



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?

- 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

WebSphere**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)

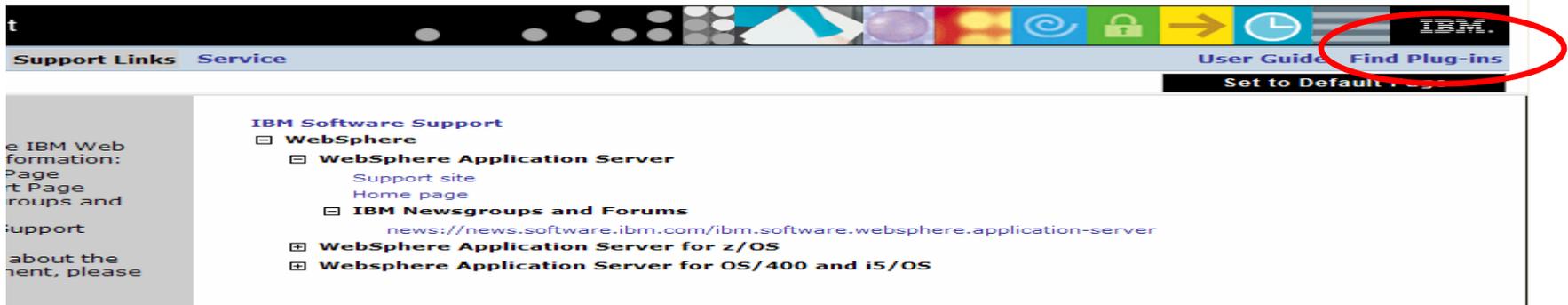
Meeting customer needs with IBM Support Assistant - www.ibm.com/software/support/isa

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

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?](#)
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- [Support links component](#)
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 - [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

Support Assistant

Search Education Support Links Service



Search component

Search phrase

Search

Save Options

[Hide Options]

Search in:

[Select All] [Deselect All]

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

IBM developerWorks

IBM Newsgroups and Forums

Google Web Search

Limit products to search by:

[Select All] [Deselect All]

DB2 Universal Database for Linux, UNIX and Windows

WebSphere Application Server

- any version
- specific versions
 - 5.0
 - 5.1

WebSphere Application Server for z/OS

Search component

Search

To start a search, enter a search word or phrase and use the search options to specify your search criteria.

You can specify search locations. You can also narrow the scope of your search by specifying other search options.

For more information about the Search component, please see the [User Guide](#).

Search phrase

[\[Hide Options\]](#)

Search in:

[\[Select All \]](#) [\[Deselect All \]](#)

IBM Software Support Documents

any document type

specific document type

IBM developerWorks

any product family

specific product family

WebSphere

DB2

Rational

Lotus

Tivoli

IBM Newsgroups and Forums

any product family

specific product family

Google Web Search

Limit products to search by:

[\[Select All \]](#) [\[Deselect All \]](#)

DB2 Universal Database for Linux, UNIX and Windows

WebSphere Application Server

any version

specific versions

5.0

5.1

WebSphere Application Server for z/OS



Search component – results display

Search Results

- [-] IBM Software Support Documents
 - WebSphere Application Server (1,501 results)
- [-] IBM developerWorks
 - Lotus (1,567 results)
 - Tivoli (83 results)
 - WebSphere (1,527 results)
- [-] IBM Newsgroups and Forums
 - Google Web Search (333,000,000 results)

Search phrase

Search

Save Options

[Show Options]

IBM Software Support Documents > WebSphere Application Server

[◀ Previous](#)
[Next ▶](#)

EJB Spec 2.0 on java.rmi.NoSuchObjectException

When invoking a business method on a stateless session EJB™ remote interface to an EJB in a server that has been shutdown I expect to receive a **java.rmi.NoSuchObjectException** (see section 6.7.1 of EJB 2.0 specification) but I'm receiving the following: **java.rmi.RemoteException: java.rmi.RemoteException: CORBA TRANSIENT 0x4942f301 No; nested exception is: org.omg.CORBA.TRANSIENT: Connection refused: connect:host=interoplabs1.mlab.jdedwards.com,port=4432 minor code: 4942F301 completed: No org.omg.**

java.io.NotSerializableException thrown when persistent sessions are enabled

Persistent sessions are enabled and a **java.io.NotSerializableException** occurs. Following is an example: [<code>;] [10/4/02 10:11:10:172 EDT] 28b7c18b SessionContext X WTRN0047E: **java.io.NotSerializableException: COM.ibm.db2.jdbc.app.DB2Connection** [</code>;]

Readme for Java SDK 1.4.2 SR3 Cumulative Fix for IBM WebSphere Application Server Base, Network

Readme for **Java™** SDK 1.4.2 and IBM® SDK 1.4.2 **Java** Technology Edition SR3 includes the documentation for prerequisites, installation instructions and known issues.

