IBM Software Group

IBM Support Assistant V2.0

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WebSphere® Support Technical Exchange

Agenda

- What is the IBM Support Assistant (ISA)?
- How can ISA simplify support?
- What IBM products work with ISA?
- General ISA Info
- Screen shots
- Questions and Answers

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 50 products are available to be used with ISA including:
  - WebSphere v5.0, 5.1, 6.0
  - Rational Application Developer v6.0
  - Tivoli Storage Manager v5.1, 5.2, 5.3
  - WebSphere Portal v 5.x
  - Workplace Managed Client v2.5

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

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)

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

How does ISA v2.0 help?

1. The desktop **Search Component**, which searches multiple IBM and non-IBM locations concurrently and returns the results in a single window all within ISA!

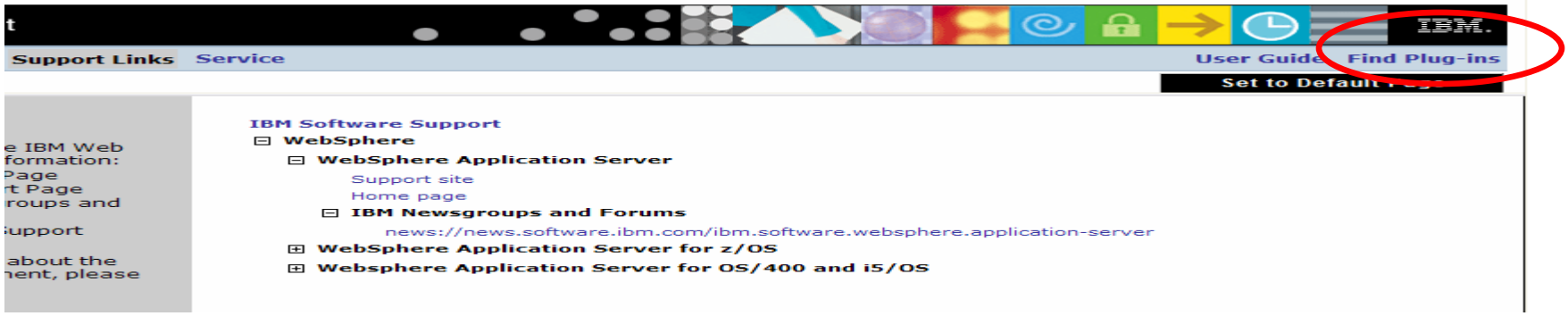
2. **Support Links** that provide quick access to key product info such as the product home page, support page and news groups/forums

3. The desktop **Service Component,** which simplifies the submission of IBM service requests and expedites the collection of key information in a short, two step method from your desktop:
   1) A data collector – gathers the key info IBM Support needs to analyze
   2) Electronic problem submission with a HTTPS file transfer

4. A desktop **Education Component** that provides convenient access to the Education Assistant modules and product roadmaps

What IBM Products work with ISA?

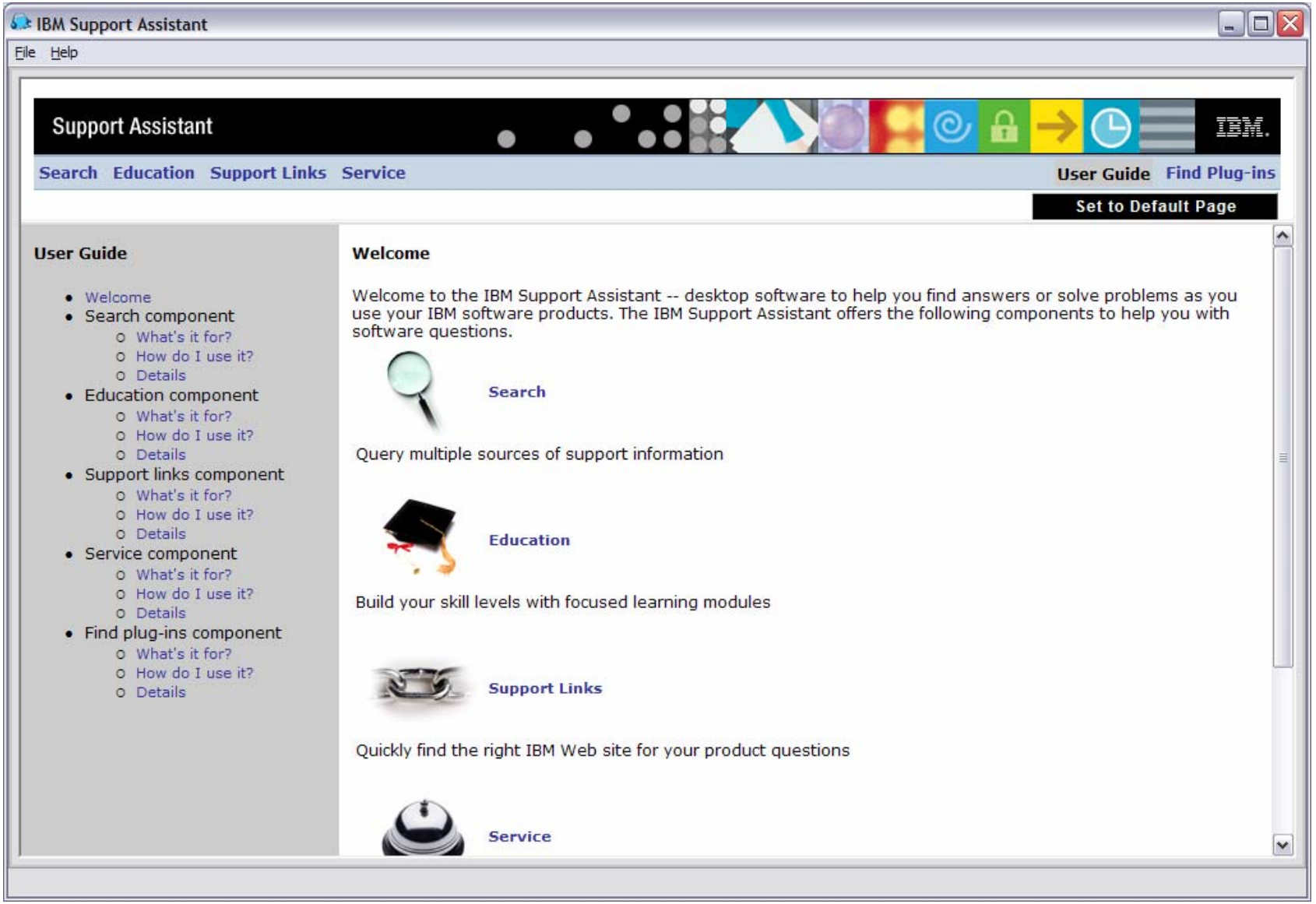
1. ISA is customized with cross IBM product plug-ins
   - These plug-ins provide product attributes within ISA components
2. The WebSphere Application Server v5 plug-in is the default plug-in included in the IBM Support Assistant V2.0 download
3. Additional plug-ins are discovered with the “Find Plug-ins” feature



