris

* Last name

Lee

* Preferred method of contact

Email

Email

cglee@us.ibm.com

* Select a severity level

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 *.

Done

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Open a Problem Report - Step 3 of 3

* First name

Chris

* Last name

Lee

* Preferred method of contact

Email

Email

cglee@us.ibm.com

* Select a severity level

Select a severity level

Select a severity level

Severity 4

Severity 3


Severity 2

Severity 1


What are severity levels?

Recent changes to system

Done

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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

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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

Browse

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Corrective actions already taken

Platform/Operating system

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

Browse...

* required field

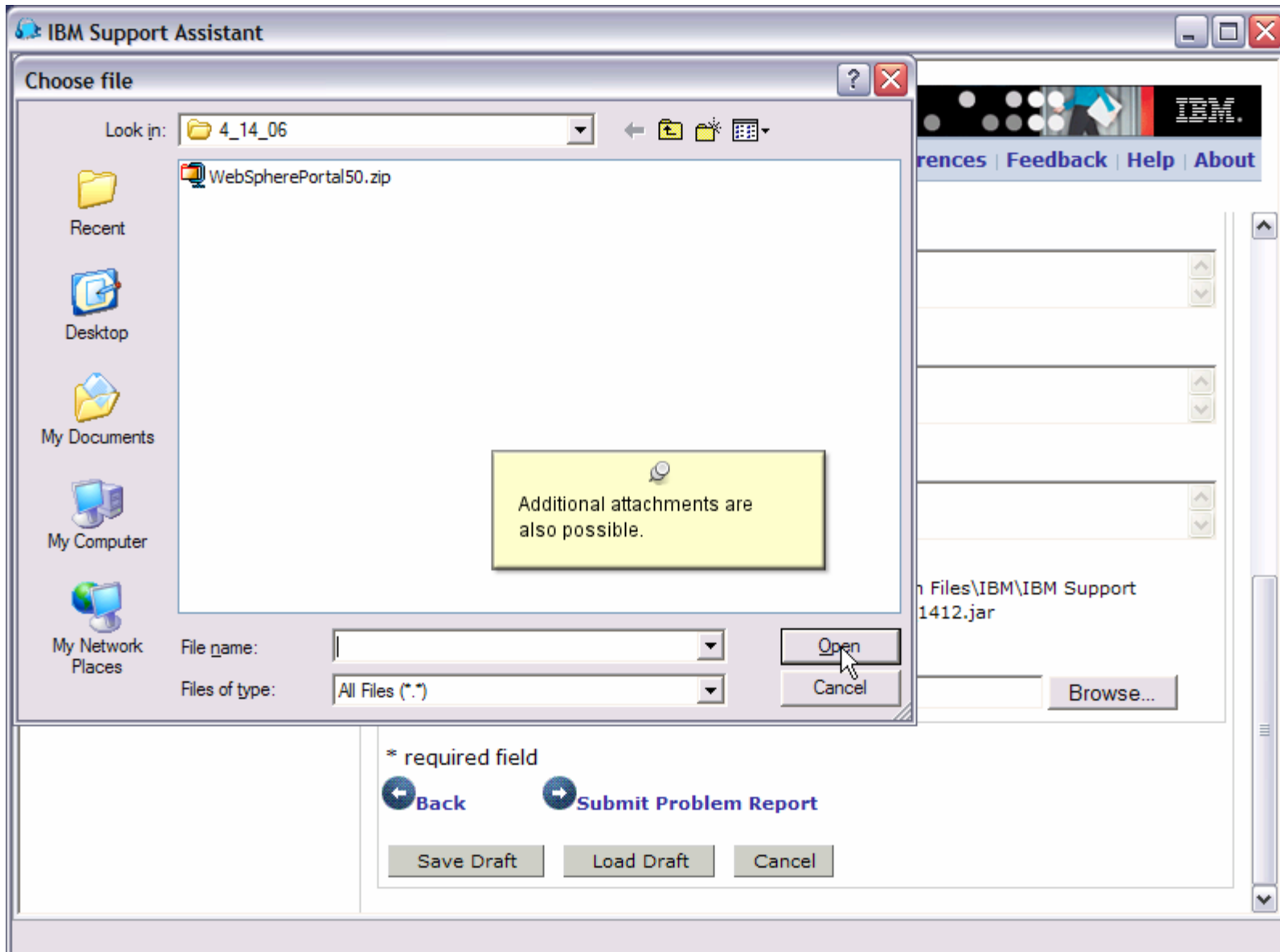
Back

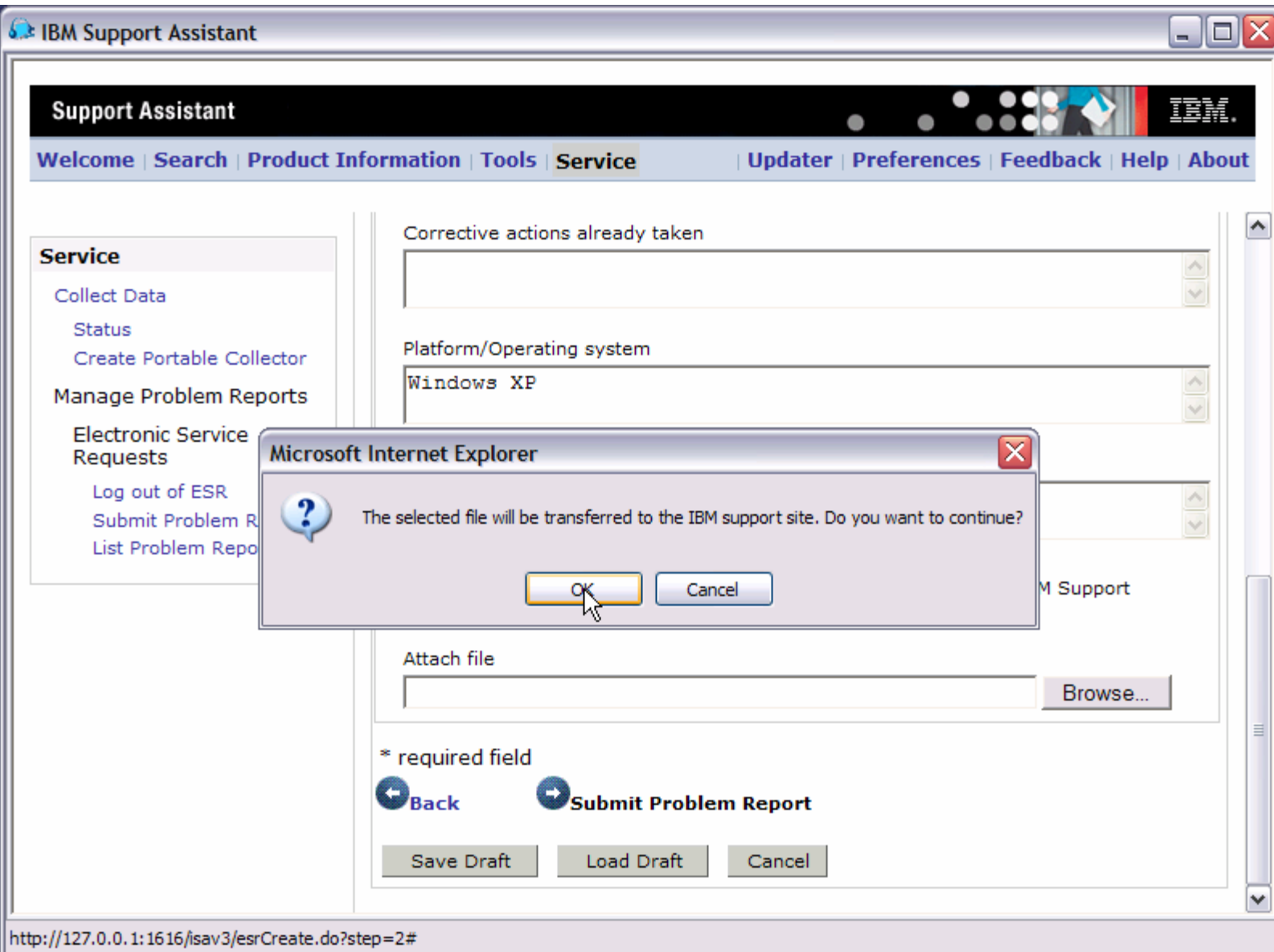
Submit Problem Report

Save Draft

Load Draft

Cancel





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Please wait while your request is processed...

Open a Problem Report - Step 3 of 3

* First name

Chris

* Last name

Lee

* Preferred method of contact

Email

Email

cglee@us.ibm.com

* Select a severity level

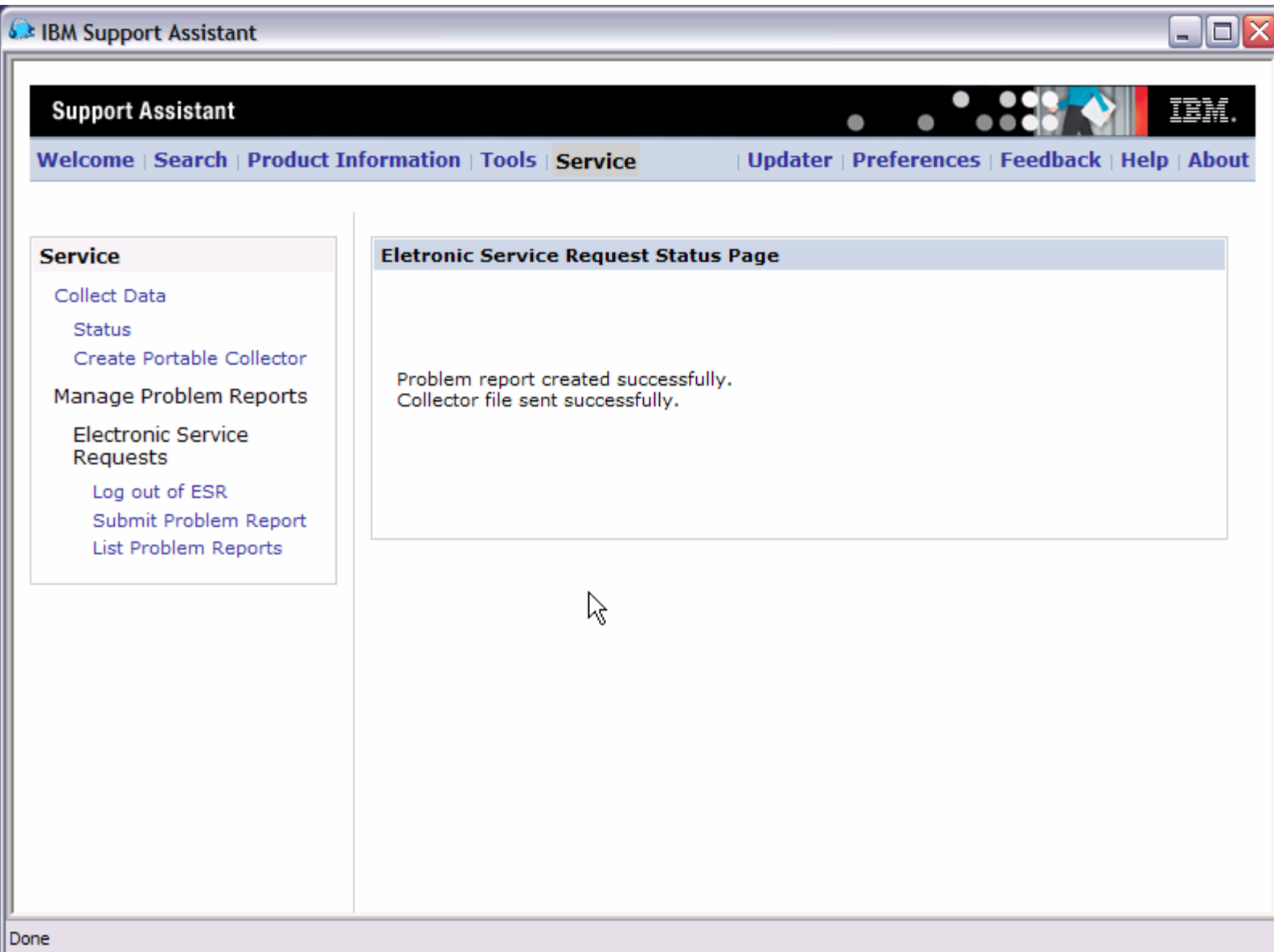
Severity 4

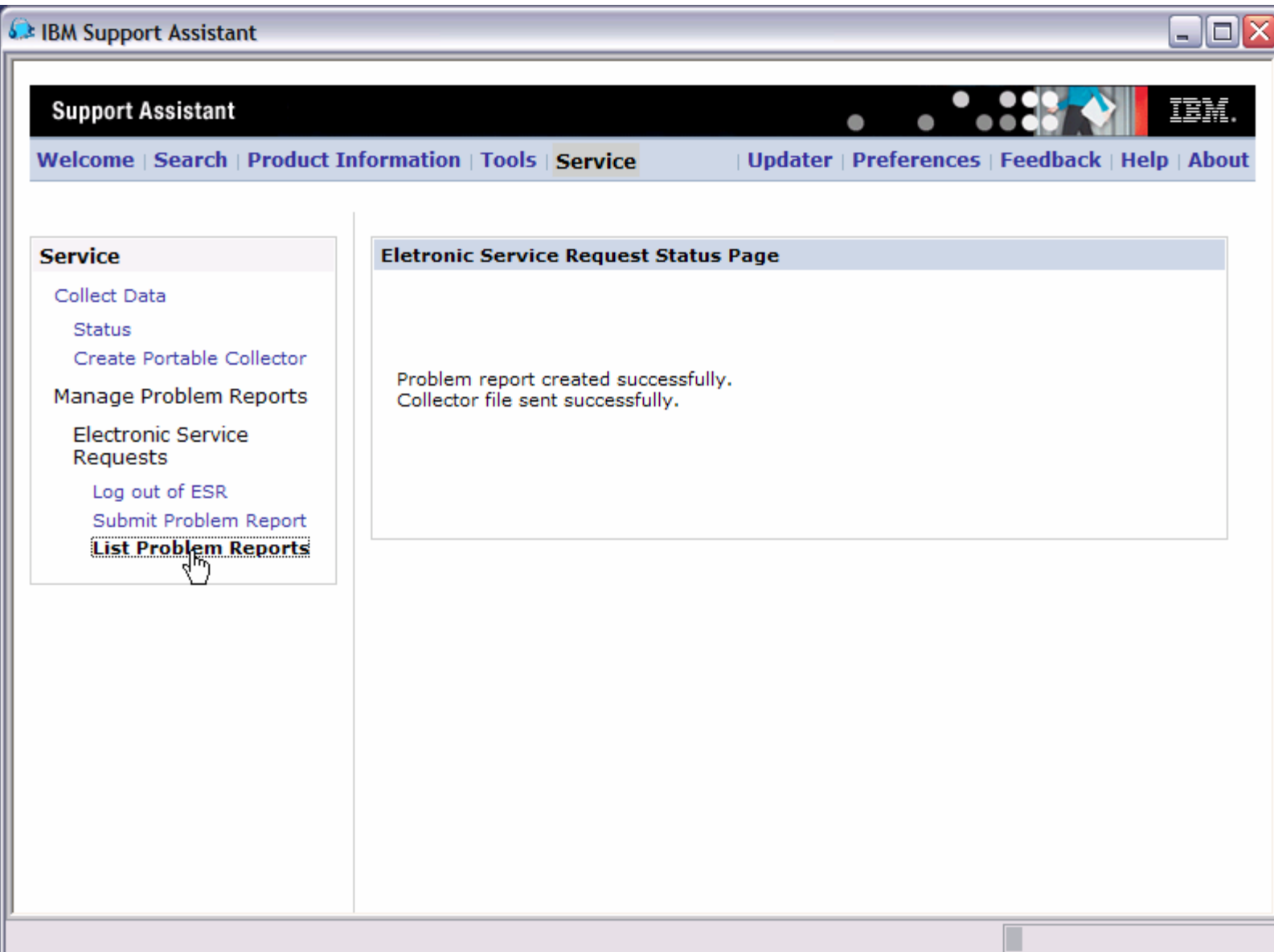
What are severity levels?