"Access is denied" and "java.io.FileNotFoundException" when installing from the CD on Windows 2003

You might encounter the following errors in log.txt when installing WebSphere® Network Deployment V5.1 from the installation CD on Windows® 2003 Server or when trying to install upgrades. This problem can also occur during application of cumulative fixes in V5.0.2. WizardException: (error code = 200; message="D:\apps\wasnd\WebSphere\DeploymentManager\java\jre\lib\orb.properties (Access is denied)"; exception = [ServiceException: (error code = 200; message = "D:\apps\wasnd\WebSphere\DeploymentManager\java\j

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

[Collect Data](#)

Manage Problem Reports

[Log In](#)

The Service component enhances the problem submission process by collecting key system information and making it easy to submit it along with your problem report.

Collect Data

System information

WebSphere Application Server v5

Installation Directory*

Collect **Save Preferences**

Service

[Collect Data](#)

Manage Problem Reports

[Log In](#)

The Service component enhances the problem submission process by collecting key system information and making it easy to submit it along with your problem report.

The Collector has completed running.
Please check the following to see the generated collector jar file:

- **Directory:** C:\Program Files\IBM\IBM Support Assistant v2\workspace\metadata
- **Collector output file:** collector_060202_1445_24556.jar

NOTE: If you do not see the jar file at the above directory, please check the log file for more specific information.

- **Log file directory:** C:\Program Files\IBM\IBM Support Assistant v2\workspace\metadata\

Proceed to [Manage Problem Reports](#).

Service – Problem submission – Log in

Service

[Collect Data](#)
[Manage Problem Reports](#)
[Log In](#)

The Service component enhances the problem submission process by collecting key system information and making it easy to submit it along with your problem report.

Simply follow these steps:

1. Collect the key system data
2. Create the problem report and send the data

From Service you can also:

Log In

IBM ID

Password

IBM customer number

Country/Region of support contract

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

Login

Service – Problem submission – problem entry

The screenshot displays the IBM Service console interface. On the left, a sidebar menu under the heading 'Service' includes options: 'Collect Data', 'Manage Problem Reports', 'Log Out', 'Submit Problem Report' (highlighted with a red oval), and 'List Problem Reports'. Below the menu, a text block explains that the Service component enhances the problem submission process by collecting key system information. It then lists two steps: 1. Collect the key system data, and 2. Create the problem report.

The main content area is titled 'Submit Problem Report' and contains the following form fields:

- * Select a product**: A dropdown menu showing 'WebSphere Application Server v5'.
- * Select a component**: A dropdown menu showing 'Default component' with an open list of options: 'Default component', 'WebSphere Application Server V 5.0, 5.1', and 'WebSphere Application Server ND V5.0, 5.1'.
- * Short description**: A text input field with up and down arrow buttons on the right.
- Recent changes to system**: A section header above another text input field with up and down arrow buttons on the right.

Find Plug-ins

Find Plug-ins

Register additional products with IBM Support Assistant by downloading additional product plug-ins.

Search for available plug-ins 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

Search phrase **Search** **Save Options** [Hide Options]

Search in:
[Select All] [Deselect All]

IBM Software Support Documents
 any document type
 specific document type

IBM developerWorks

IBM Newsgroups and Forums

Google Web Search

Product Information Centers
 WebSphere Application Server v6

Limit products to search by:
[Select All] [Deselect All]

DB2 Universal Database for Linux, UNIX and Windows

WebSphere Application Server
 any version
 specific versions
 5.0
 5.1
 6.x

WebSphere Application Server for z/OS

Service – problem submission with new product plug-in installed

Service

Collect Data

Manage Problem Reports

Log Out

Submit Problem Report

List Problem Reports

The Service component enhances the problem submission process by collecting key system information and making it easy to submit it along with your problem report.

Simply follow these steps:

1. Collect the key system data
2. Create the problem report and send the data

Submit Problem Report

* **Select a product**

WebSphere Application Server v6

* **Select a component**

Default component

Default component

WebSphere Application Server Network Deployment V6

WebSphere Application Server Base V6

WebSphere Application Server Express V6

WebSphere Application Server Developer Edition V6

Recent changes to system

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