General IBM Support Assistant info

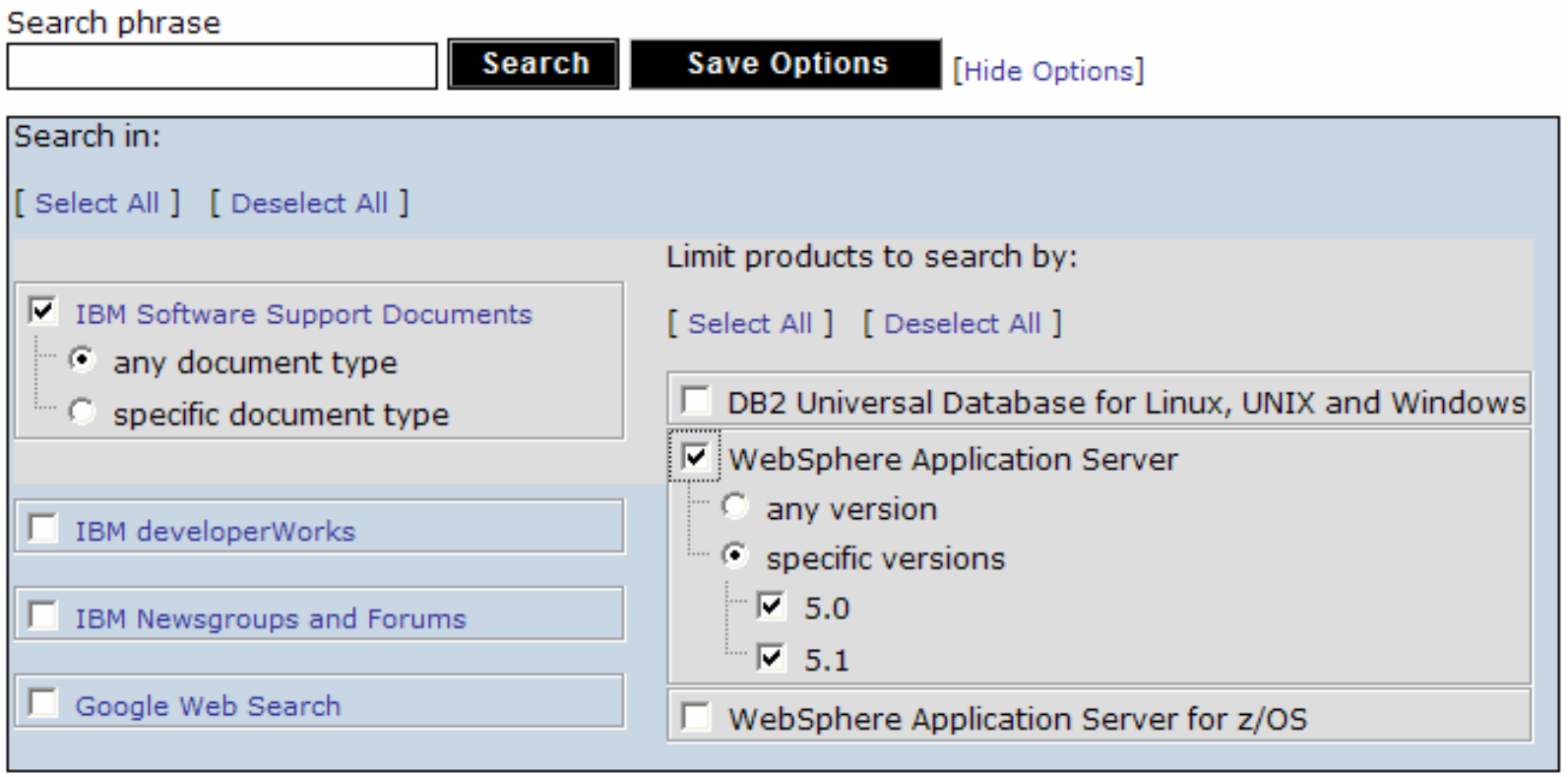
IBM Support Assistant Overview	www.ibm.com/software/support/isa
Download page for ISA (free IBM ID registration required)	https://www14.software.ibm.com/webapp/iwm/web/preLogin.do?source=isa
Plug-in site / search for all available plug-ins	www.ibm.com/software/support/isa
IBM Support Assistant tour (Macromedia Flash viewlet)	ftp://ftp.software.ibm.com/software/eod/isa/2.0/Overview/ISA_V2_Sitetour_viewlet_swf.html
Feedback or to contact the ISA team	IBMsa@us.ibm.com