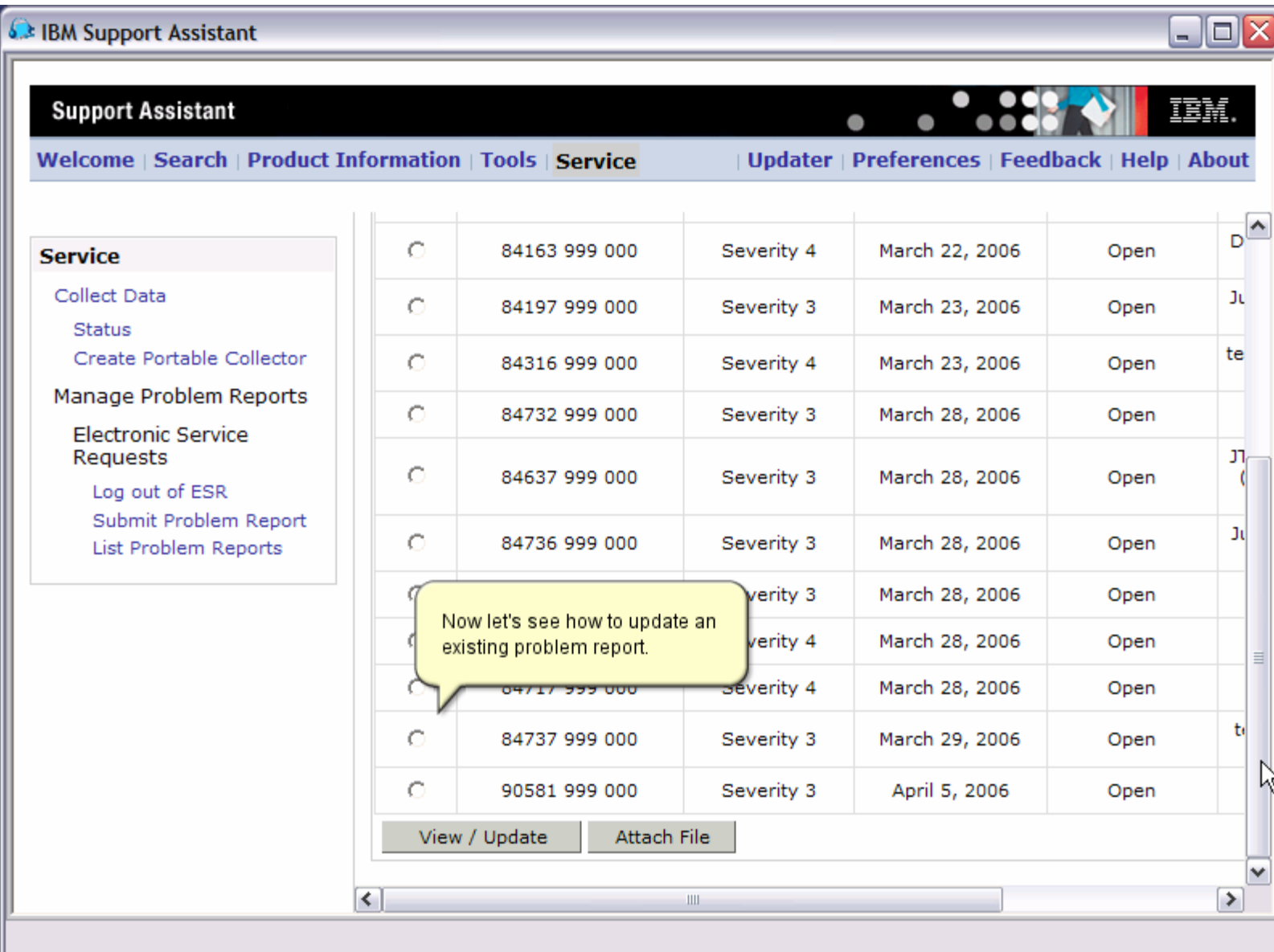
* Short description

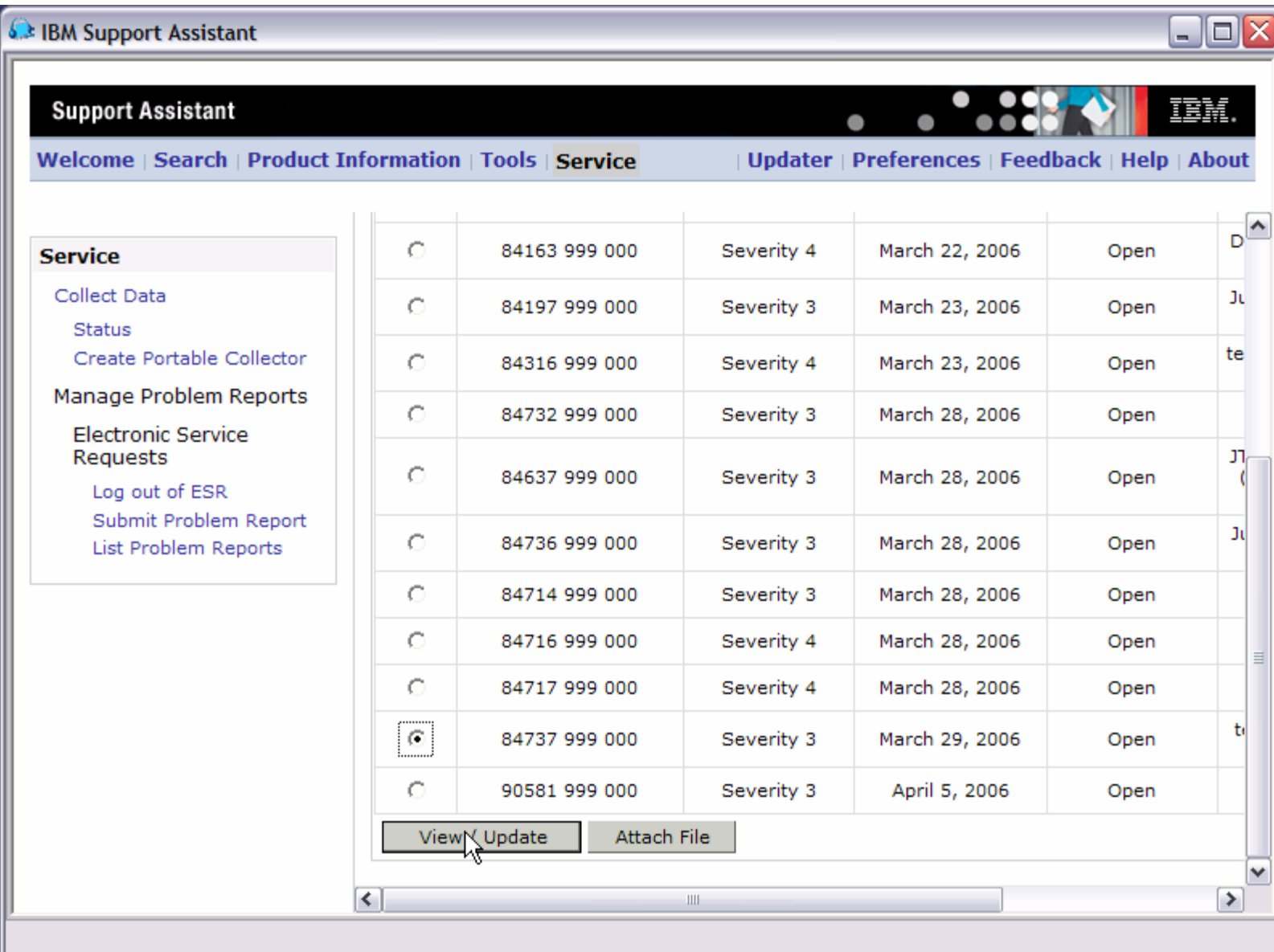
This is where the problem description goes.

Opening page http://127.0.0.1:1616/isav3/esrCreate.do?step=3...









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

Contact Information

* First name

Chris

* Last name

Lee

* Preferred method of contact

Email

Email

cglee@us.ibm.com

Problem Description

Problem Report Number: 84737-999-000

IBM customer number: 2121212

Country: United States

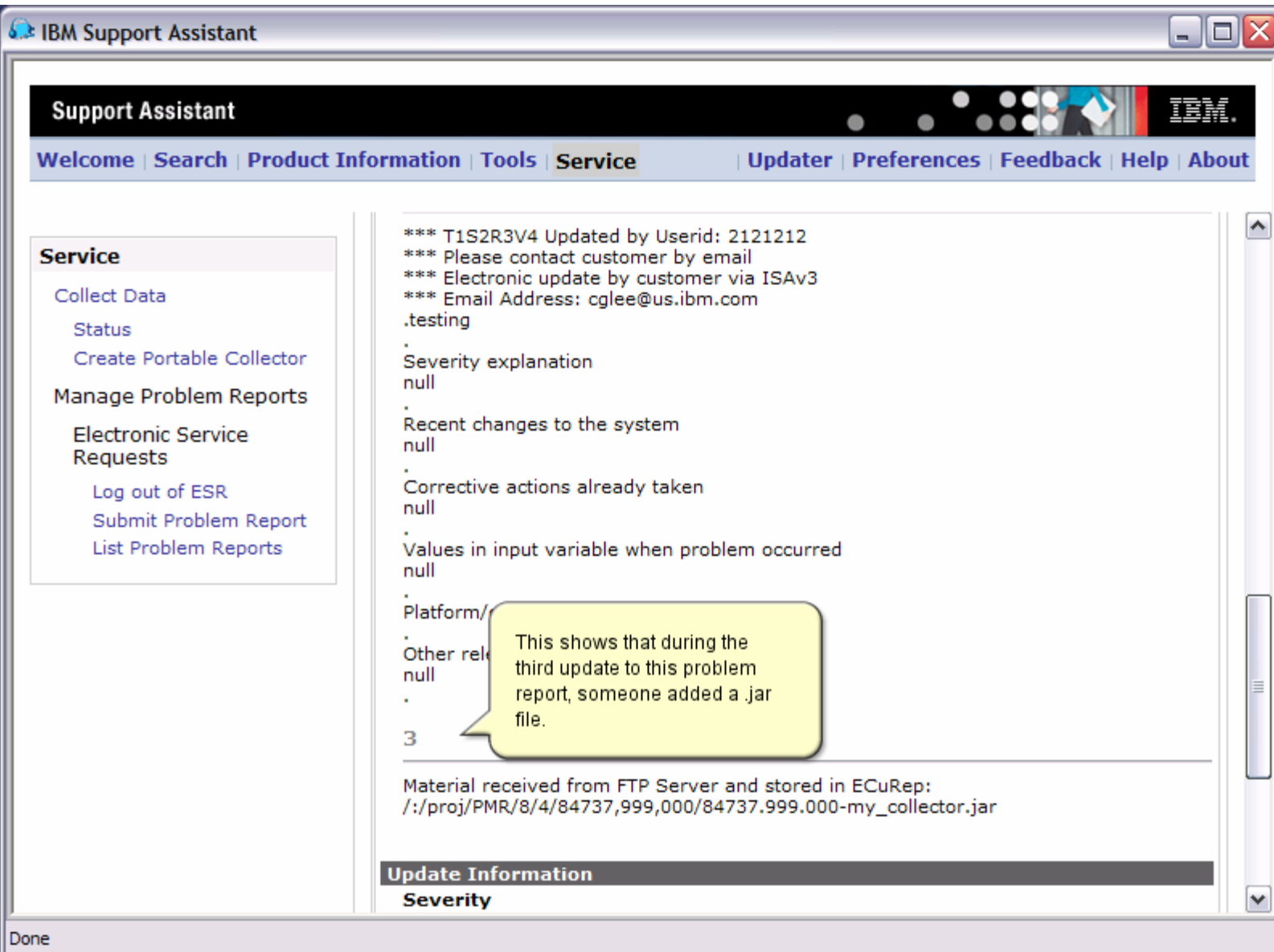
Component ID: RATL00000

Status: Closed

List of updates

The contact information is available for updating.

Done



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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

What are severity levels?

Short description

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

* Reason for this update

* required field

Update Problem Report

Cancel

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

Done

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Platform/operating system: null

Other relevant information

null

3

Material received from FTP Server and stored in ECuRep:

./proj/PMR/8/4/84737,999,000/84737.999.000-my_collector.jar

Update Information

Severity

Severity 3

What are severity levels?

