



IBM Software Group

IBM Support Assistant V3.0

Simplifying IBM Software Support

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Agenda

- What is IBM Support Assistant (ISA)?
- How does ISA simplify support challenges?
- What is new in ISA V3.0
- General ISA Info
- ISA V3.0 main screenshots
- Questions/comments/suggestions



What is the IBM Support Assistant?

WebSphere

- The **IBM Support Assistant (ISA)** is a free local serviceability workbench that helps you resolve questions and problems with IBM software products. Its features include serviceability tools and quick access to support-related information.
- Product plug-ins for over 53 products are available to be used with ISA including:
 - ▶ WebSphere v5.0, 5.1, 6.0, 6.1
 - ▶ WebSphere MQ V6.0
 - ▶ Tivoli Storage Manager v5.1, 5.2, 5.3
 - ▶ Rational Application Developer v6.0
 - ▶ WebSphere Portal v 5
 - ▶ WebSphere Commerce V6.0

DB2

Lotus

Tivoli

Rational

How does ISA simplify support?

By providing richer self-help solutions and tools



Meeting customer needs:

- Quick access to key IBM product information
- Shorter time to resolution
- Easy access to helpful, relevant education
- Guided assistance to analyze and isolate software challenges
- Readily available serviceability tools designed to fix problems

ISA v2



- A Search Component to search IBM and non-IBM locations concurrently
- Support Links for quick access to key product info
- A Service Component to expedite problem submission with key data collection
- An Education Component providing convenient access to education resources (IEA)

ISA v3



- A Search Component to search IBM and non-IBM locations concurrently
- Support Links for quick access to key product info
- A Service Component to expedite problem submission
- **Symptom based collection**
- **Education links and roadmaps**
- **Easy add-on tools framework**
- Update manager for new plug-ins and tools

Meeting customer needs with IBM Support Assistant - www.ibm.com/software/support/isa

General ISA info

IBM Support Assistant Overview	www.ibm.com/software/support/isa
Download page for ISA (free IBM ID registration required)	https://www14.software.ibm.com/webapp/iwm/web/preLogin.do?source=isa
IBM Support Assistant tour (Macromedia Flash viewlet)	Available from the IBM Education Assistant site: http://www.ibm.com/software/info/education/assistant
Feedback or to contact the ISA team	Use feedback tab on ISA UI which opens the default email program to send an e-mail to <u>ibmsa@us.ibm.com</u> (the ISA team e-mail address).

Welcome



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 for support information

Added product 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

Added update manager



Tools

Investigate product problems using specialized analysis tools

Added tools

How IBM Products work with ISA?

1. ISA is customized with cross IBM product plug-ins
 - provides product attributes within ISA components
2. Product plug-ins are discovered by clicking on the “Updater” tab, then selecting the “New Products and Tools” feature within ISA



Finding information across resources...



Meeting customer needs:

- **Quick access to key IBM product information**
- Shorter time to resolution
- Easy access to helpful, relevant education
- Guided assistance to analyze and isolate software challenges
- Readily available serviceability tools designed to fix problems

- I think I'm hitting a defect. Is it a known defect? Does IBM have a fix?
- I want to know more about AJAX. What information is available?
- I'm getting an error message. What do I do?
- How do I.....



Query multiple sources of support information

Meeting customer needs with IBM Support Assistant - www.ibm.com/software/support/isa

Search

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](#)

Show options

Search Options

[IBM Software Support Documents](#)

- any document type
- specific document type

[IBM developerWorks](#)

- any product family
- specific product family

[IBM Newsgroups and Forums](#)

[Google Web Search](#)

Product Information Center

[WebSphere Application Server 6.1](#)

Limit search by products:

DB2 Universal Database for Linux, UNIX and Windows

[WebSphere Application Server](#)

- any version
- specific versions

Added product information center

WebSphere® Support Technical Exchange

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Quick access to knowledge...



Meeting customer needs:

- Quick access to key IBM product information
- **Easy access to helpful, relevant education**
- Guided assistance to analyze and isolate software challenges
- Readily available serviceability tools designed to fix problems
- Shortened time to resolution

- don't understand how to...
- I want to talk to other users to see if anyone has ever had to do...
- I need some general information about my product. Help me get there fast.
- I'd like to learn how to improve my skills with this product, but don't have time



Product Information

Quickly find the right IBM site for your product questions

Meeting customer needs with IBM Support Assistant - www.ibm.com/software/support/isa

Product Information

Support Assistant 

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

Products

WebSphere Application Server 6.1

Product Information

WebSphere Application Server 6.1

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

IBM Newsgroups and Forums

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

Skills Enhancement

[WebSphere Application Server information roadmaps](#)
[Resource Reference for WebSphere Software Products](#)
[WebSphere Support Technical Exchange](#)
[Common malpractices whitepaper \(Eleven ways to wreck a deployment\)](#)

Troubleshooting

[Recommended fixes for V6.1](#)
[MustGather read first for all WebSphere Application Server products](#)
[Troubleshooting Guide for WebSphere Application Server](#)
[Fixes by version](#)

Consolidated, easy-access key product information



Self-help problem analysis...