Screenshots

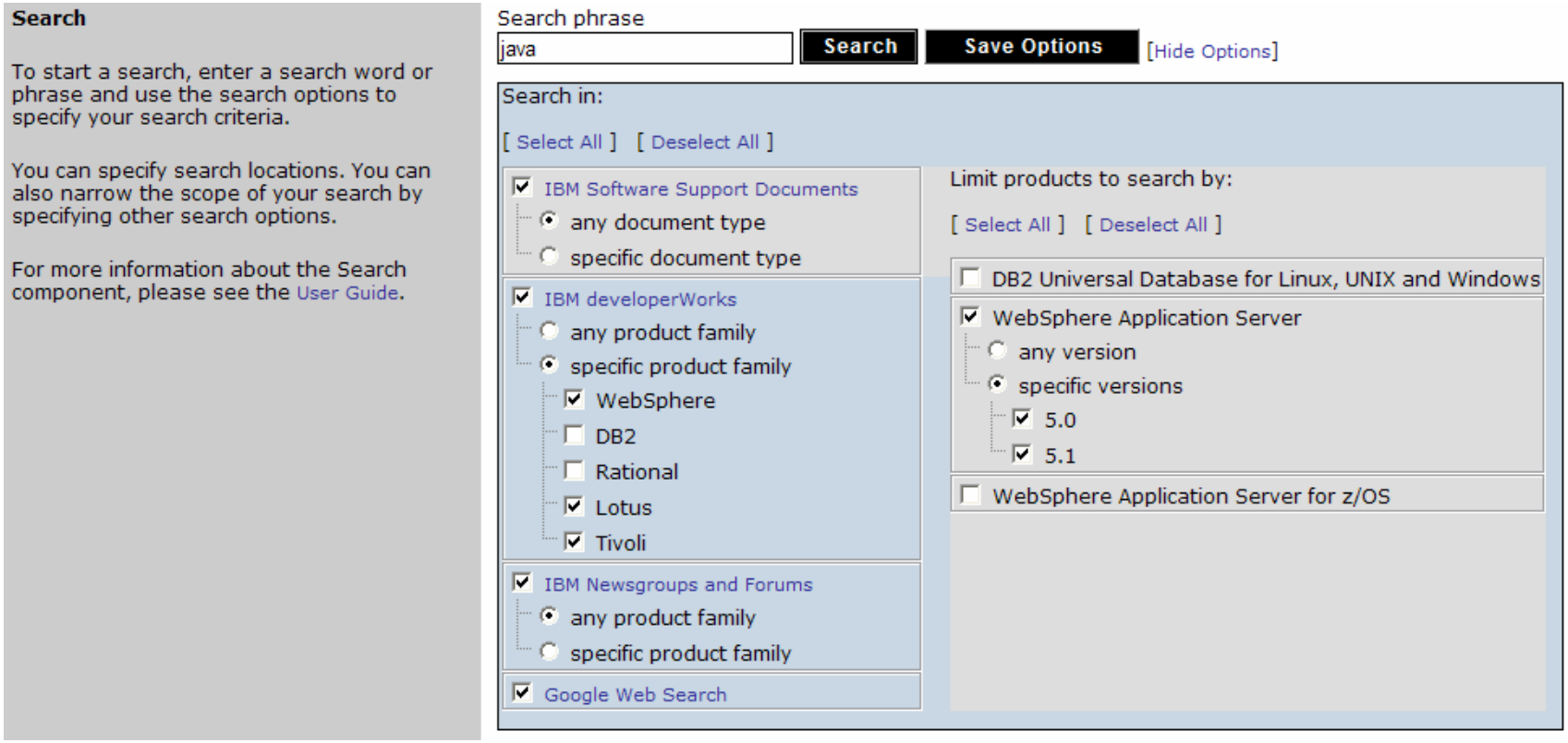

IBM Support Assistant
File Help
Support Assistant
IBM.
Search Education Support Links Service
User Guide Find Plug-ins
Set to Default Page
User Guide
Welcome
Search component
What's it for?
How do I use it?
Details
Education component
What's it for?
How do I use it?
Details
Support links component
What's it for?
How do I use it?
Details
Service component
What's it for?
How do I use it?
Details
Find plug-ins component
What's it for?
How do I use it?
Details
Welcome
Welcome to the IBM Support Assistant -- desktop software to help you find answers or solve problems as you use your IBM software products. The IBM Support Assistant offers the following components to help you with software questions.
Search
Query multiple sources of support information
Education
Build your skill levels with focused learning modules
Support Links
Quickly find the right IBM Web site for your product questions
Service