Short description

updating this problem report

* Reason for this update

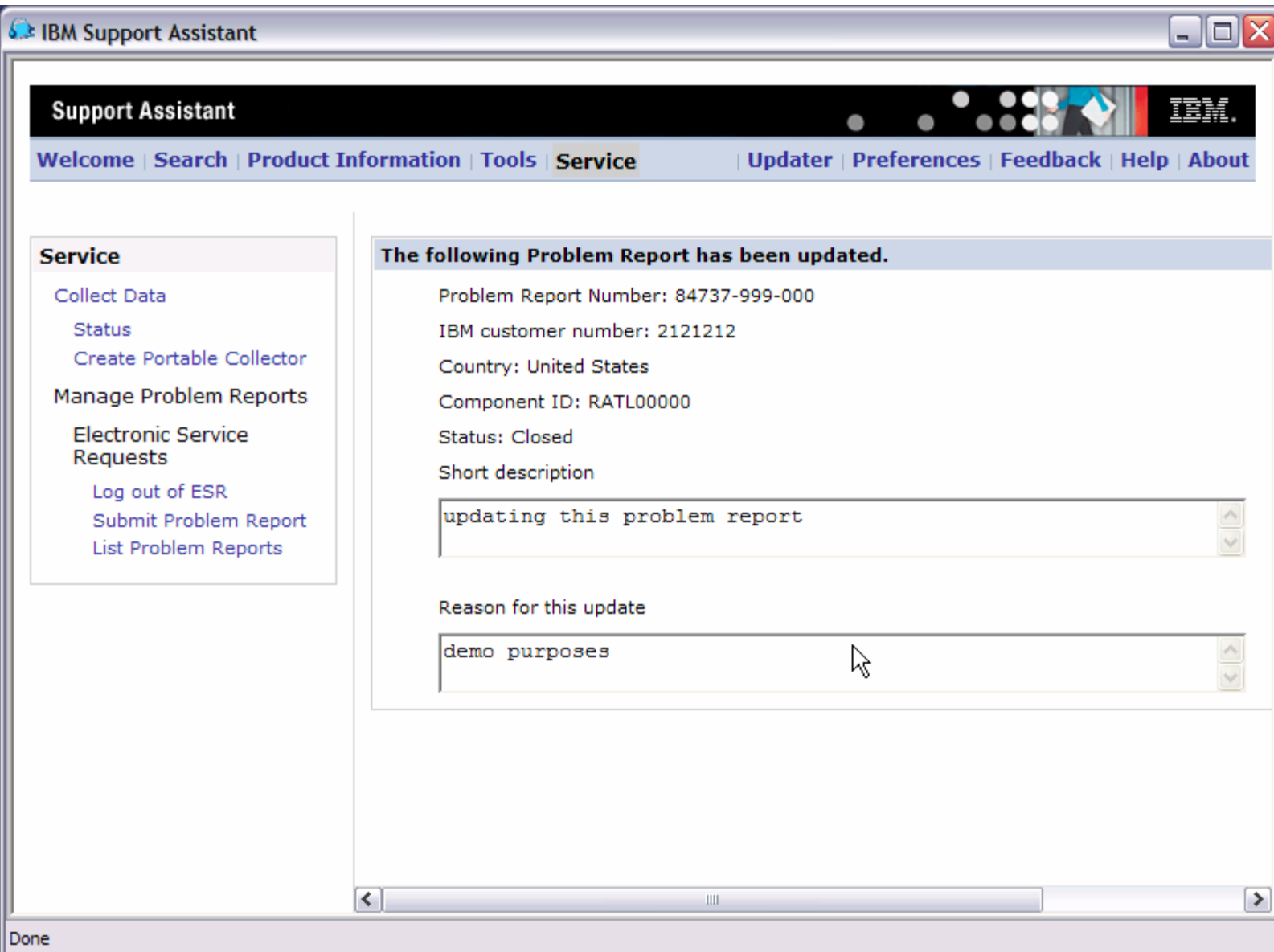
demo purposes


* required field

Update Problem Report


Cancel

Done



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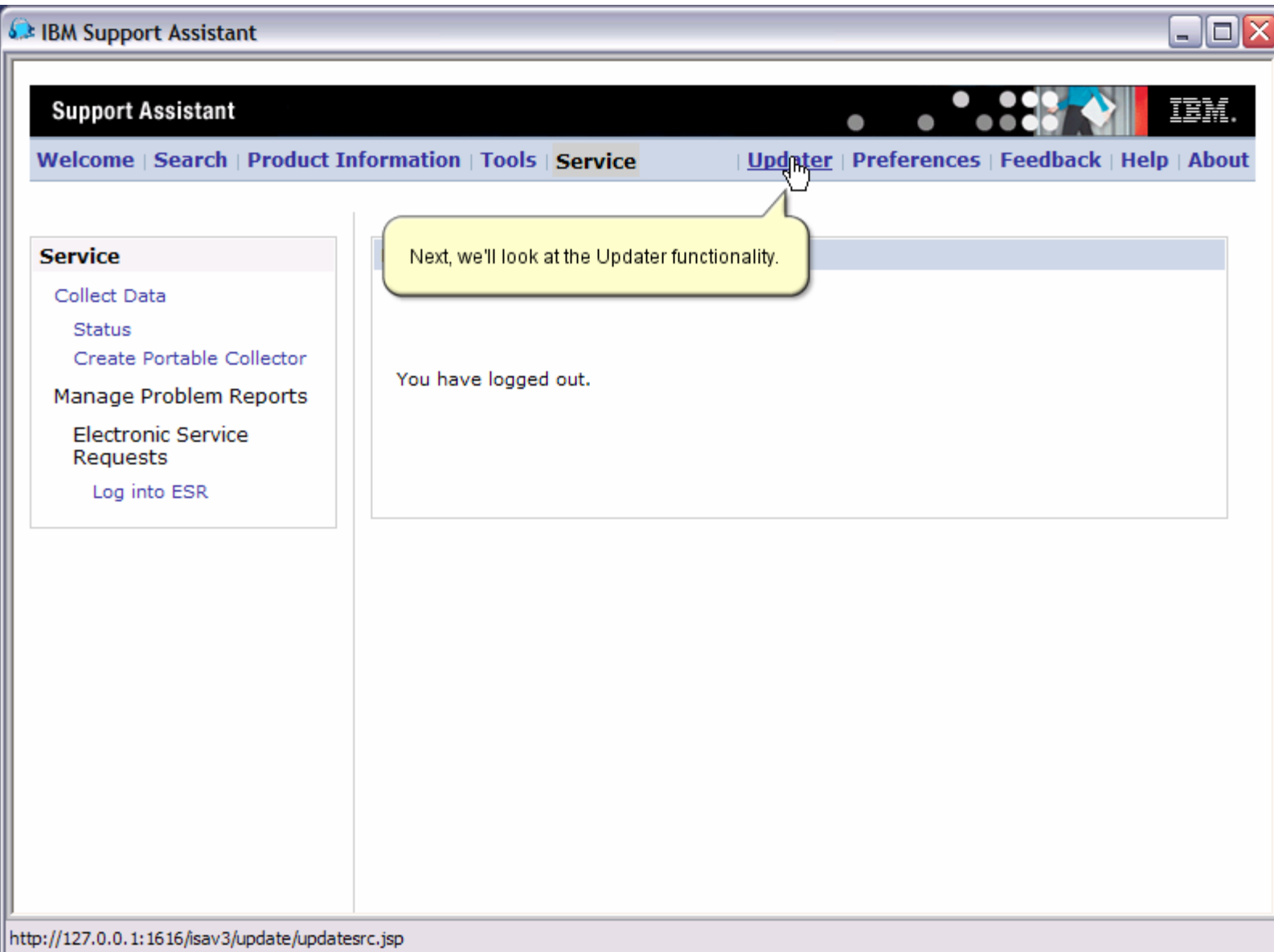
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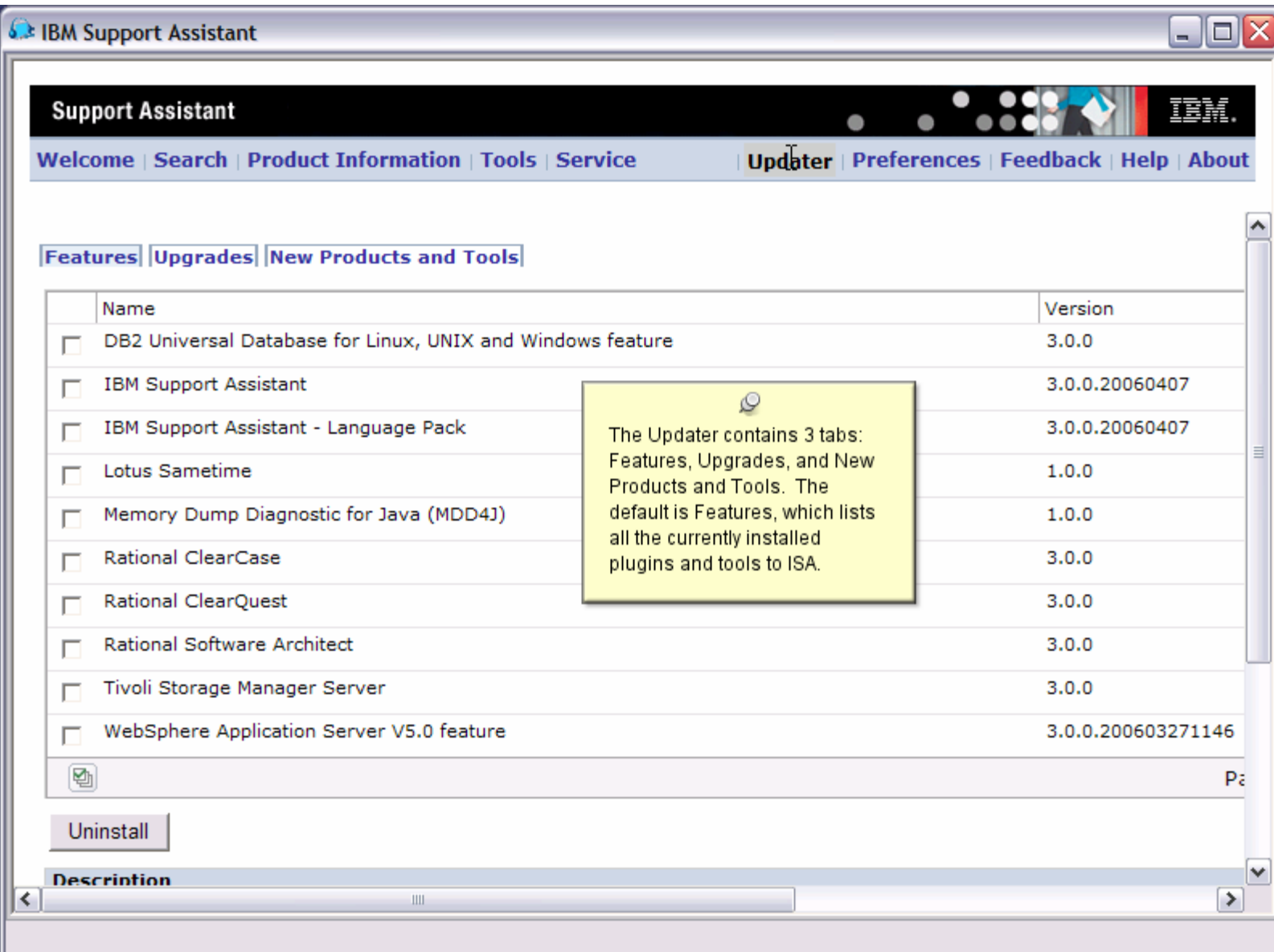
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				attach isa_0.tlog
Severity 1	March 14, 2006	Open		This is a test PMR. Please close.
Severity 3	March 22, 2006	Open		Testing done, please done
Severity 4	March 22, 2006	Open		DB2 problem - testing update 3/23/2006
Severity 3	March 23, 2006	Open		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			testing update on 2003
Severity 4	March 28, 2006			testing UAT
Severity 4	March 28, 2006			testing, please delete
Severity 3	March 29, 2006	Open		updating this problem report

The "Short description" has been updated.





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Features | Upgrades | New Products and Tools

Click on New Products and Tools to install new plugins.