Meeting customer needs:

- Quick access to key IBM product information
- Easy access to helpful, relevant education
- **Guided assistance to analyze and isolate software challenges**
- **Readily available serviceability tools designed to fix problems**
- Shortened time to resolution

- I'd like some help analyzing my problem
- What tooling can aid with this problem that I'm experiencing?
- I'd like to have the same tools that IBM has to diagnose problems



Tools

Investigate product problems using specialized analysis tools

Meeting customer needs with IBM Support Assistant - www.ibm.com/software/support/isa

Tools

Support Assistant

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

Products

- WebSphere Application Server 5.1
- WebSphere Application Server 6.0
- WebSphere Application Server 6.1**
- WebSphere Portal 5.0
- WebSphere Portal 5.1

Tools

WebSphere Application Server 6.1 Manage Tools...

Select a tool below.

[IBM Guided Activity Assistant \(Tech Preview\)](#)

The IBM Guided Activity Assistant (IGAA) guides you through the problem determination process. It helps you discover symptoms, collect the appropriate data, analyze the collected data, determine a root cause, and find a solution to resolve the initial symptoms. (IGAA is a Technology Preview and is in English only.) [More Details](#)

List box for all installed product plug-ins , but only product plug-ins which have tools available are the enabled links

List of all tools available for the selected product. A short description is included with each tool

Reducing time to resolution...



Meeting customer needs:

- Quick access to key IBM product information
- Easy access to helpful, relevant education
- Guided assistance to analyze and isolate software challenges
- Readily available serviceability tools designed to fix problems
- **Shortened time to resolution**

- I've got a problem that I can't seem to resolve. I need to contact IBM and get a resolution fast!
- How can I quickly gather the data IBM needs when I submit my problem



Service

Submit a problem report to IBM expedited with automatic data collection

Meeting customer needs with IBM Support Assistant - www.ibm.com/software/support/isa

Service Welcome

Guide you through simple steps to get electronic support with faster time to resolution



Data Collector

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](#)

Collect Data

System collector

WebSphere Application Server 6.1

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)

Select the symptom describing your problem to automate problem determination data collection!



Create Portable Collector

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

Export Collector

Select a product

System collector

Output directory

Output file name (*.jar)

Export

Allow you to create a portable, standalone collector to automate data collection on a different system where ISA is not available

Problem Report

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 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](#)

Integrated Electronic Service Requests to simplify problem reporting!



Preferences

The screenshot shows the IBM Support Assistant interface. At the top, there is a navigation bar with the following links: Welcome | Search | Product Information | Tools | Service | Updater | Preferences | Feedback | Help | About. The 'Preferences' link is highlighted. On the left side, there is a 'Preferences' sidebar with three categories: General (represented by a folder icon), Proxy Settings (represented by a person icon), and Search (represented by a magnifying glass icon). The main content area displays the 'Preferences > General' settings. It includes a 'Logging details level' dropdown menu set to 'WARNING', and a 'Default page' dropdown menu set to 'Search'. At the bottom of the main content area, there are 'OK' and 'Reset' buttons. A green callout bubble points to the 'Default page' dropdown menu.

Support Assistant

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

Preferences

General

Proxy Settings

Search

Preferences > General

Logging details level

WARNING

Default page

Search

OK Reset

Allow you to change the default or saved preferences

Additional WebSphere Product Resources

- Discover the latest trends in WebSphere Technology and implementation, participate in technically-focused briefings, webcasts and podcasts at:
www.ibm.com/developerworks/websphere/community/
- Learn about other upcoming webcasts, conferences and events:
www.ibm.com/software/websphere/events_1.html
- Join the Global WebSphere User Group Community: www.websphere.org
- Access key product show-me demos and tutorials by visiting IBM Education Assistant:
www.ibm.com/software/info/education/assistant
- Learn about the Electronic Service Request (ESR) tool for submitting problems electronically:
www.ibm.com/software/support/viewlet/ESR_Overview_viewlet_swf.html
- Sign up to receive weekly technical My support emails:
www.ibm.com/software/support/einfo.html
- Attend WebSphere Technical Exchange conferences or Transaction and Messaging conference: <http://www-304.ibm.com/jct03001c/services/learning/ites.wss/us/en?pageType=page&c=a0011317>

Questions and Answers