IBM Support Assistant main components

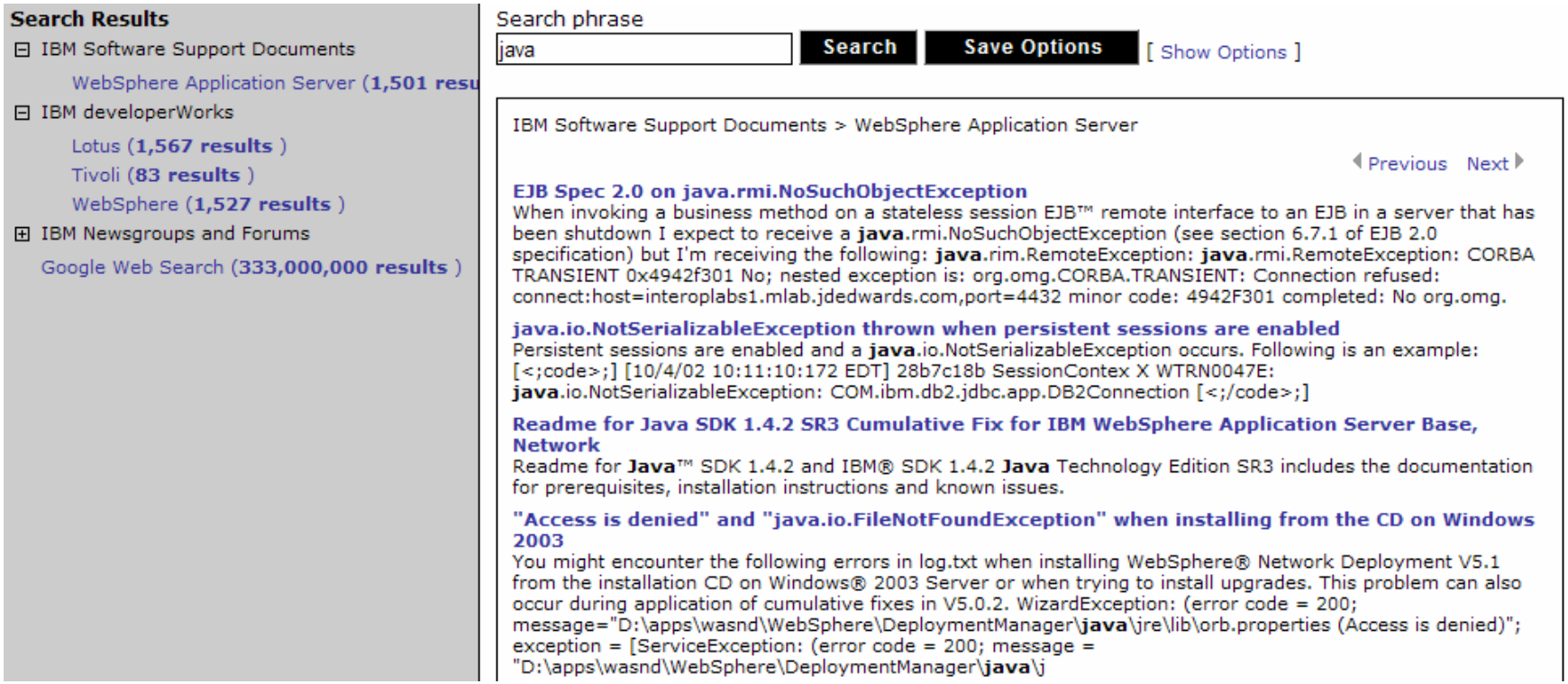
Search component



Search component



Search component – results display



Education links

Education

The Education component helps you build your product skills.

Select the learning materials that suit you best:

- IBM Education Assistant: short, highly focused learning modules
- Product Education: wide variety of learning technologies

For more information about the Education component, please see the User Guide.