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

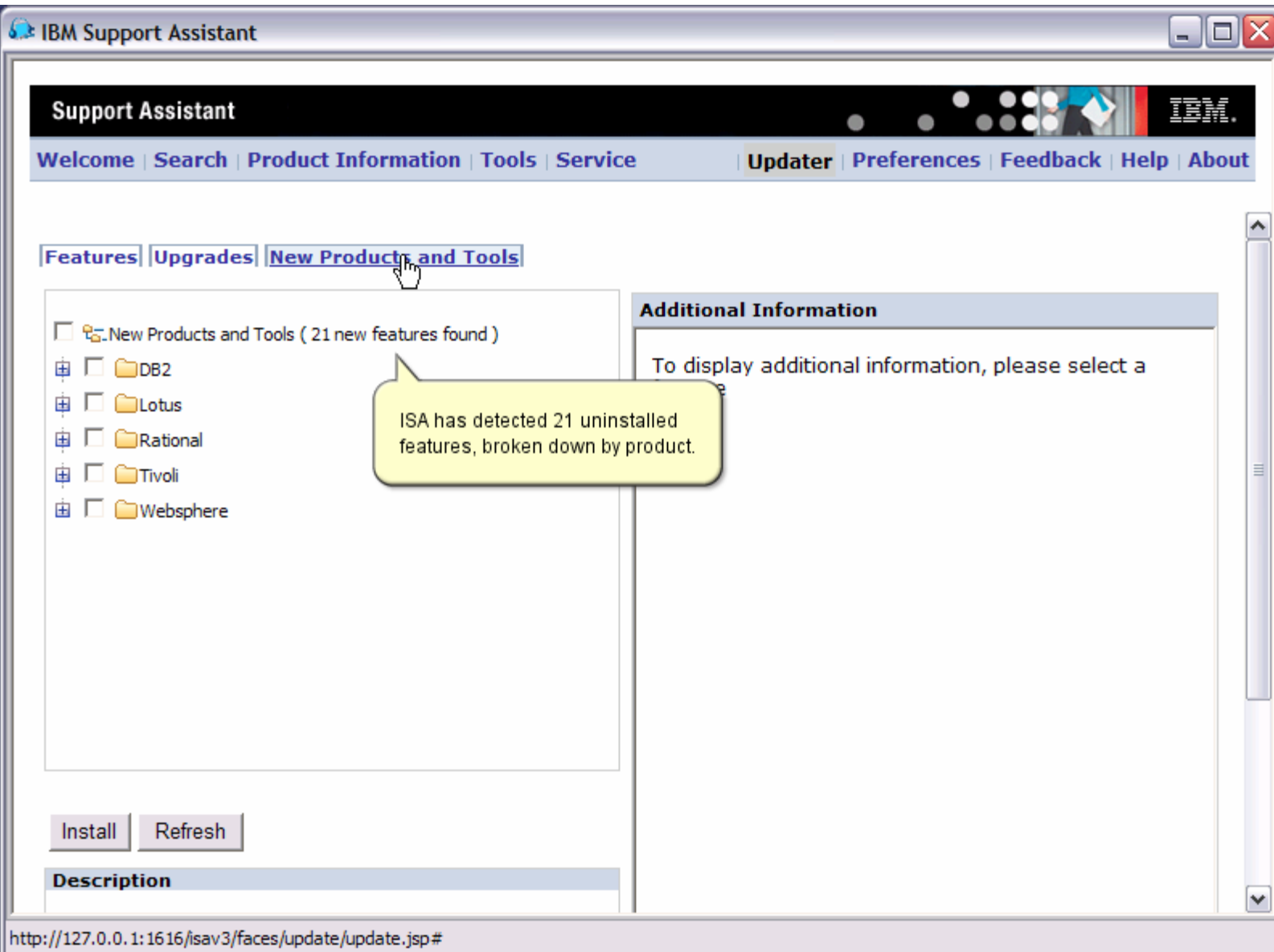
☒

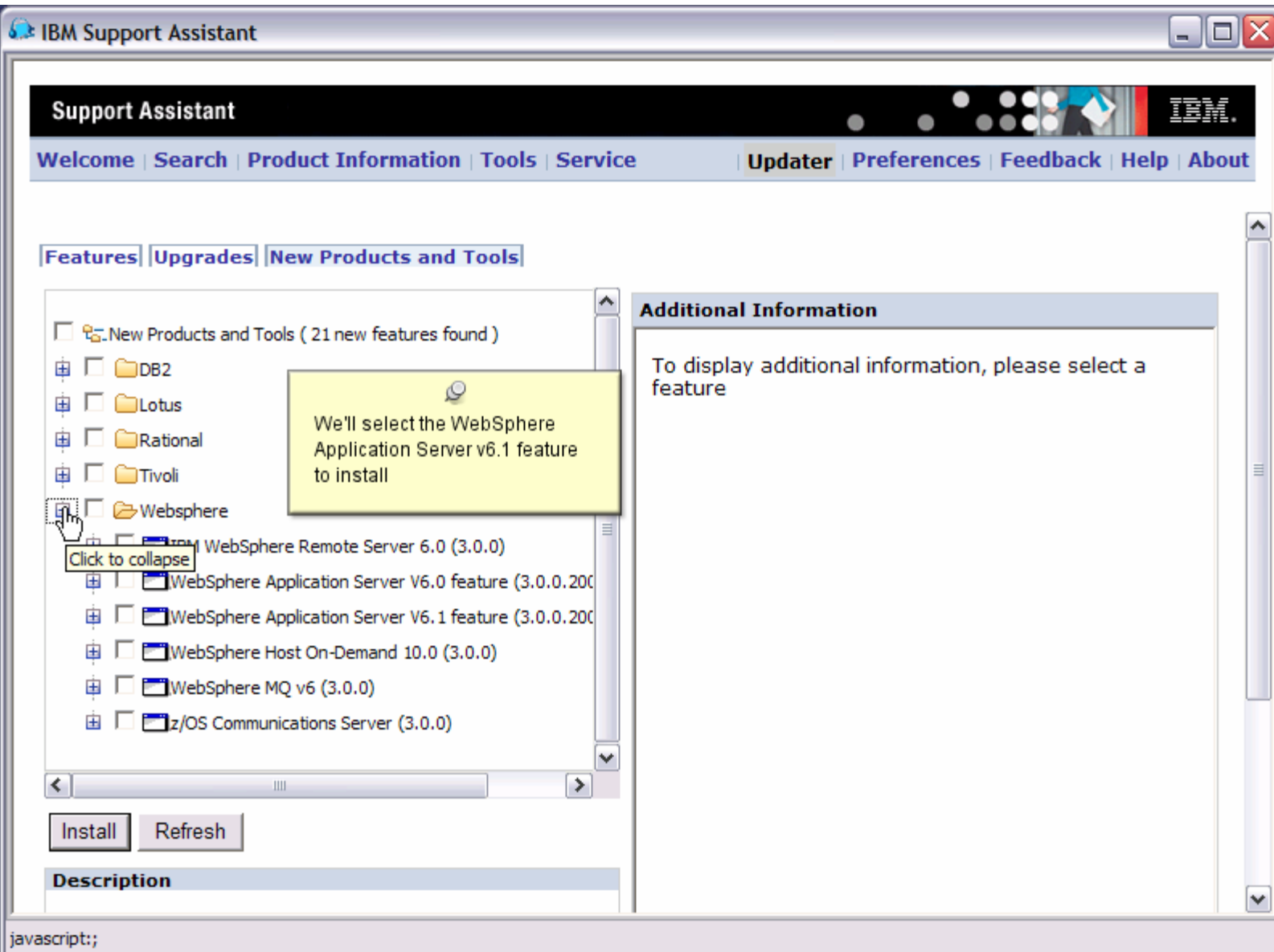
Pa

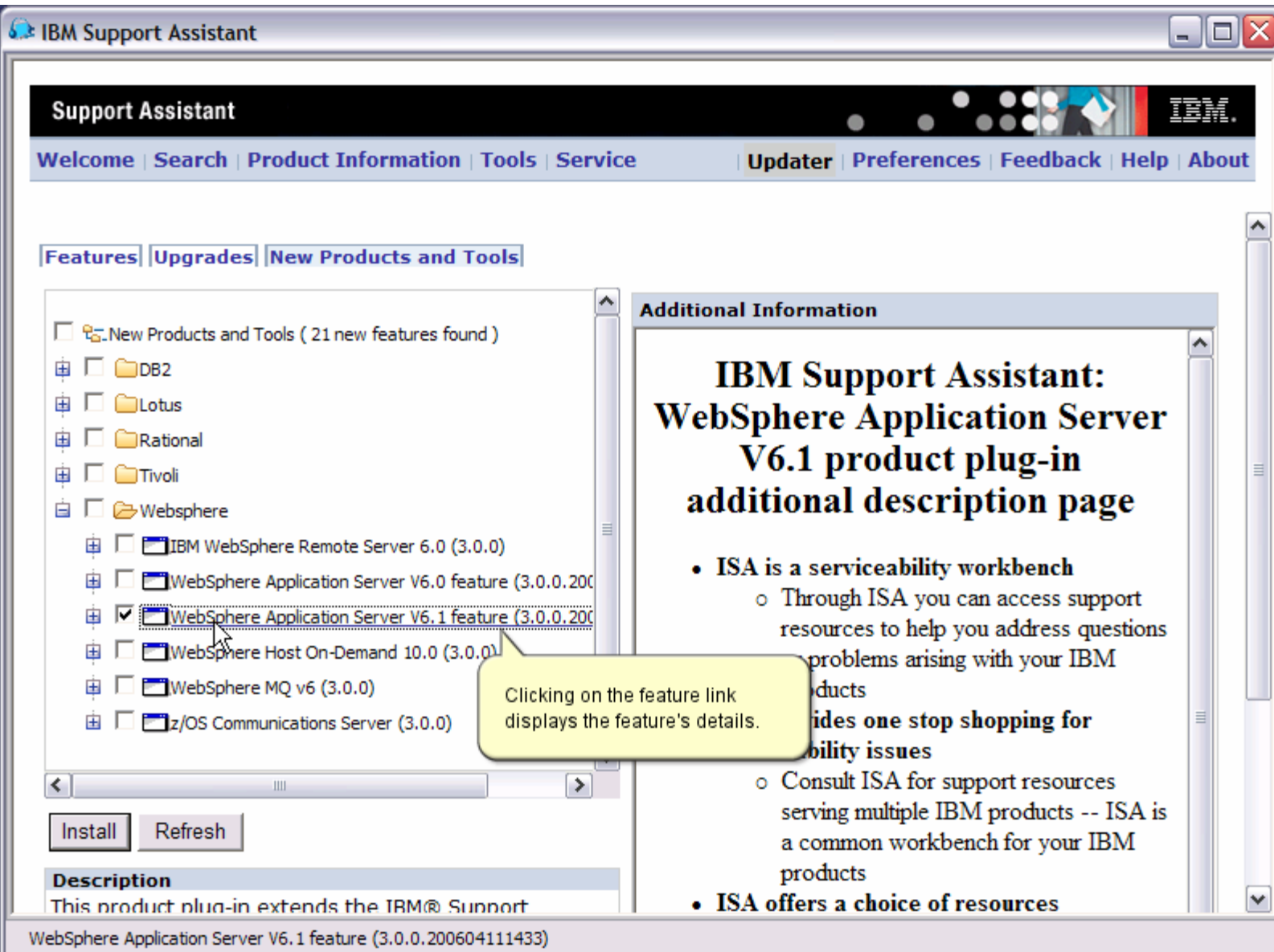
Uninstall

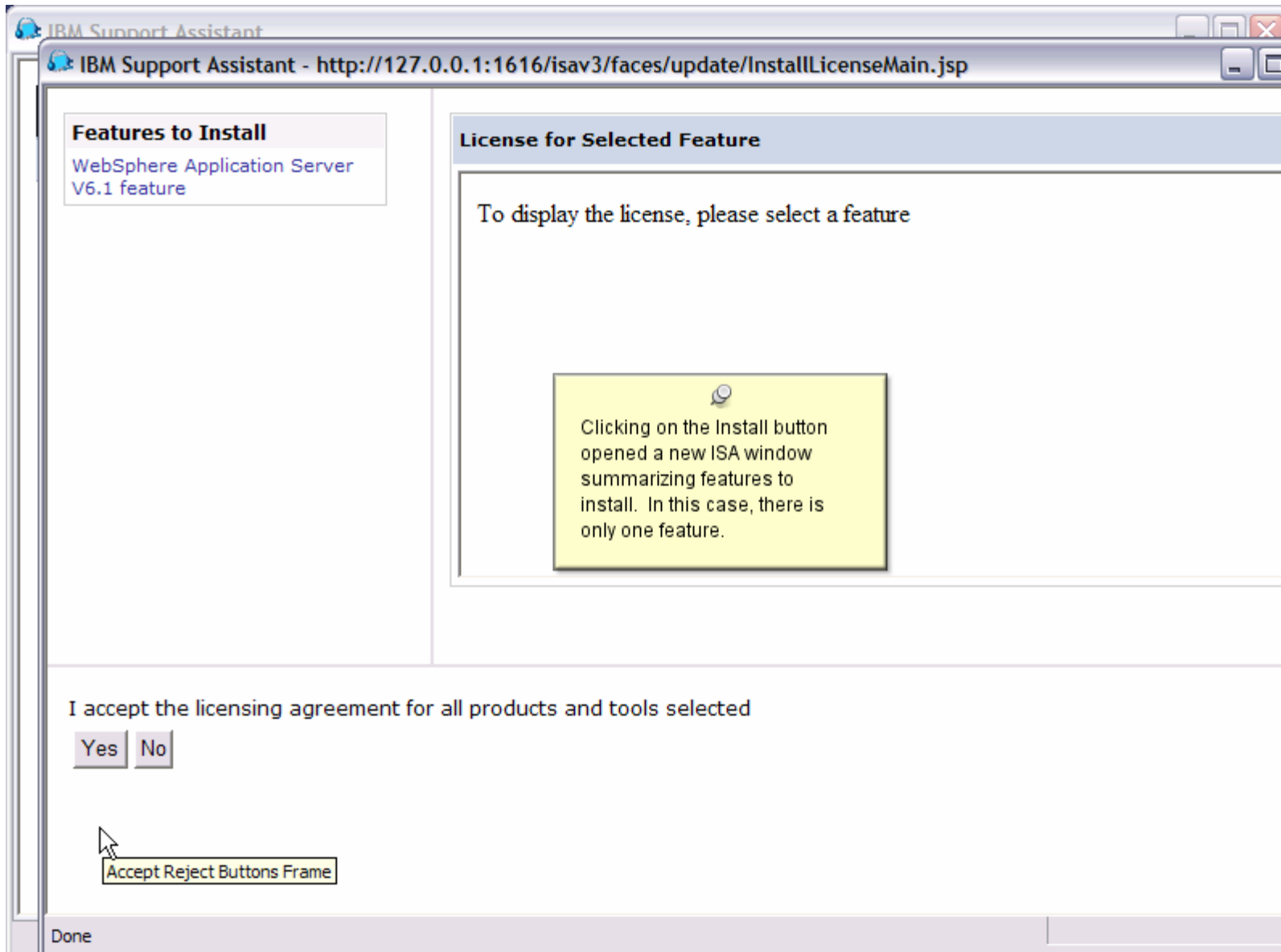
Description

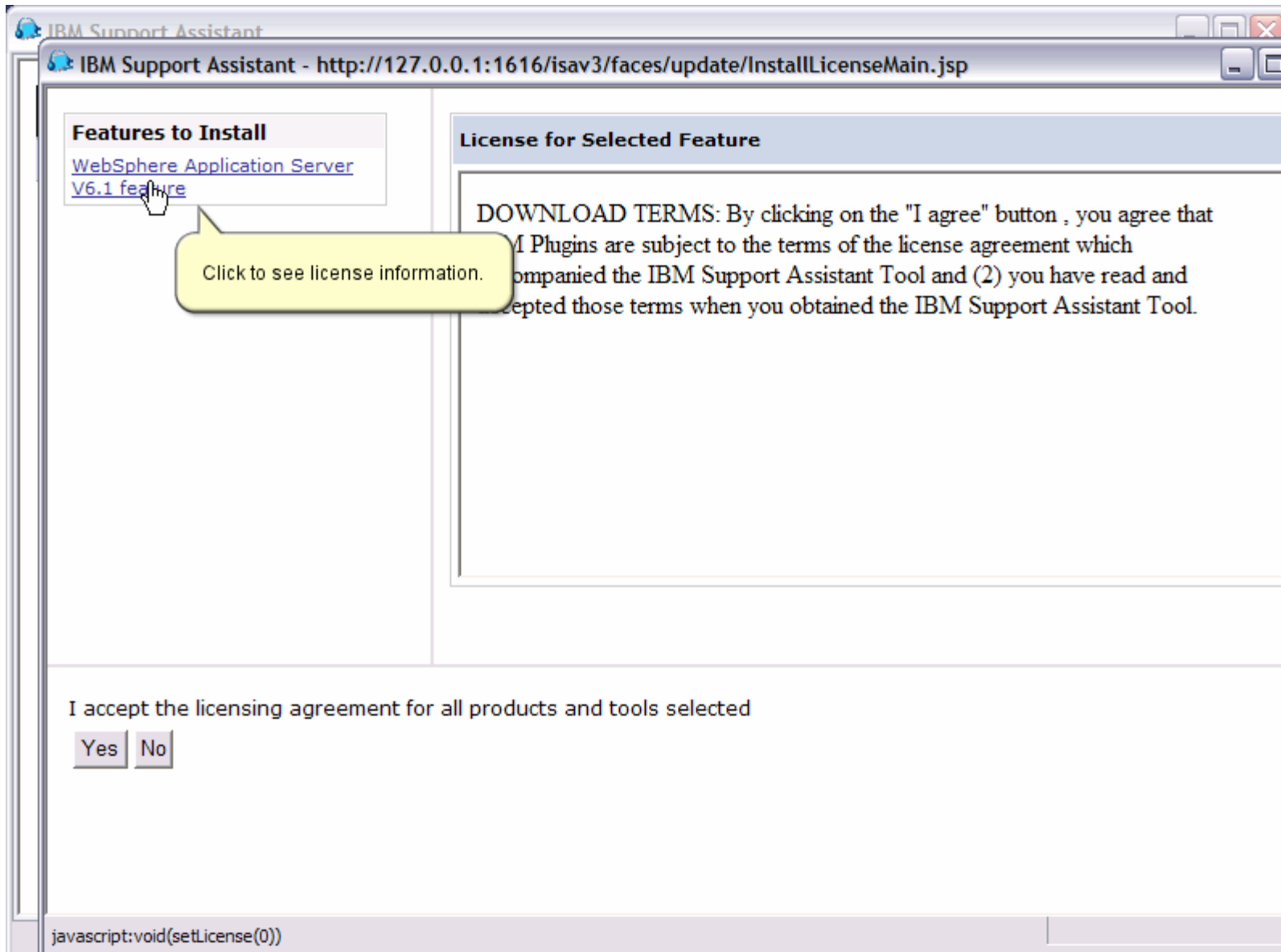
http://127.0.0.1:1616/isav3/faces/update/update.jsp#

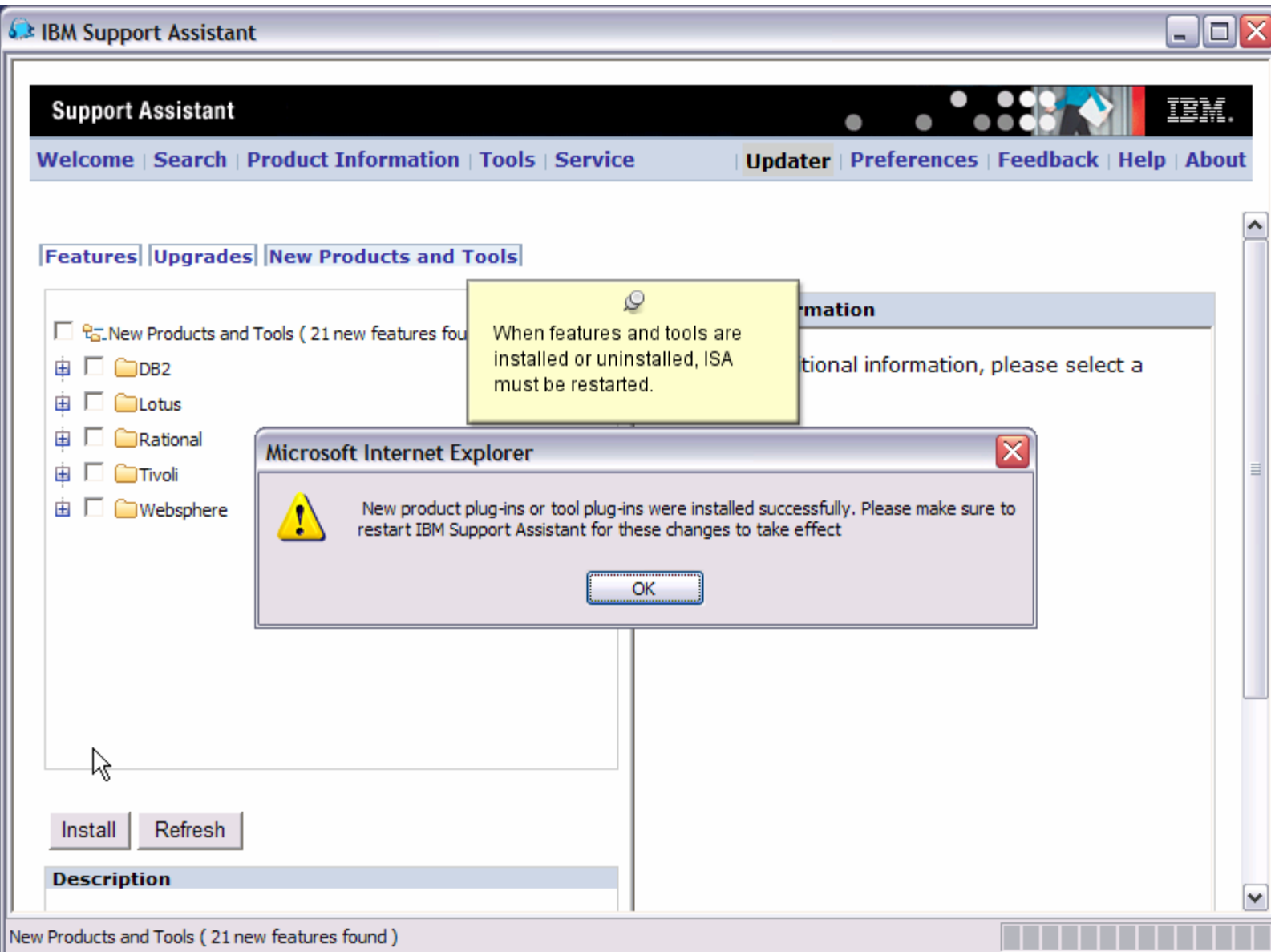


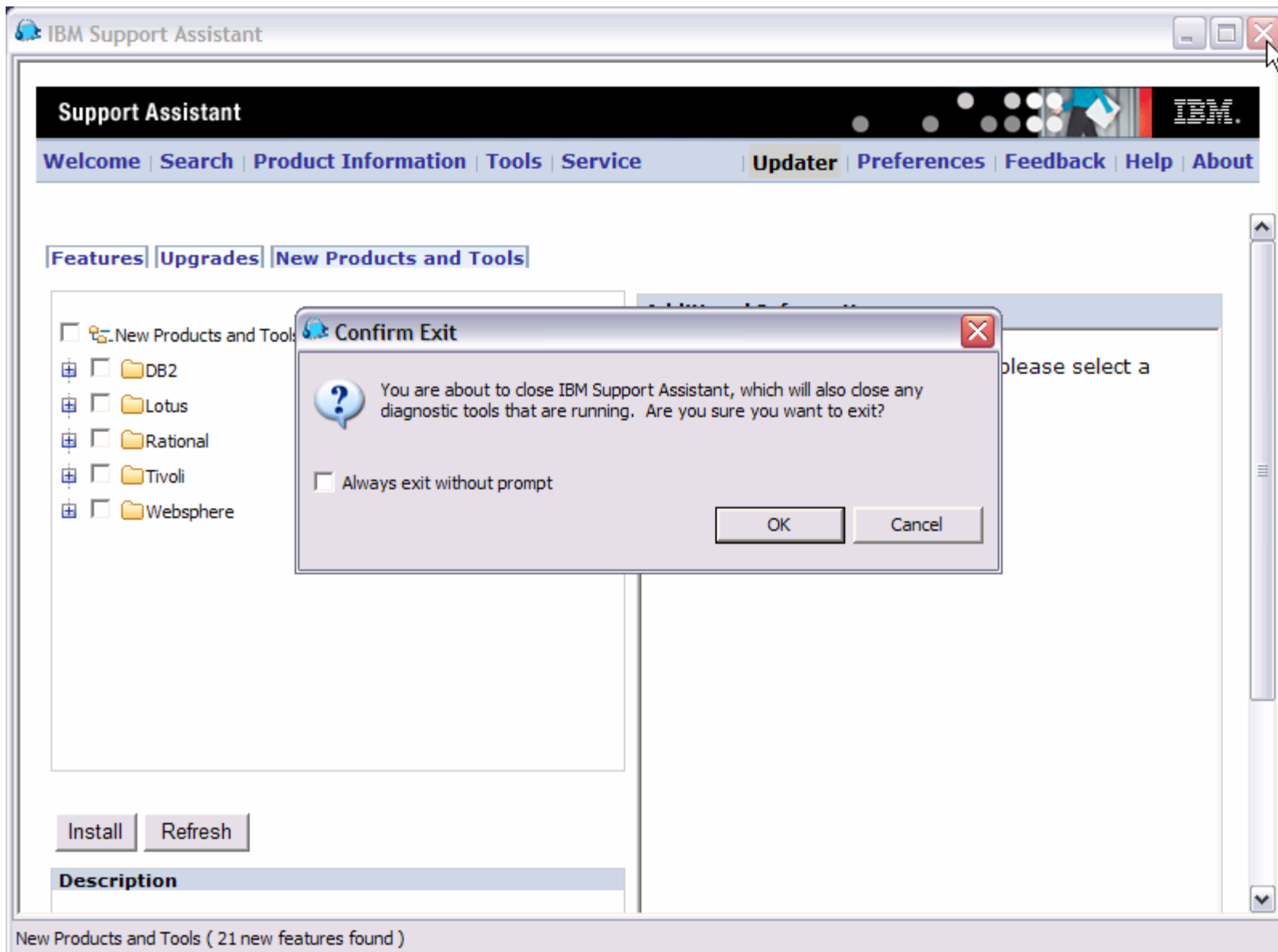


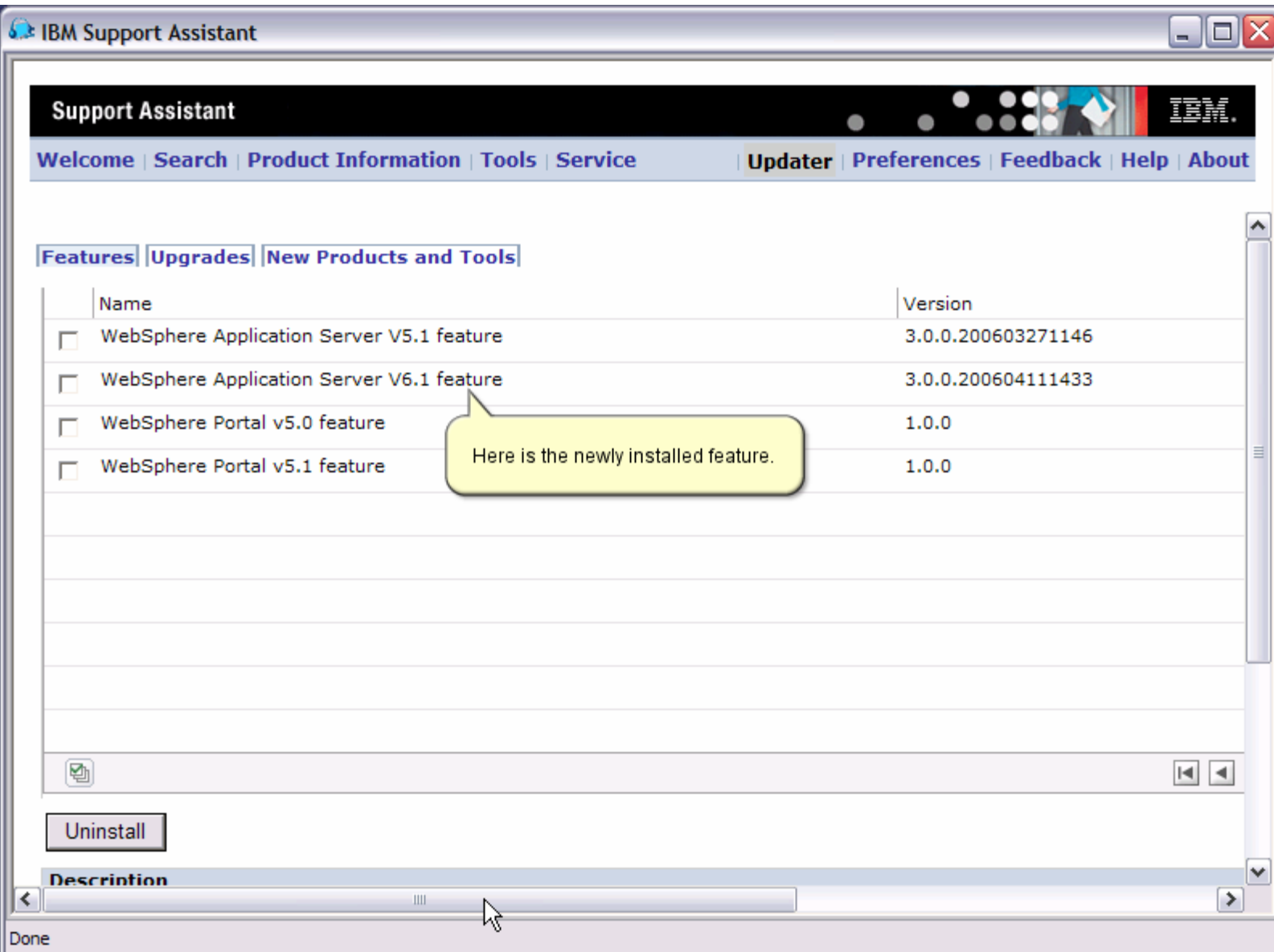


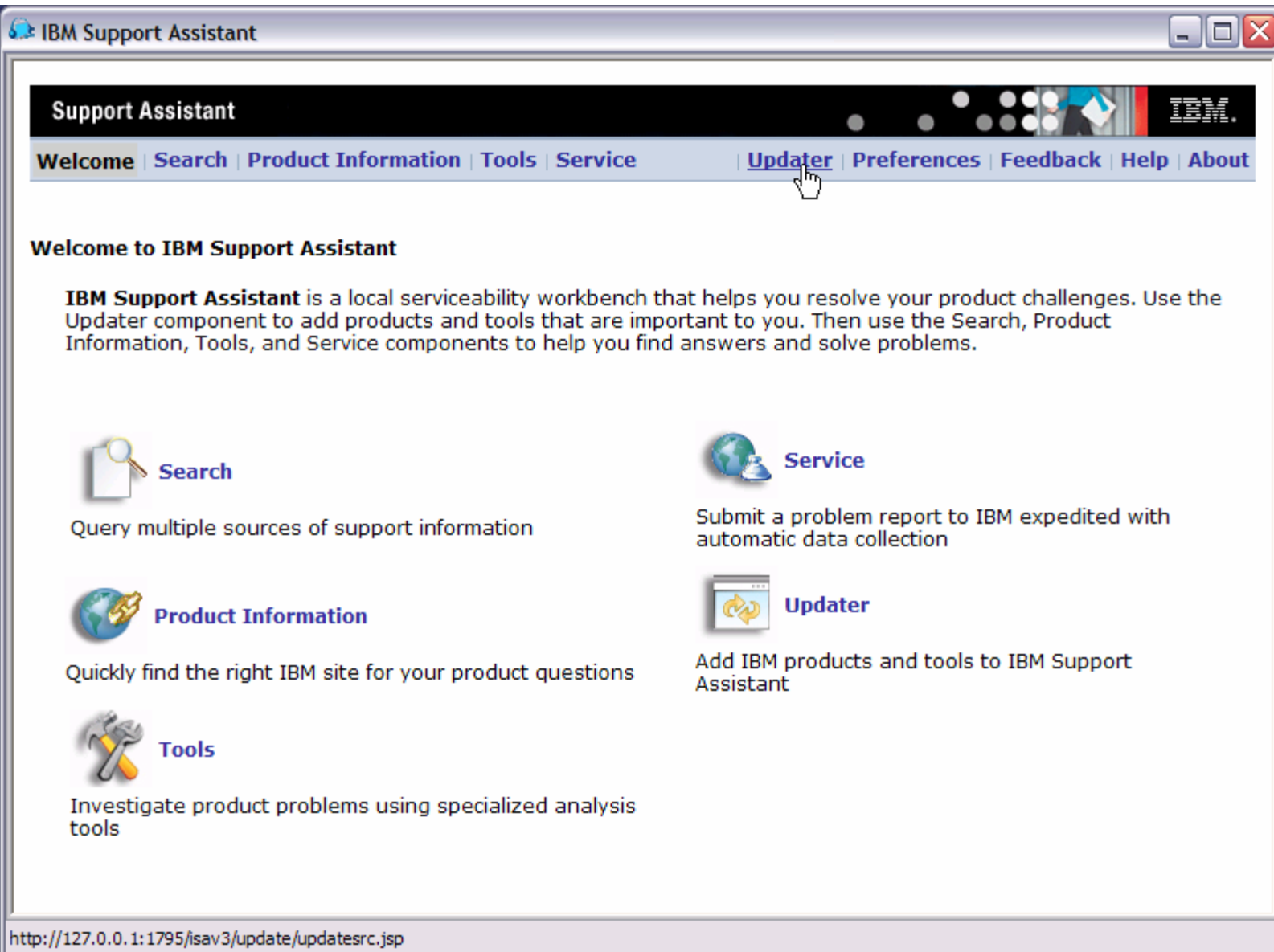


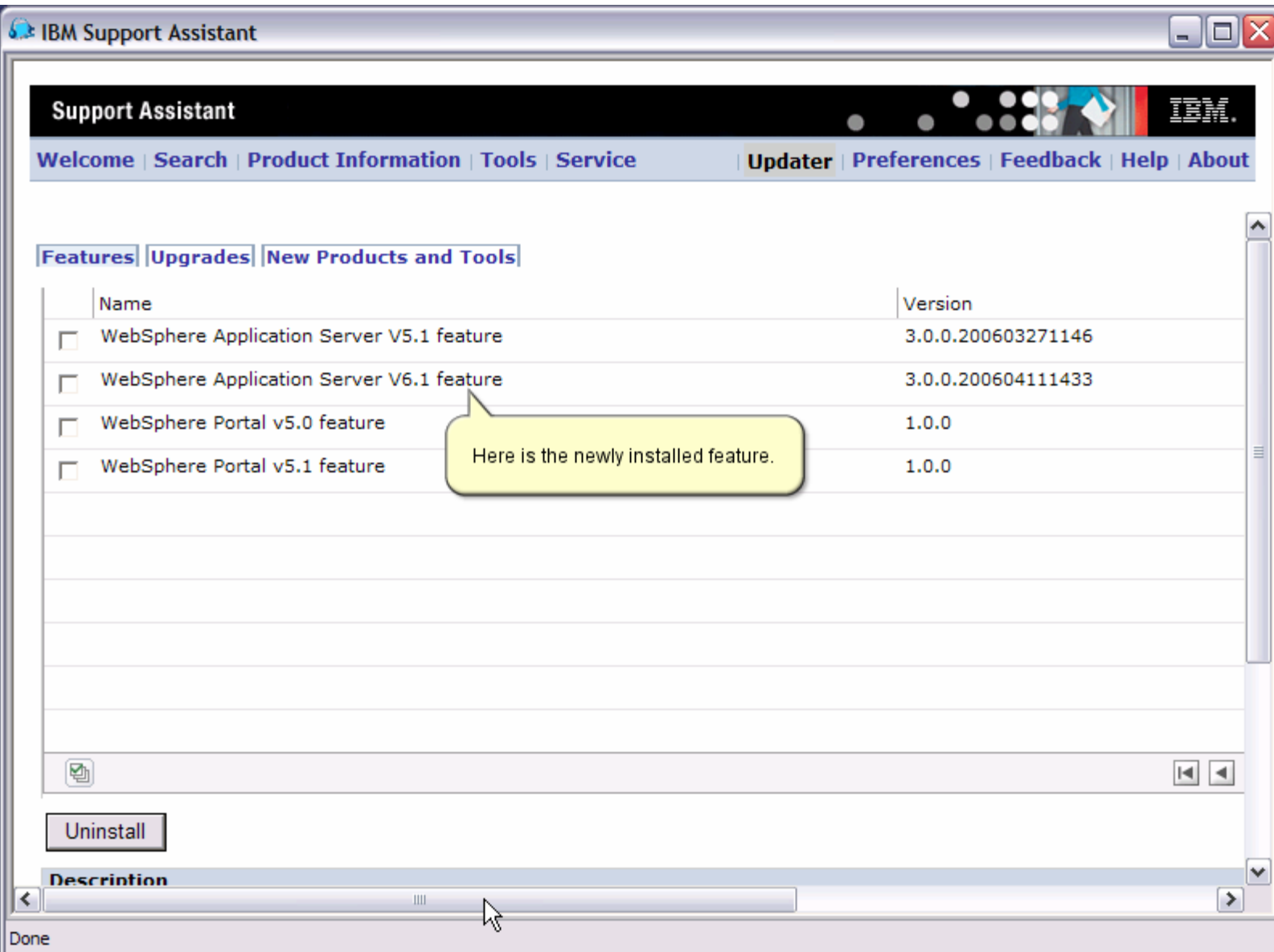


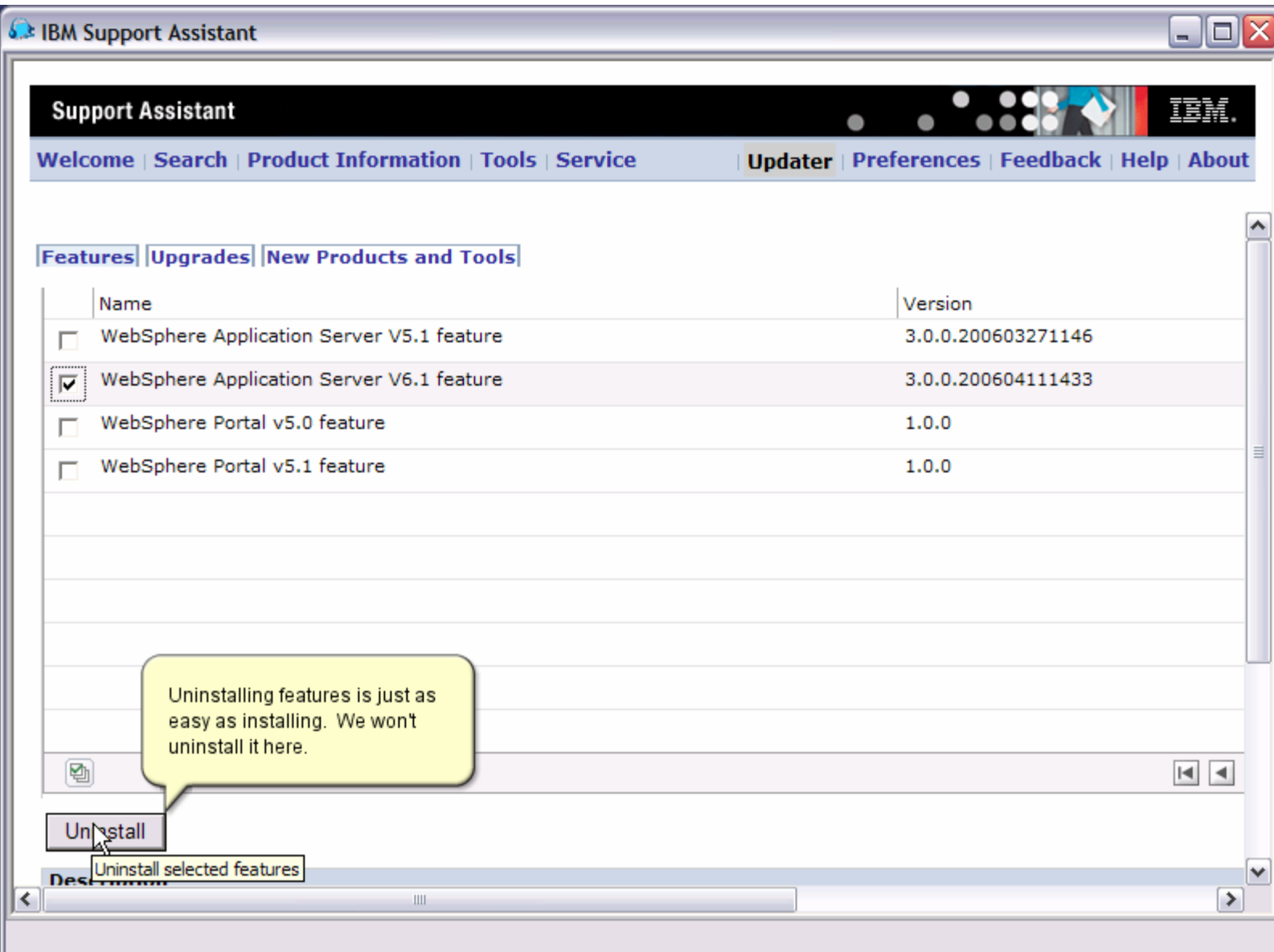