IBM Education Assistant

- WebSphere
  - WebSphere Application Server v5
    - WebSphere Application Server - Information roadmaps
    - WebSphere Application Server v5.0.x - Administrator roadmap
    - WebSphere Application Server v5.0.x - Developer roadmap
    - WebSphere Application Server v5.1.x - Administrator roadmap
    - WebSphere Application Server v5.1.x - Developer roadmap

Support Links

Support Links

Select the appropriate IBM Web site to find product information:

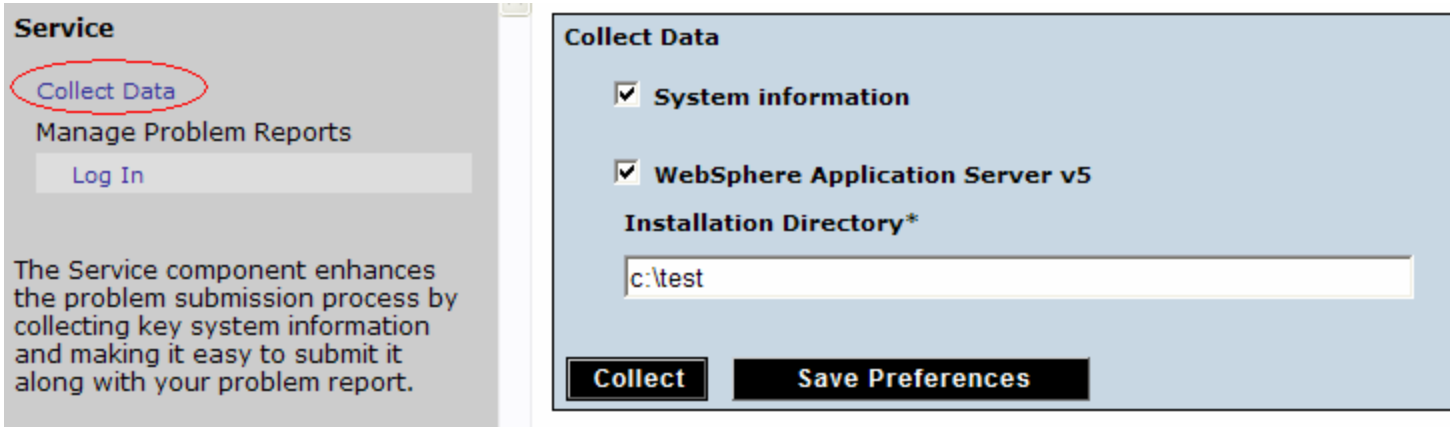
- Product Home Page
- Product Support Page
- Product Newsgroups and Forums
- IBM Software Support

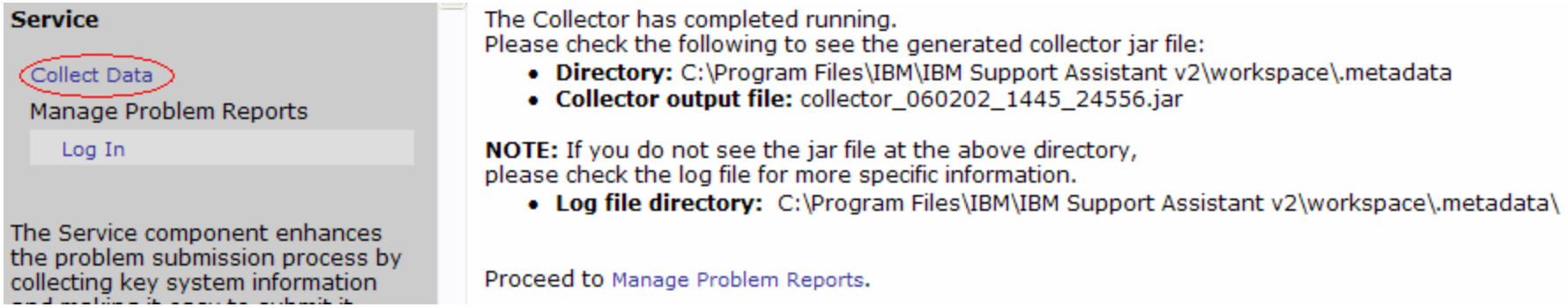
For more information about the Support Links component, please see the User Guide.