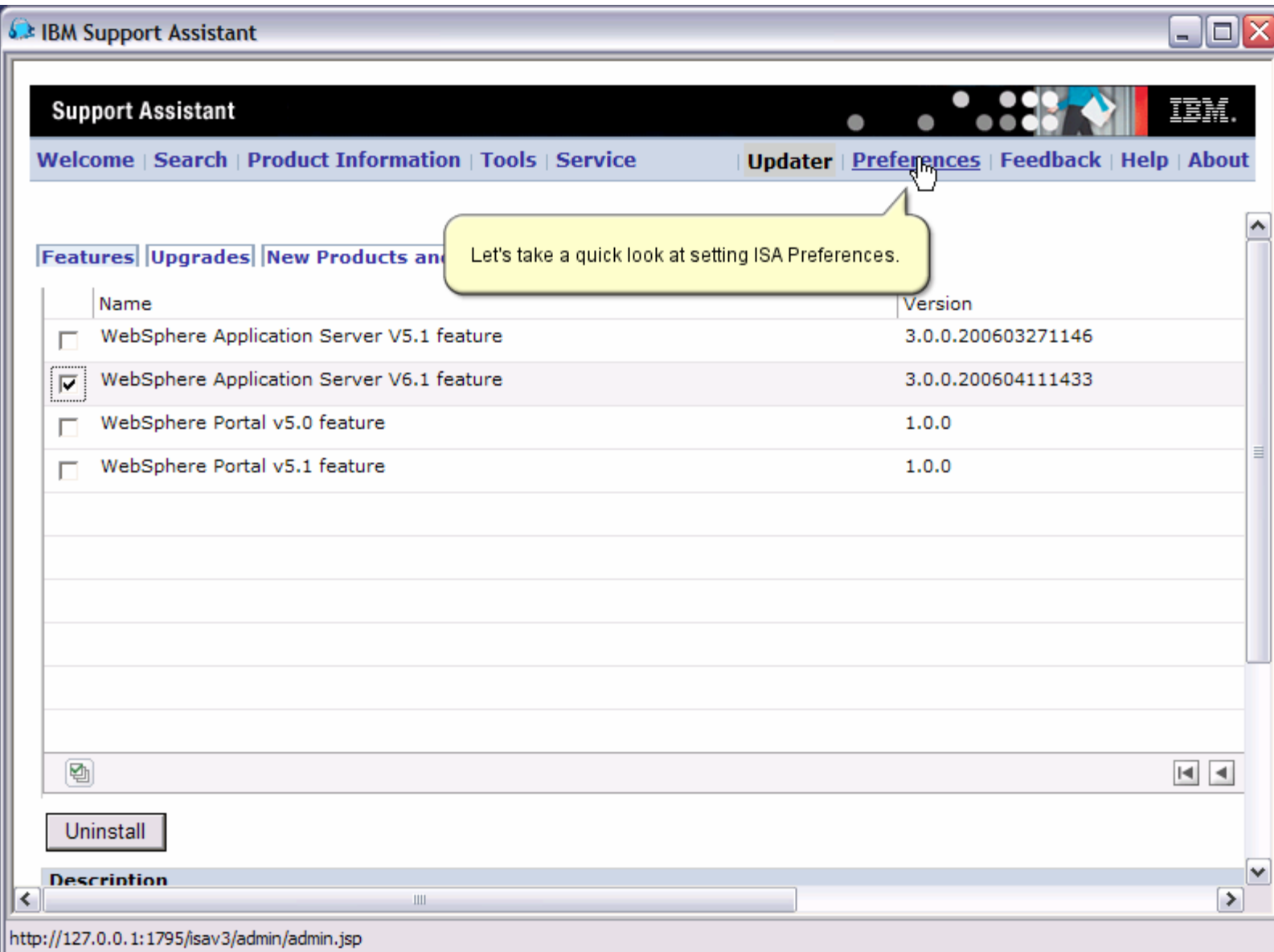


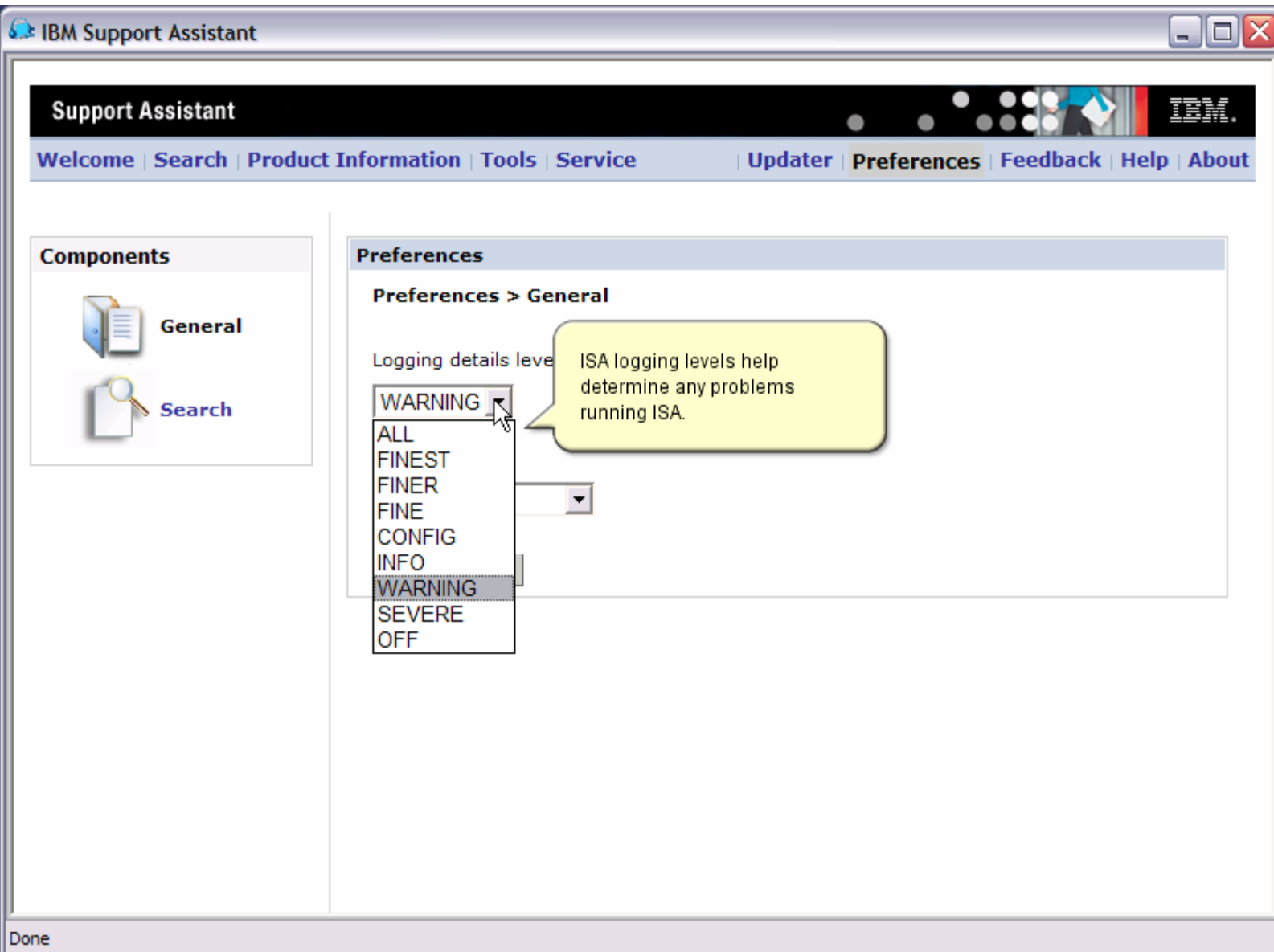


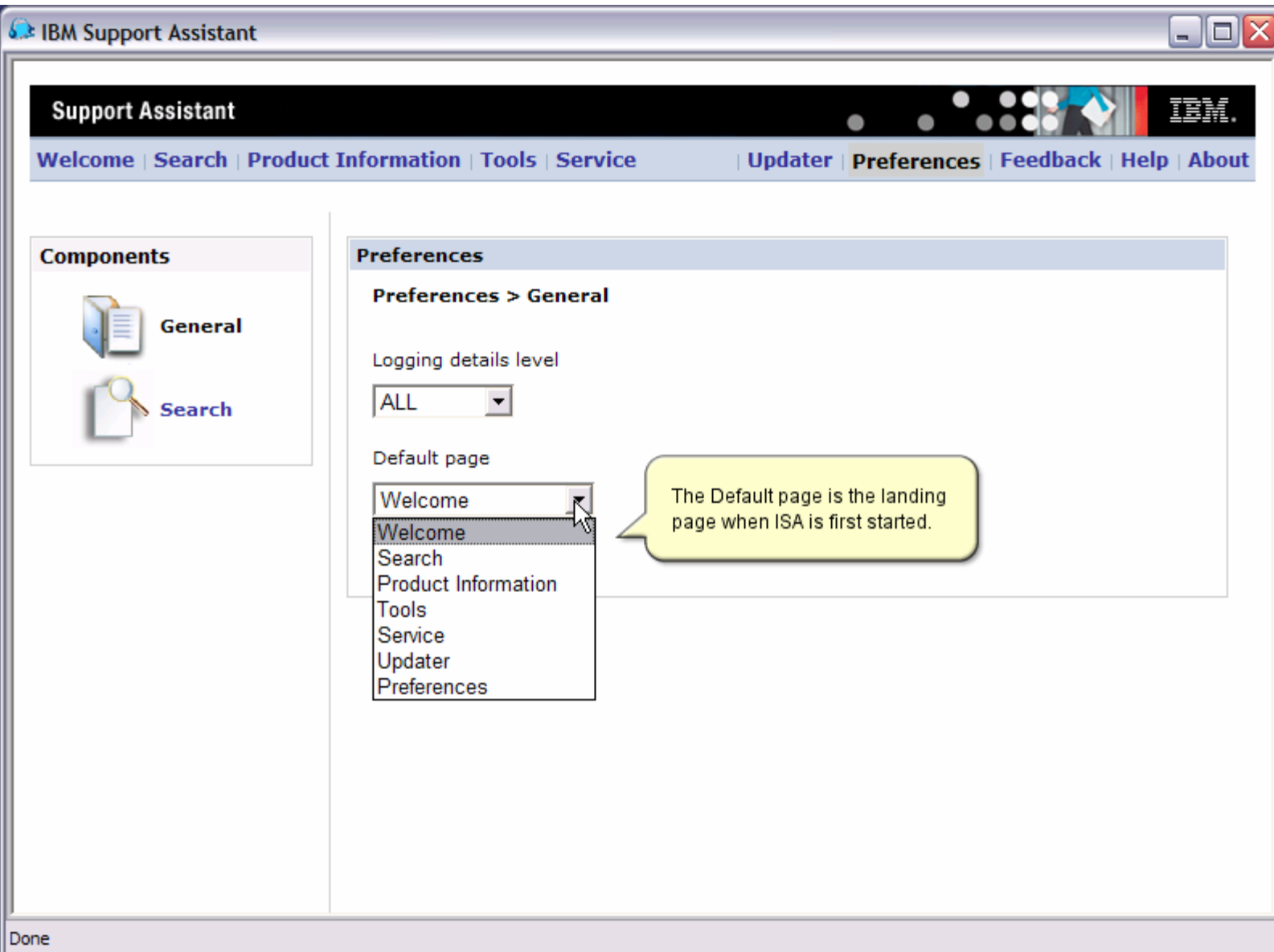


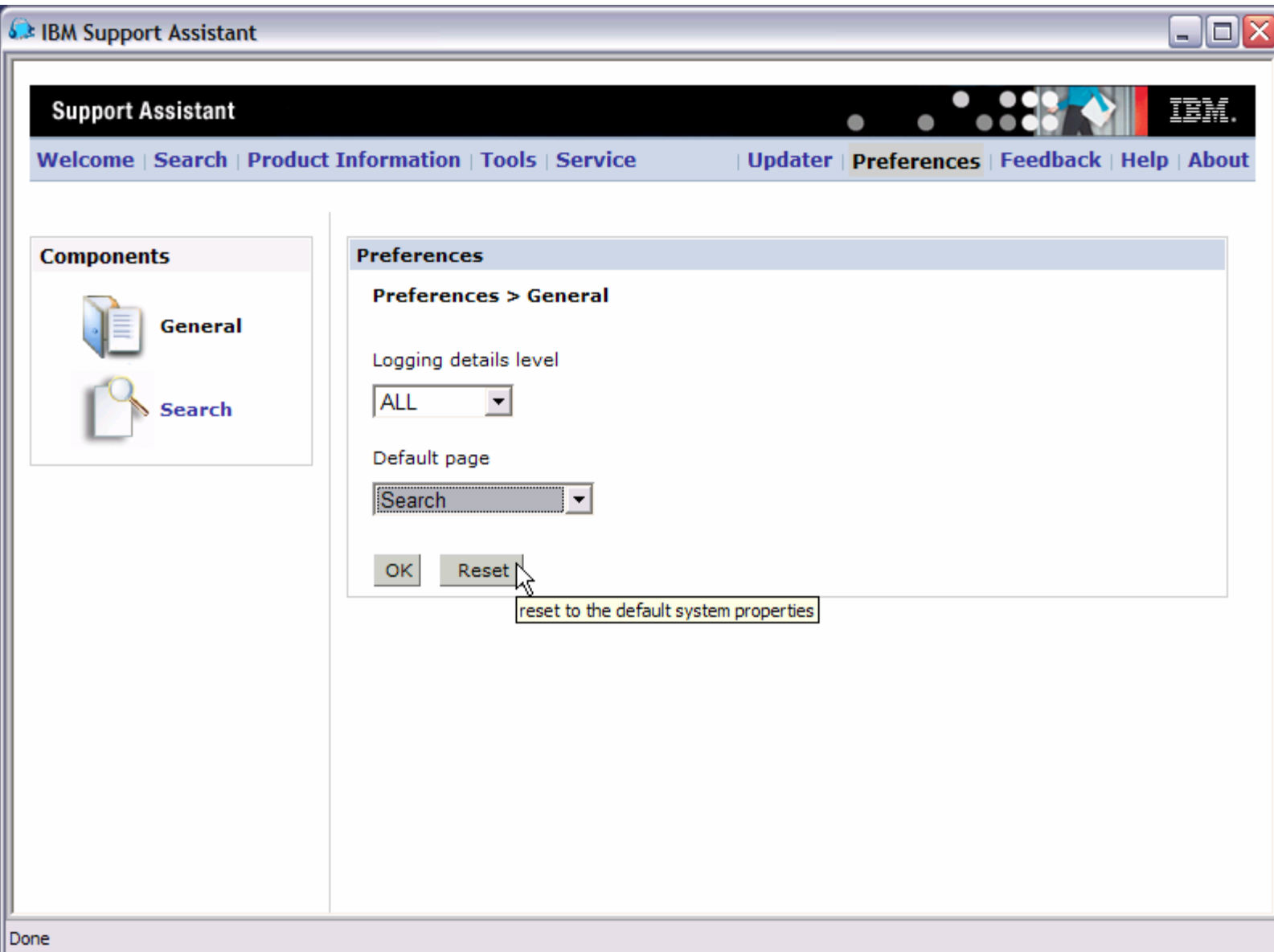


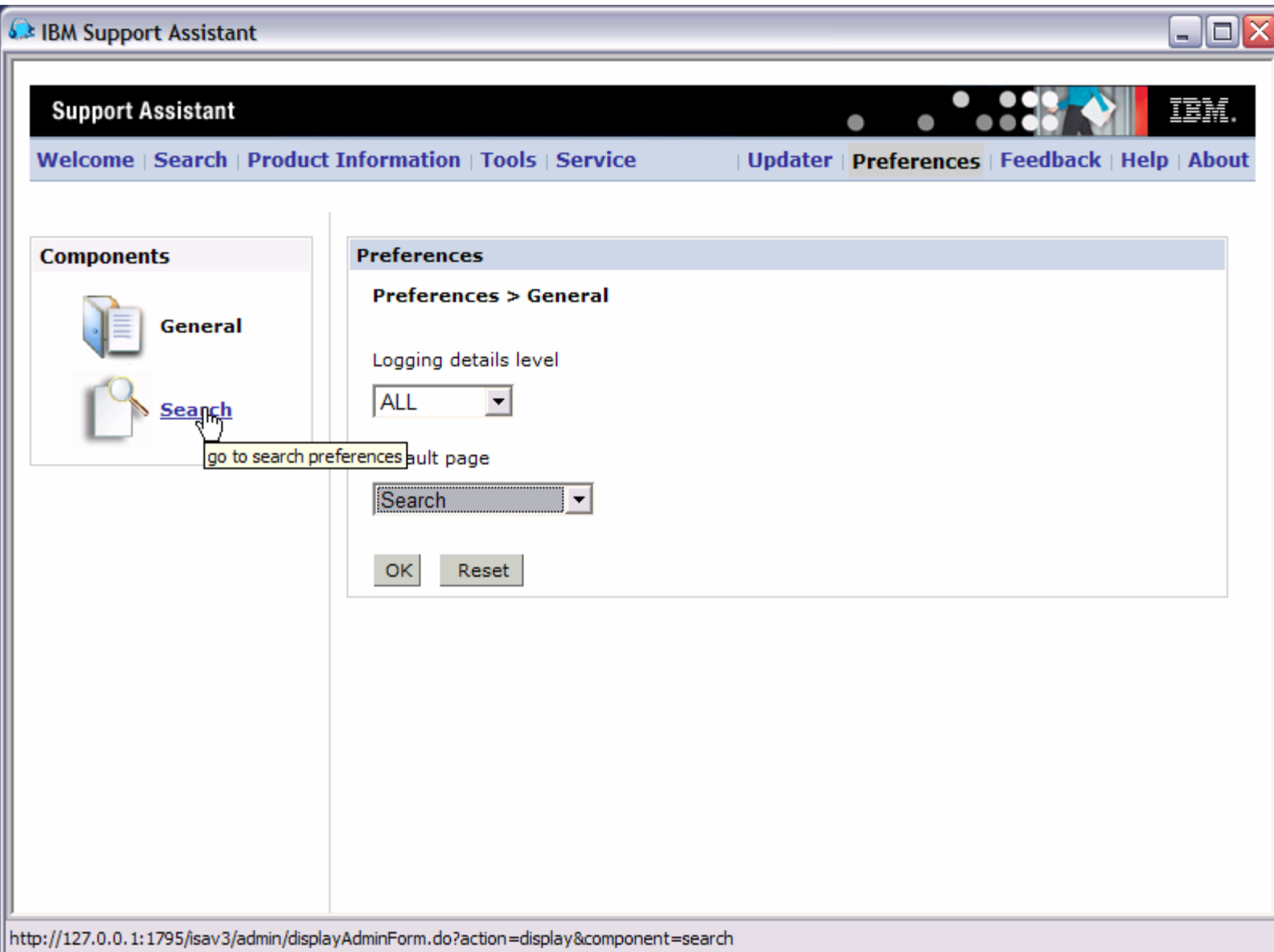


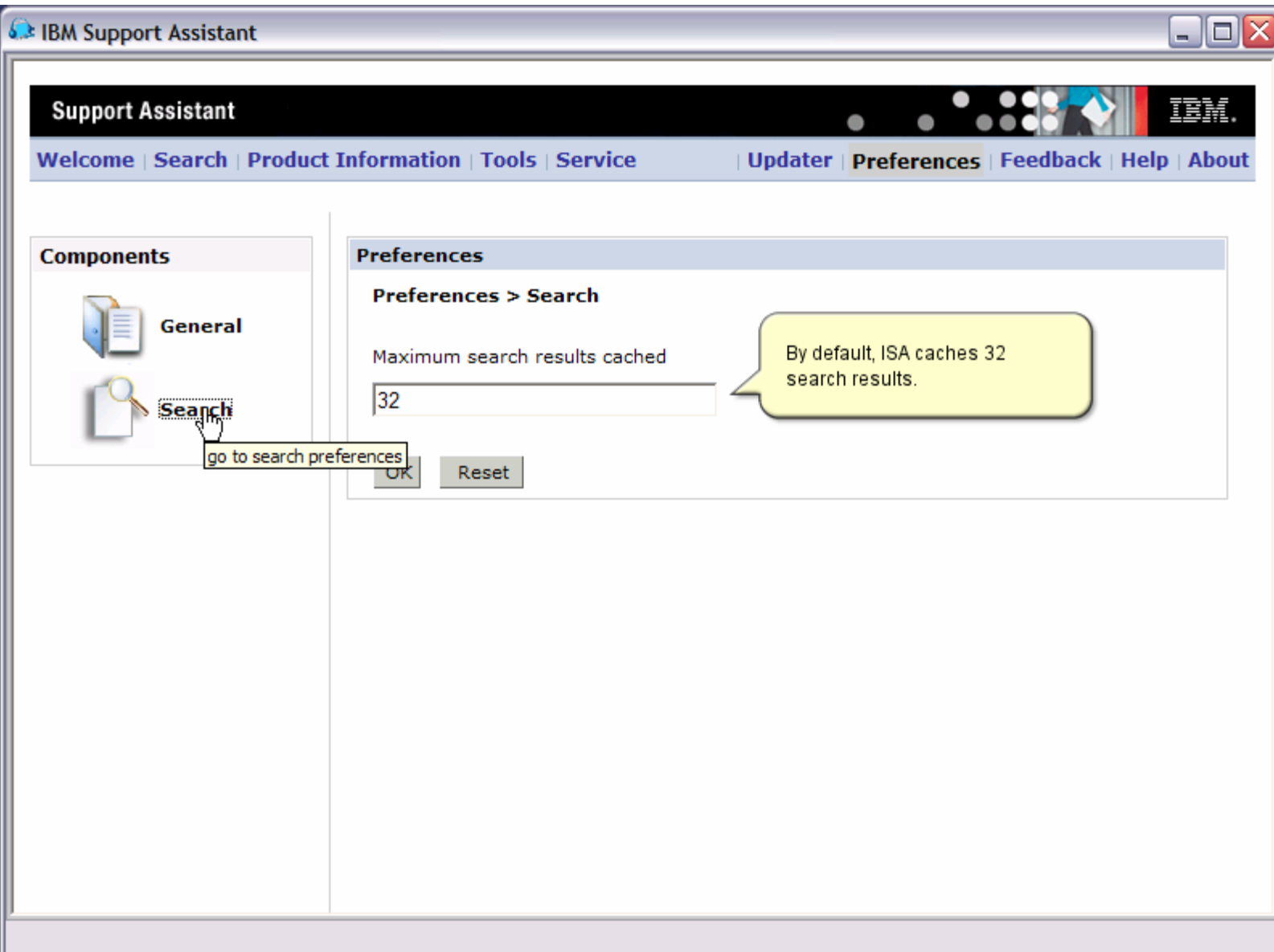


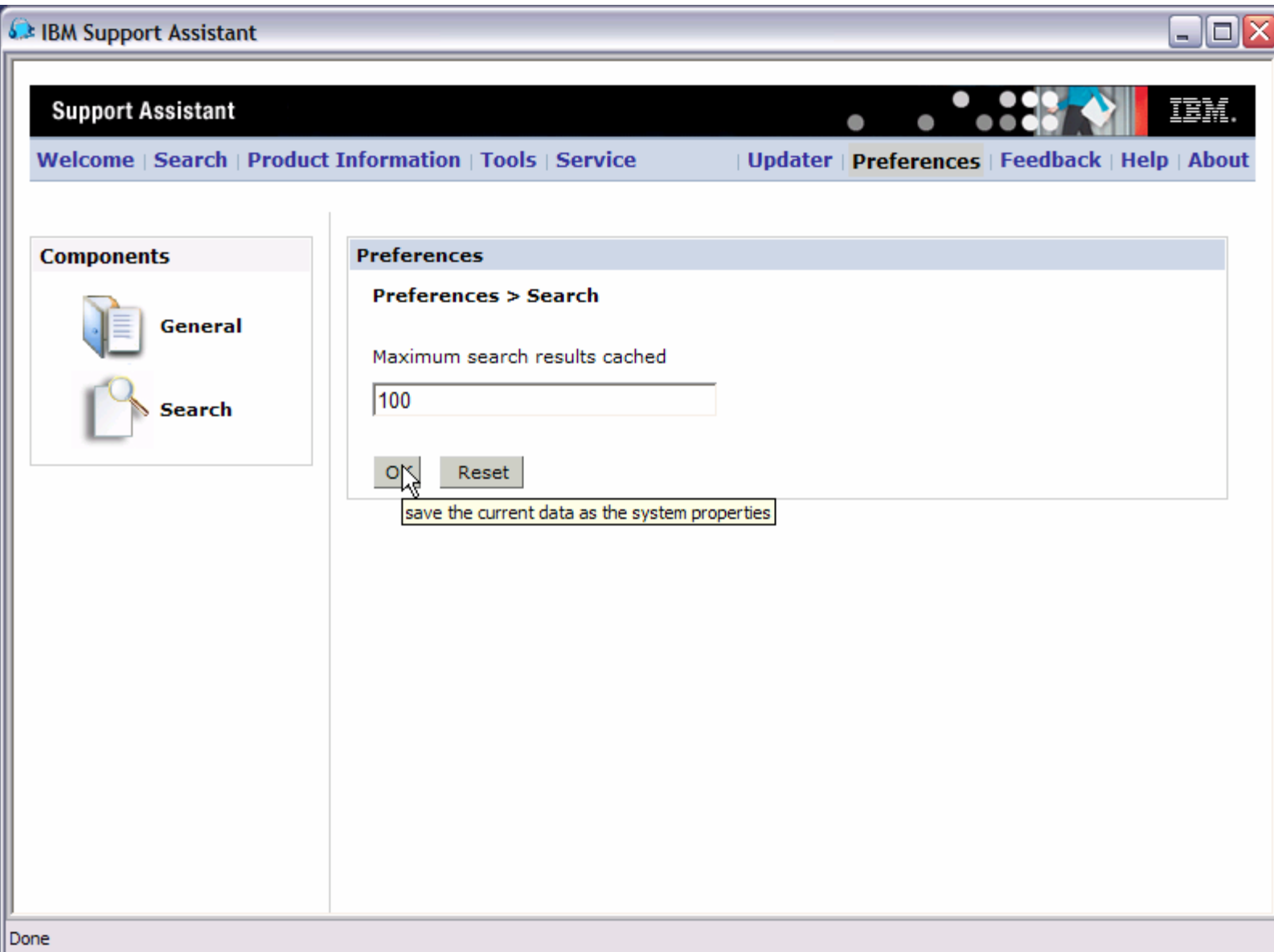


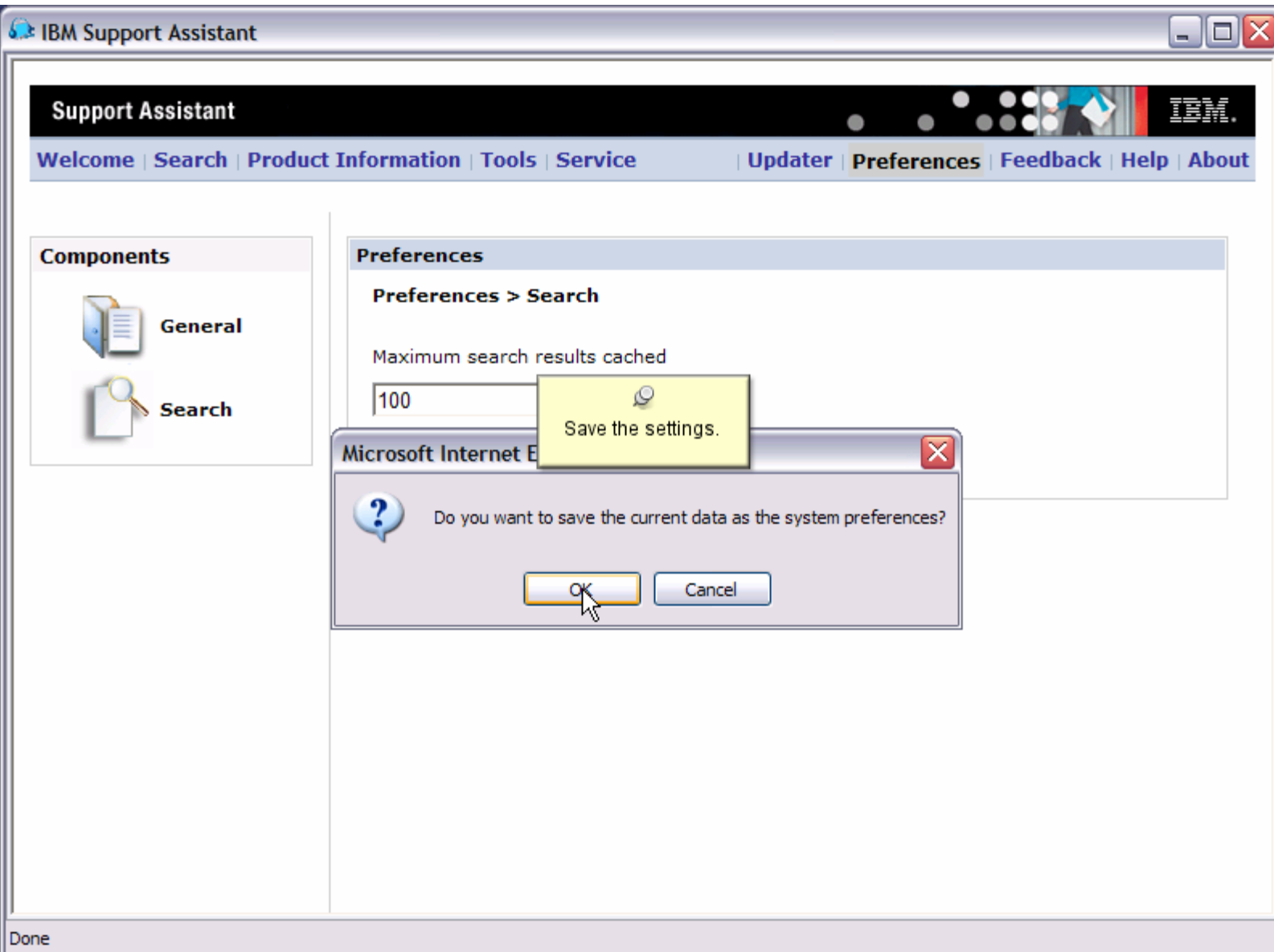


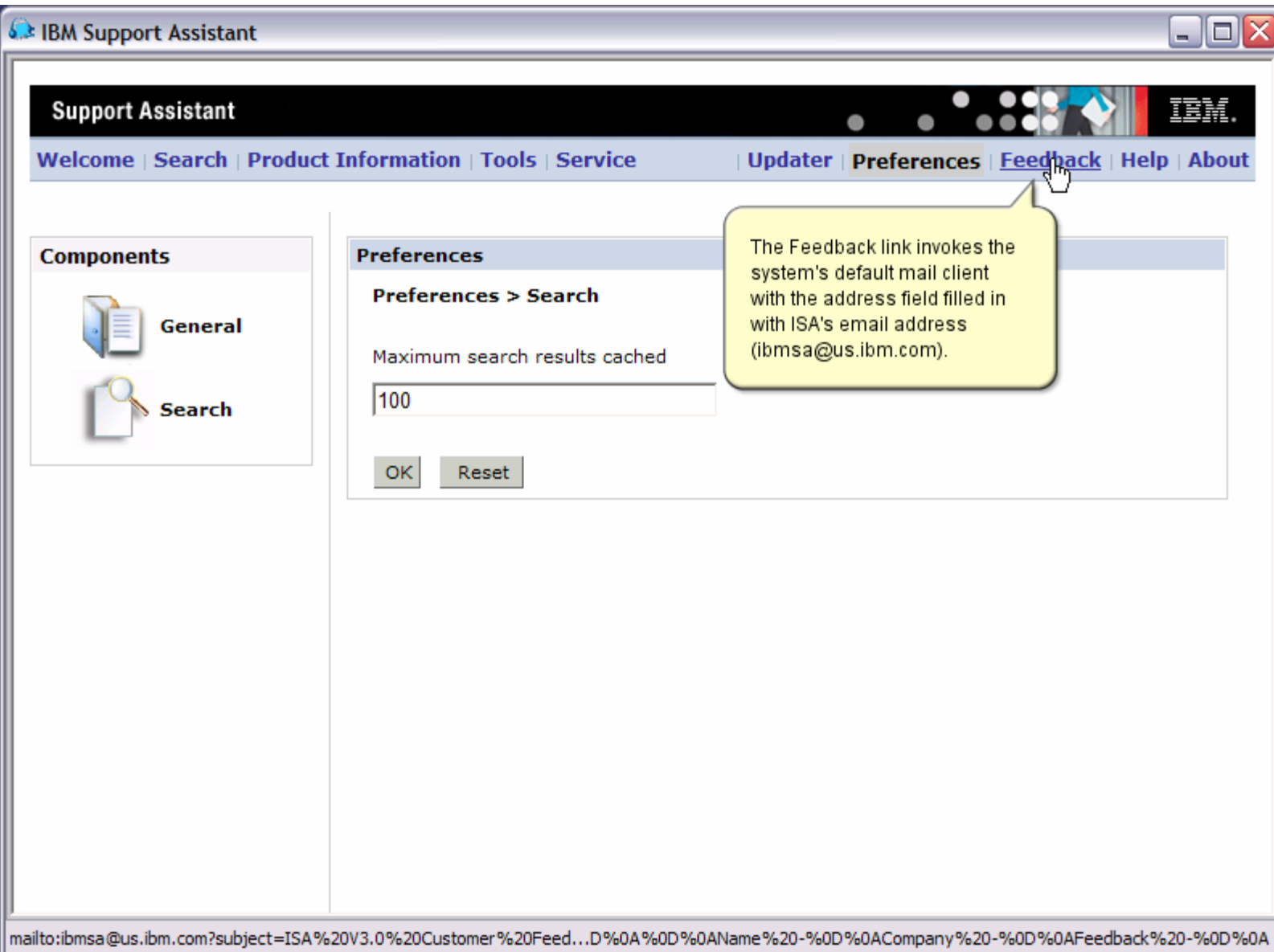


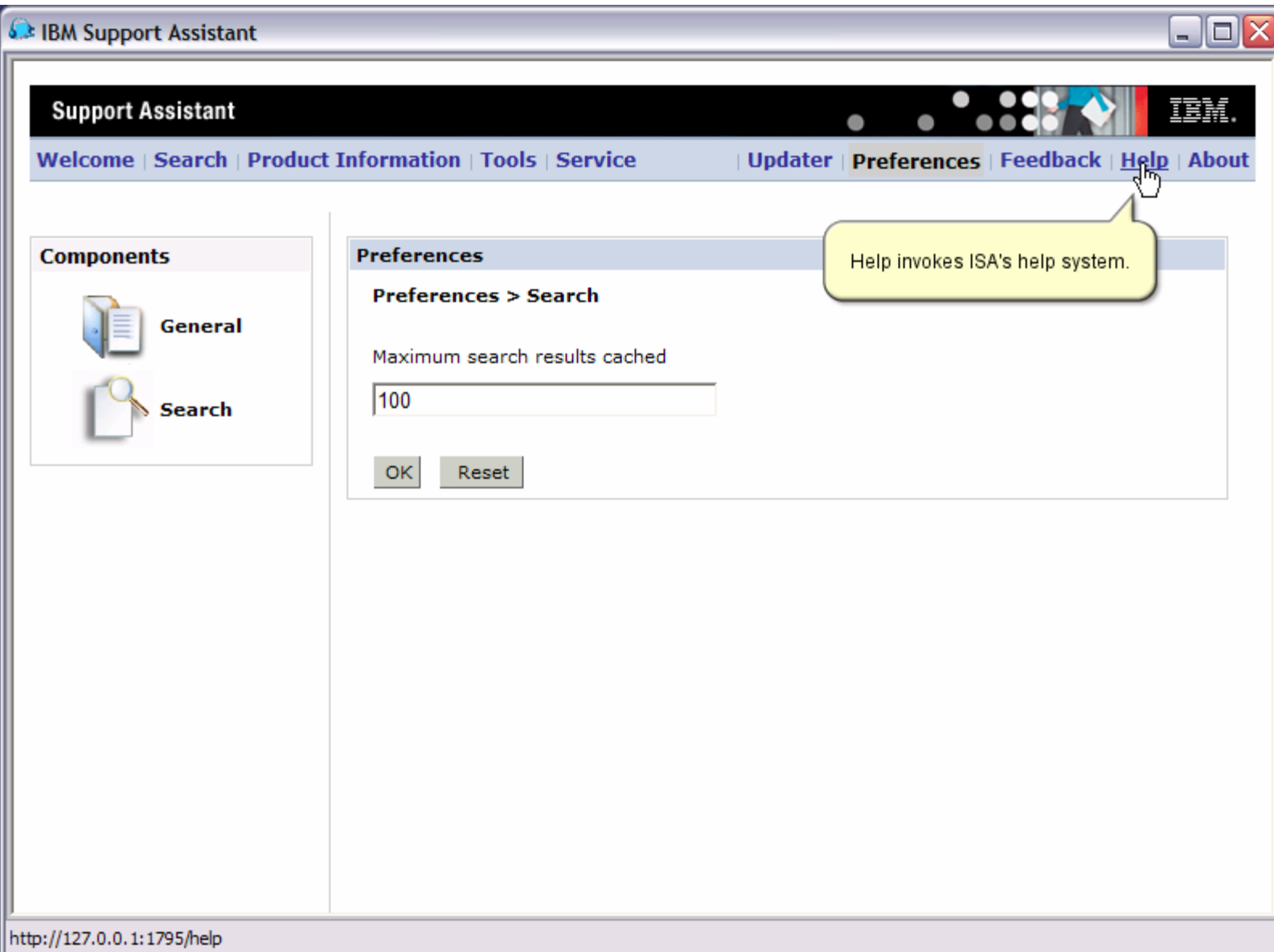


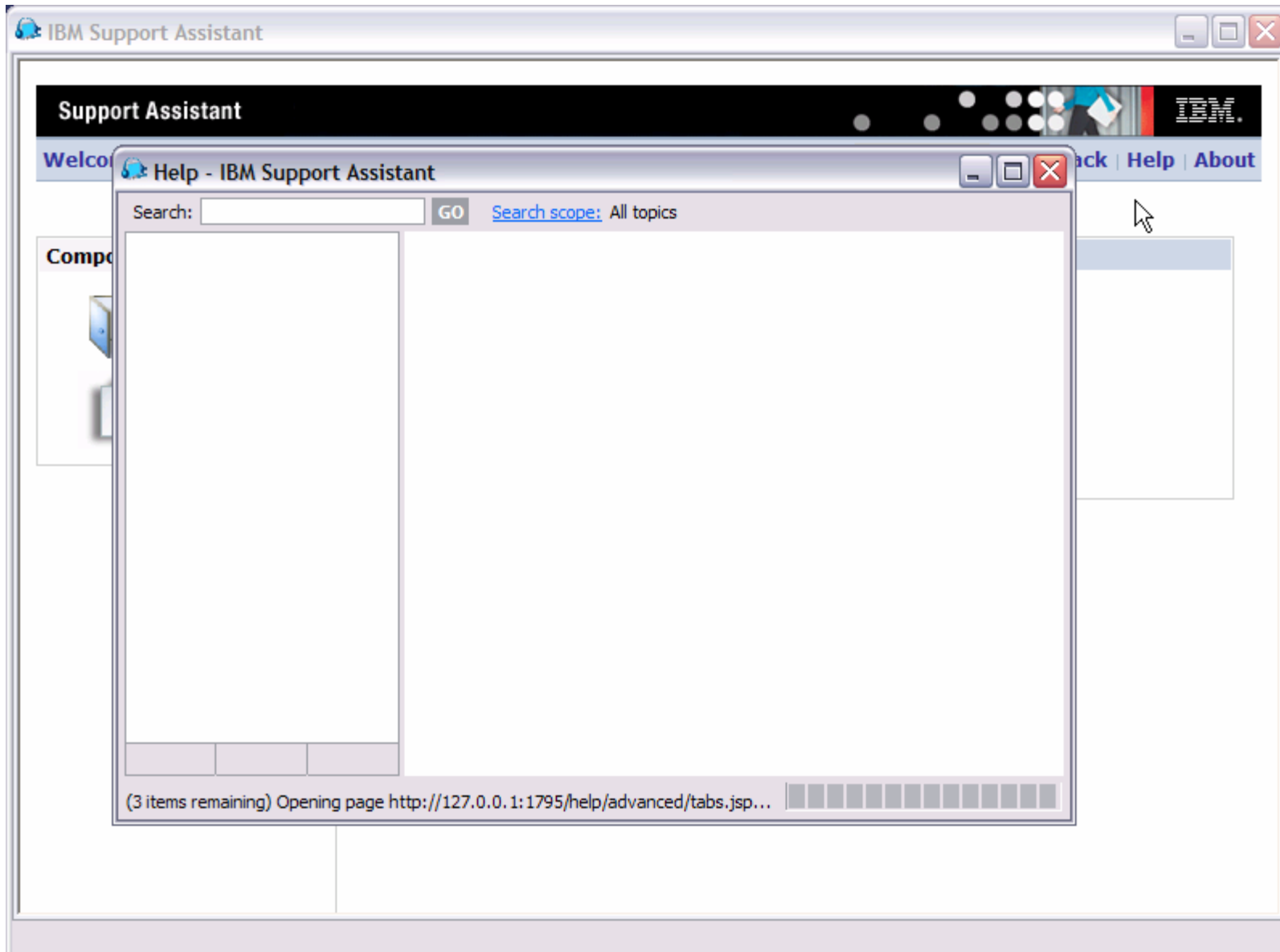


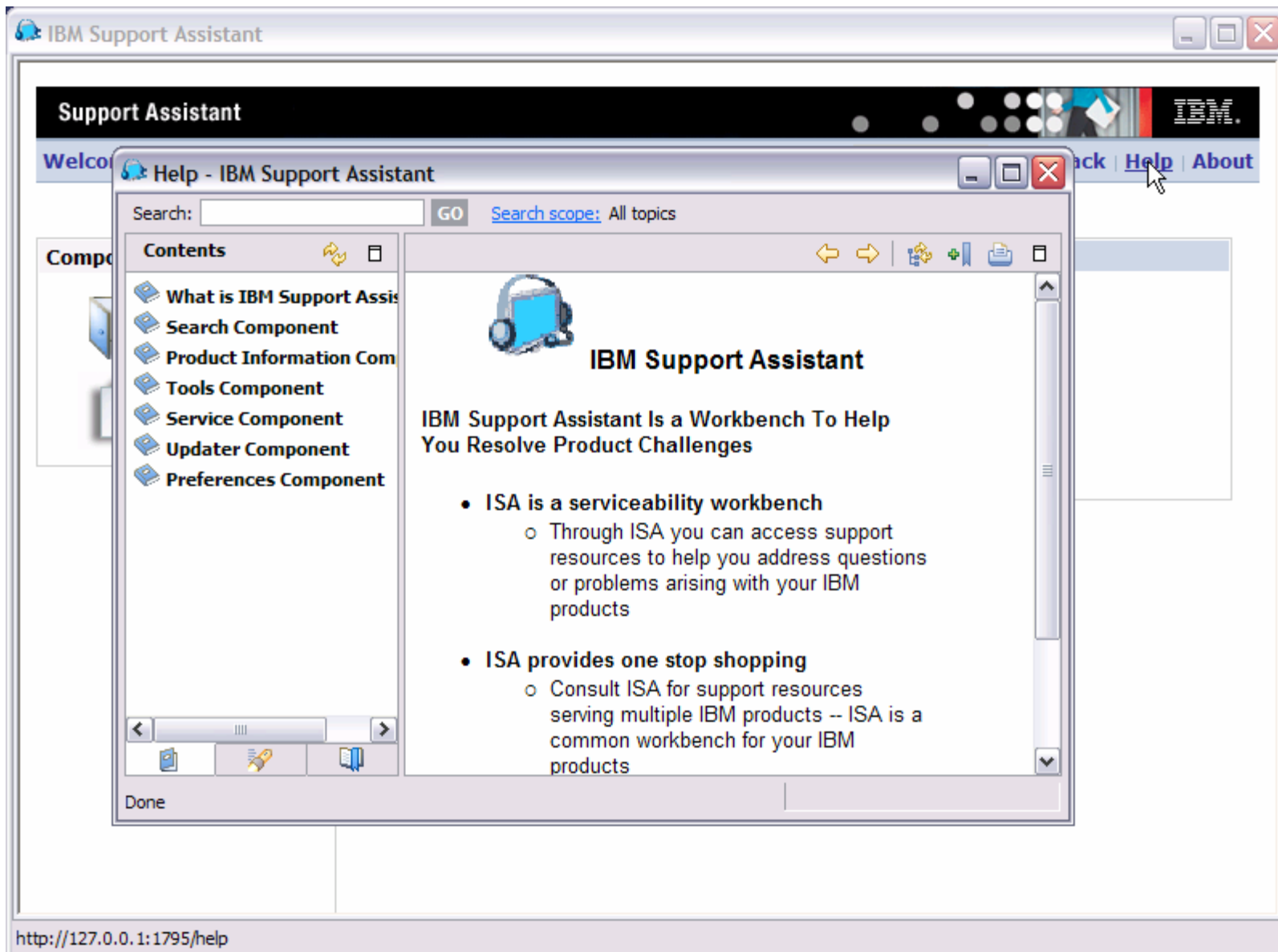