IBM Software Support

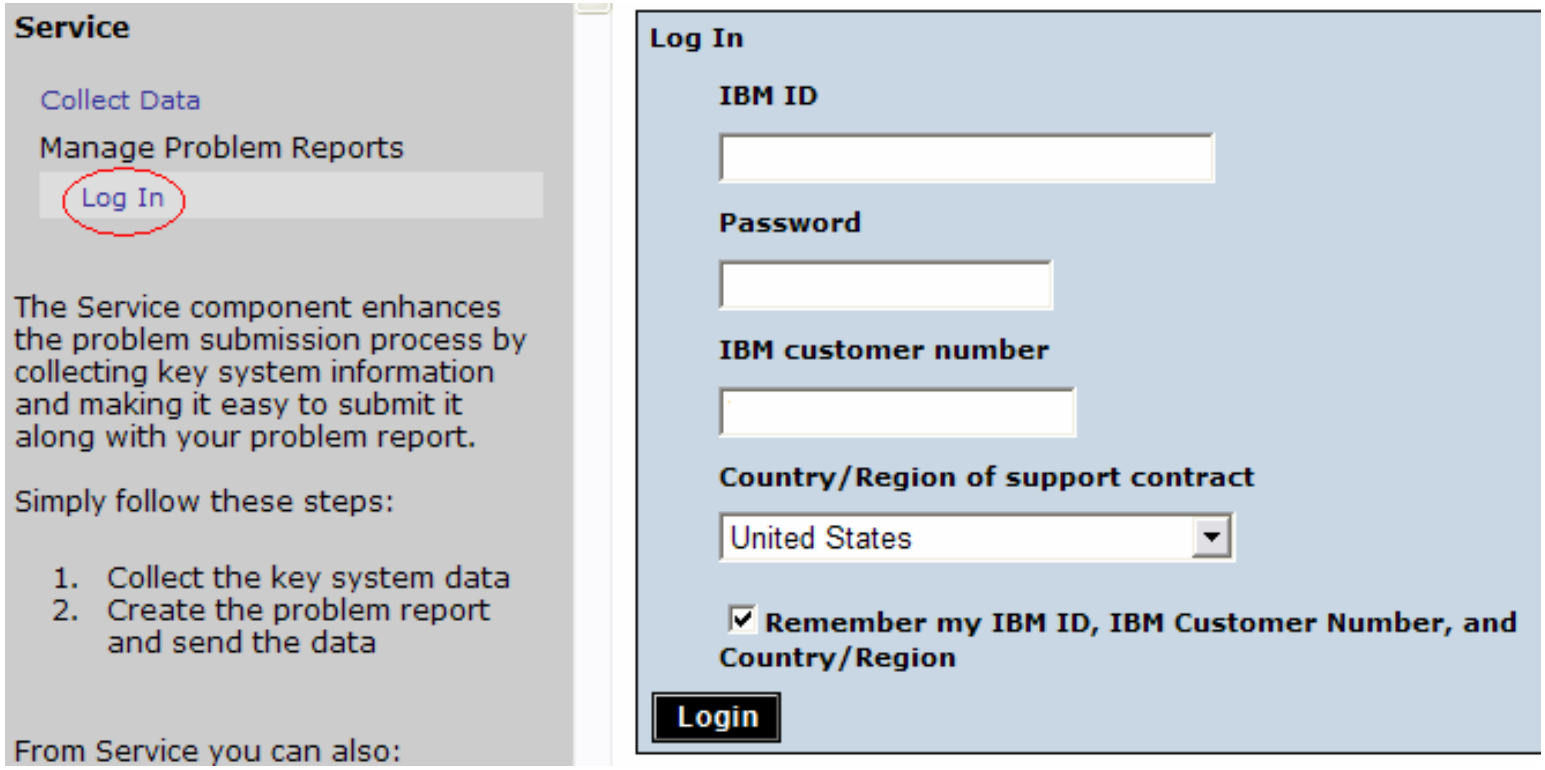
- **WebSphere**
  - **WebSphere Application Server**
    - Support site
    - Home page
    - **IBM Newsgroups and Forums**
      - news://news.software.ibm.com/ibm.software.websphere.application-server
  - **WebSphere Application Server for OS/400 and i5/OS**
    - Support site
    - Home page
    - **IBM Newsgroups and Forums**
      - news://news.software.ibm.com/ibm.software.websphere.application-server.as400
  - **WebSphere Application Server for z/OS**