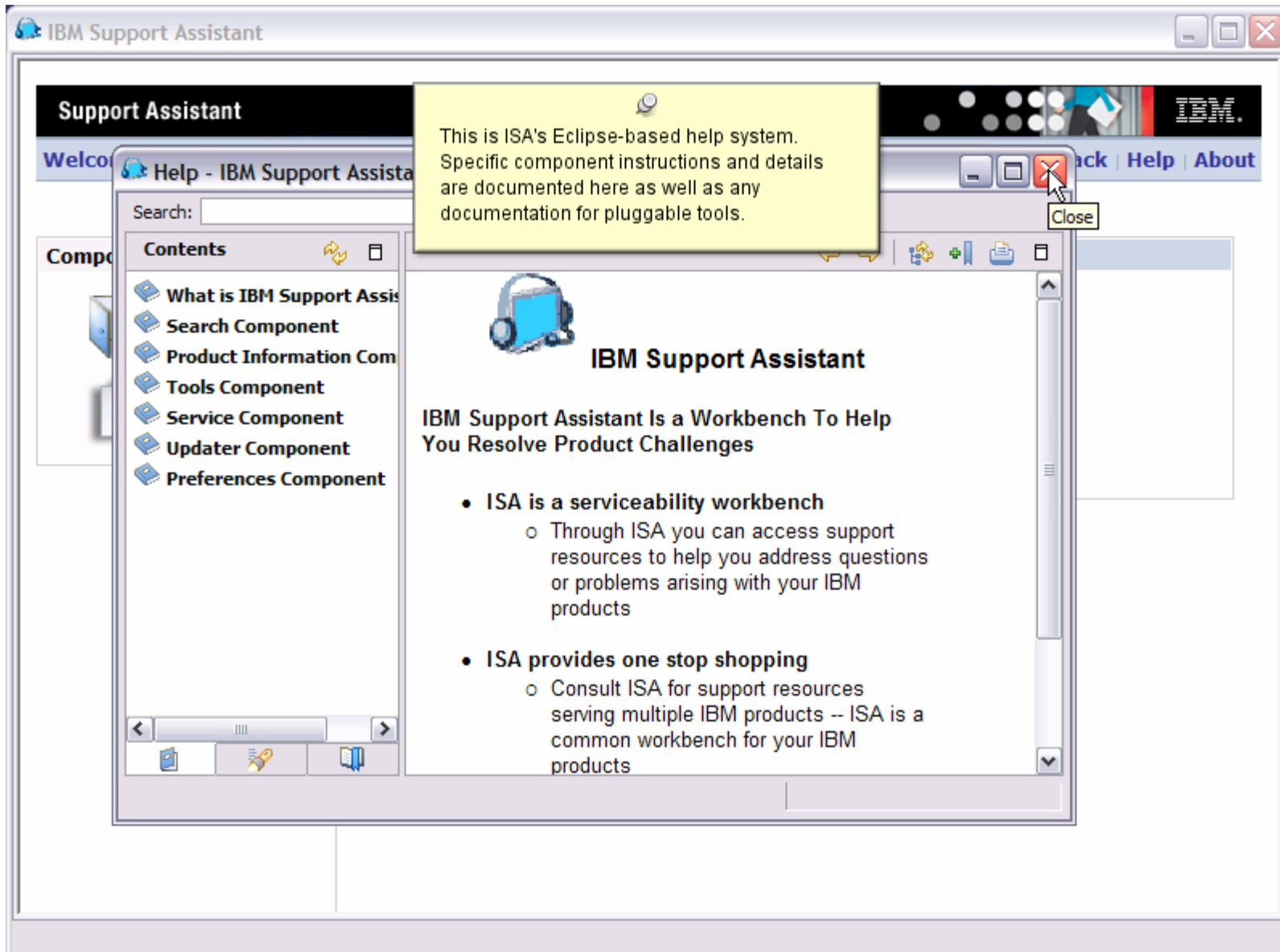


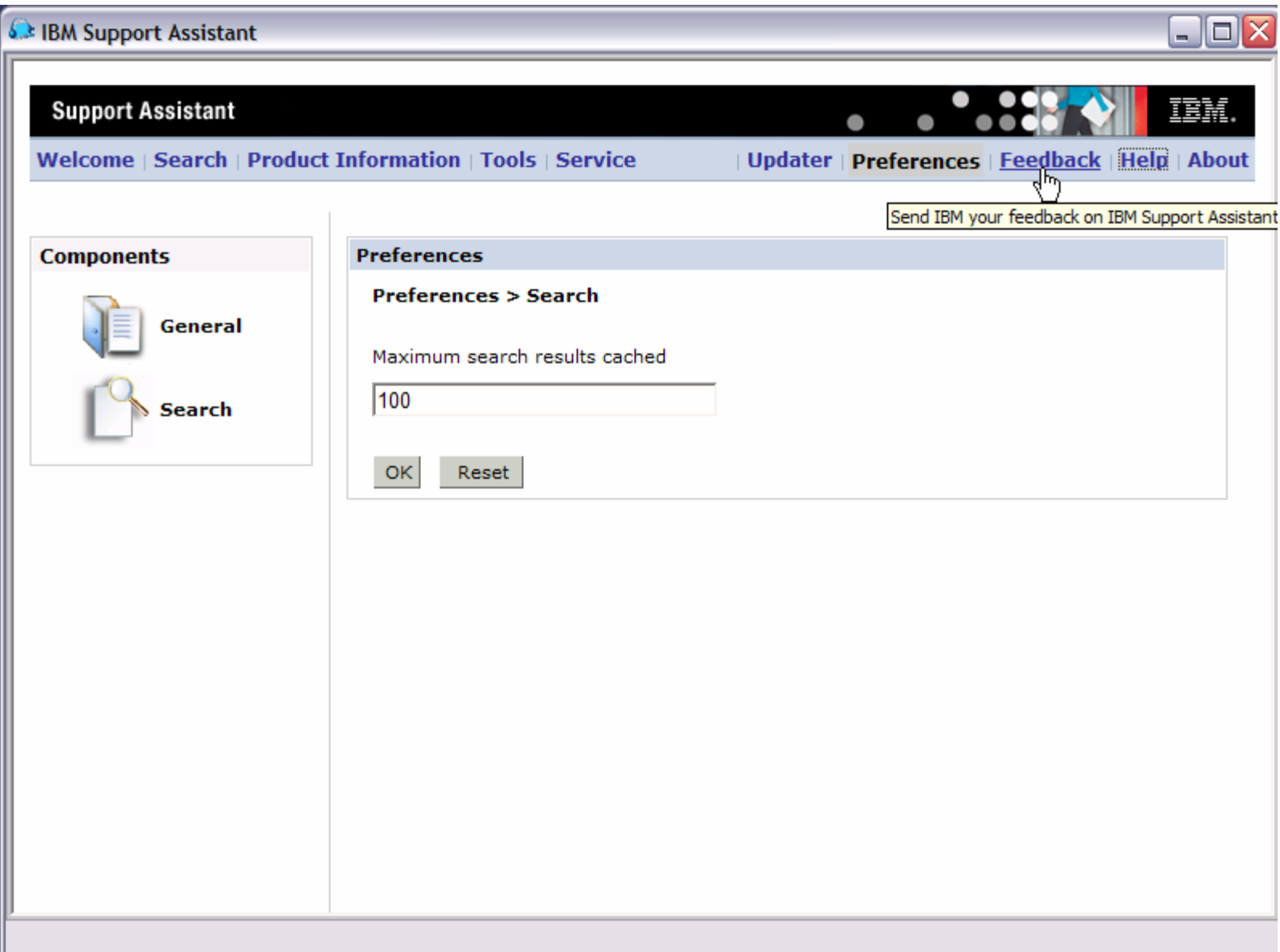


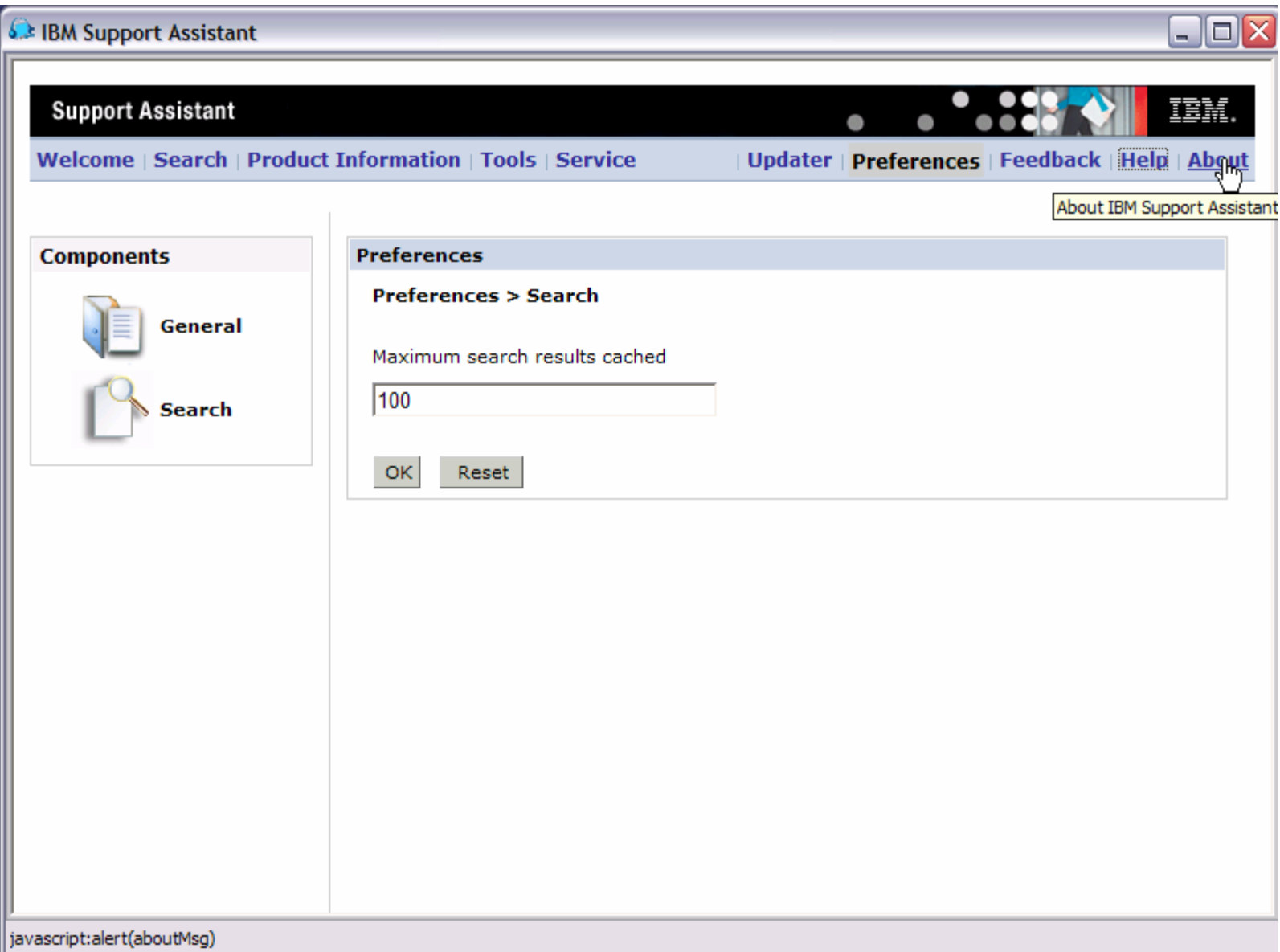


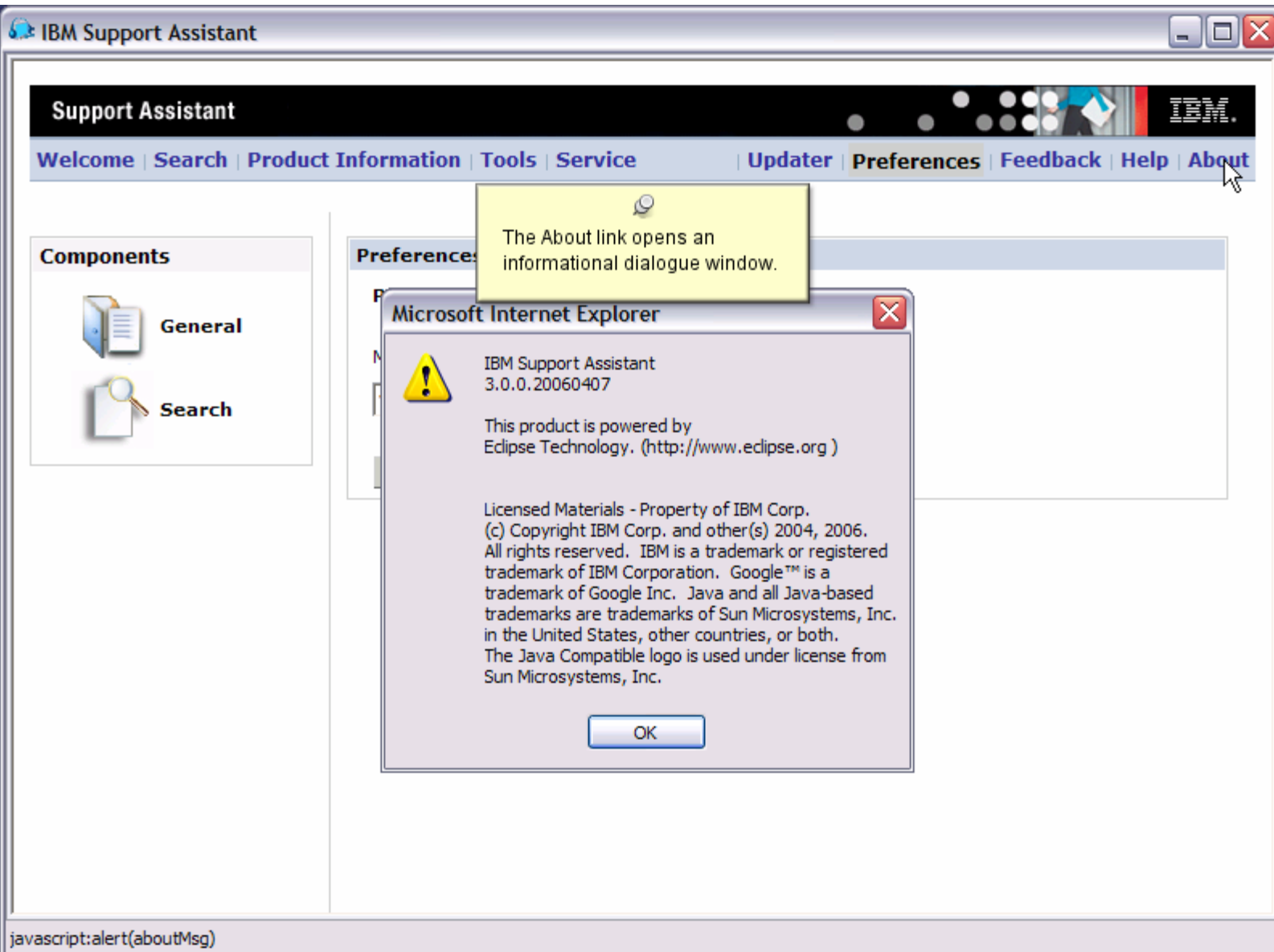














This concludes the IBM
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