Service – data collection

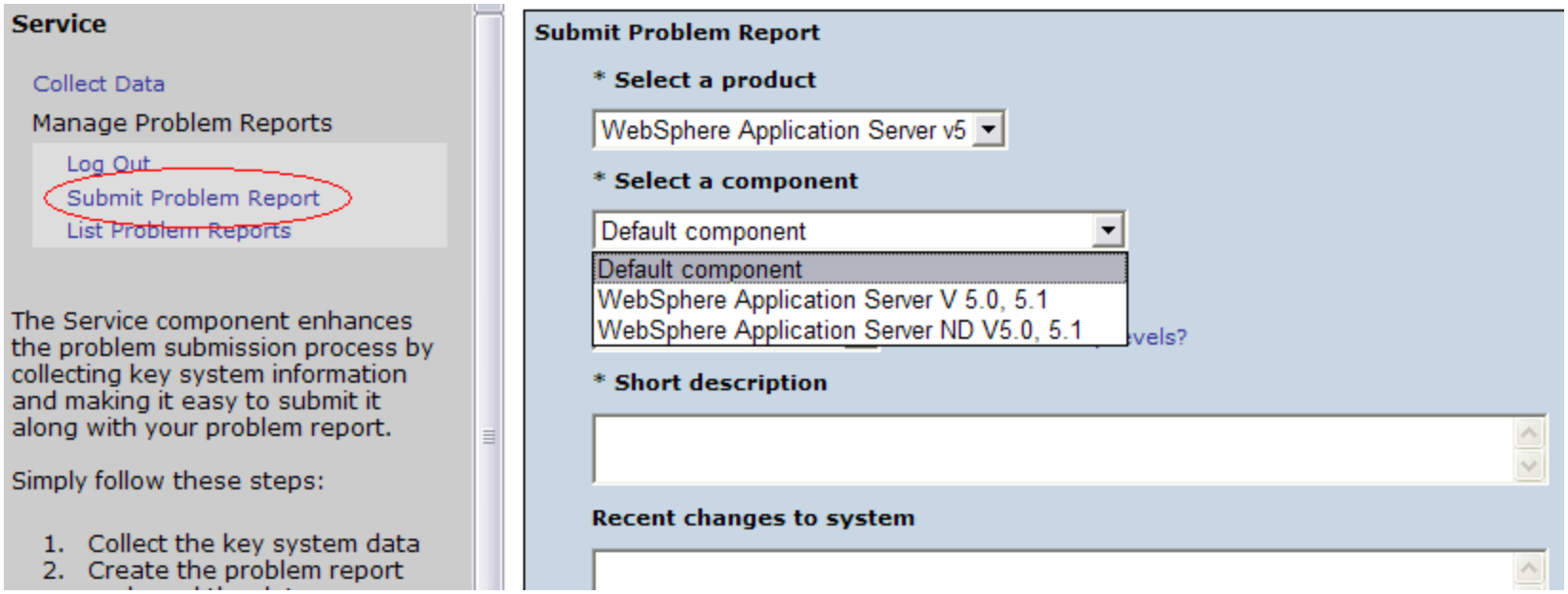




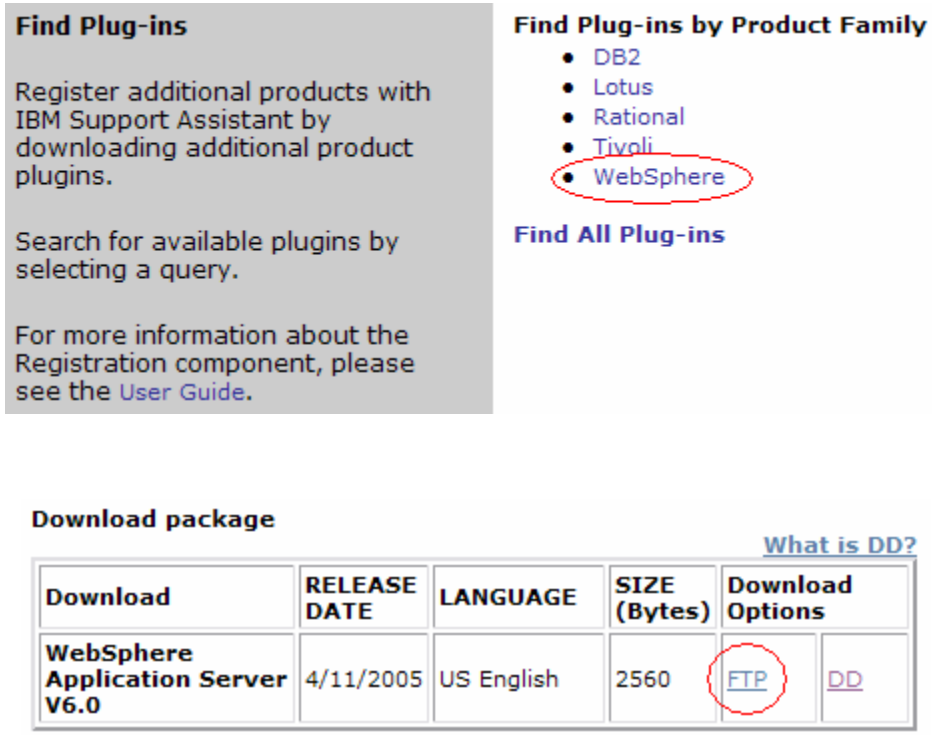
Service – Problem submission – Log in



Service – Problem submission – problem entry



Find Plug-ins



Find Plug-ins

Register additional products with IBM Support Assistant by downloading additional product plugins.

Search for available plugins by selecting a query.

For more information about the Registration component, please see the User Guide.

Find Plug-ins by Product Family

- DB2
- Lotus
- Rational
- Tivoli
- WebSphere

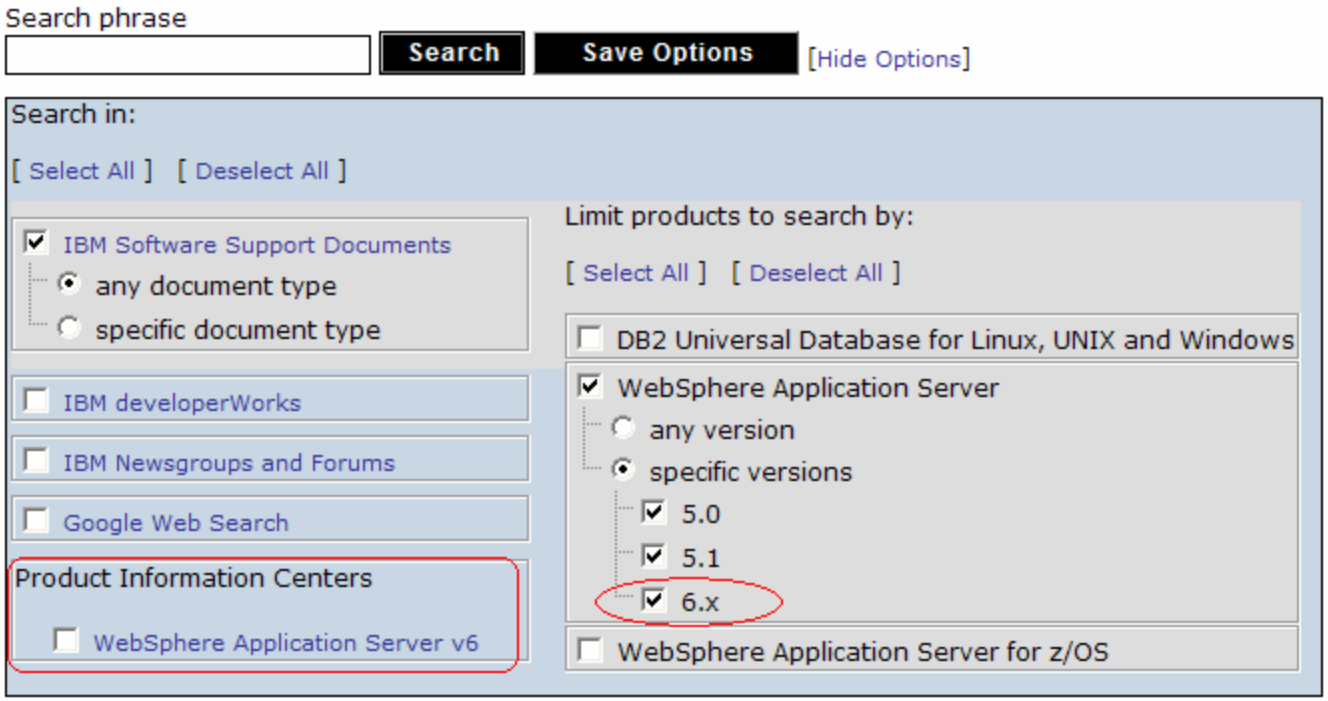
Find All Plug-ins

Download package

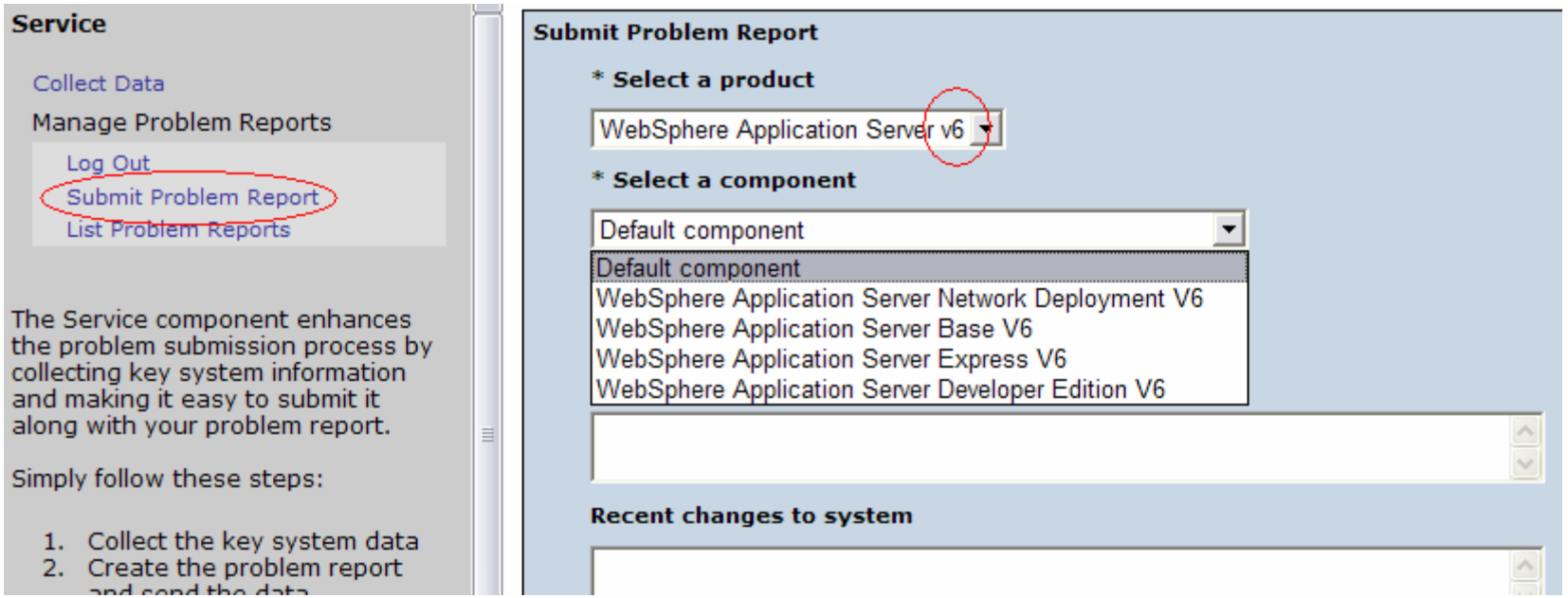
What is DD?

Download	RELEASE DATE	LANGUAGE	SIZE (Bytes)	Download Options	
WebSphere Application Server V6.0	4/11/2005	US English	2560	FTP	DD

Search with new product plug-in installed



Service – problem submission with new product plug-in installed



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: ibm.com/software/info/education/assistant
- Learn about the Electronic Service Request (ESR) tool for submitting problems electronically: www.ibm.com/software/support/viewlet/probsub/ESR_Overview_viewlet_swf.html
- Sign up to receive weekly technical My support emails: www.ibm.com/software/support/einfo.html

Questions and Answers