



IBM Software Group

How to Analyze verbosegc trace with IBM Pattern Modeling and Analysis Tool for IBM Java Garbage Collector

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Agenda

- What is PMAT?
- Features
- How does it work?
- Verbose garbage collection trace
- Prerequisite
- Definitions of headers in tables/charts
- Views
- How to run PMAT and analyze data
- Case Studies (I, II and III)
- Q & A



What is PMAT?

- Pattern Modeling and Analysis Tool for IBM Java Garbage Collector (PMAT) parses IBM SDK verbose Garbage Collect (GC) logs and provides statistics, charts, analysis, and recommendations for key Java™ heap configurations.
- PMAT parses the IBM verbose GC trace and provides a comprehensive analysis of the Java heap usage. It then recommends key configurations by first executing a diagnosis engine and then employing a pattern modeling algorithm in order to make recommendations to optimize the Java heap usage for a given JVM cycle.
- If there are any errors related with Java heap exhaustion or fragmentation in the verbose GC trace, PMAT can diagnose the root cause of failures. PMAT provides rich chart features that graphically display Java heap usage.



Features

- Diagnoses Java heap potential problems by analyzing verbose GC traces.
- Recommends optimal heap configurations by employing a pattern modeling engine to track and evaluate historical trends.
- Includes a user-friendly graphical representation of Java heap usage.



How does it work? (1/2)

- PMAT parses IBM SDK verbose garbage collector trace and retrieves Java heap usage, garbage collector time, mark phase time, sweep phase time, compact phase time, available Java heap size, freed Java heap size, and total Java heap size.
- It then calculates overhead ratio of each garbage collector cycle, runs a garbage collector diagnostics engine to report any problems recorded in the trace, and provides a root cause analysis of the problems (Java heap fragmentation, Java heap exhaustion, or too large a Java heap request).
- The garbage collector diagnostics engine analyzes patterns of historic data and provides diagnostic information based on patterns stored in a knowledge database.



How does it work?(2/2)

- It also runs a pattern modeling engine based on historic Java heap usage and provides optimal Java heap configuration recommendations. For example, it can recommend optimal Java maximum heap size and allocation size for class blocks in kCluster.
- The pattern modeling engine uses historical activity data of the Java heap usage to predict future performance trends, thus avoiding potential memory leaks or memory consumption instability.
- For advanced users, graphical representations of the Java heap usage history and detailed elapsed time for each phase of the garbage collector cycles is generated.



What is verbosegc?

- Verbose GC is a command-line option that you supply to the JVM at startup time. The format is: **-verbose:gc** or **-verbosegc**. This option switches on a substantial trace of every garbage collection cycle. The format for the generated information is not architected and therefore varies from platform to platform and release to release.
- This trace should allow you to see the gross heap usage in every garbage collection cycle. For example, you could monitor the output to see the changes in the free heap space and the total heap space. You can use this information to determine:

Whether garbage collections are taking too long to run
Whether too many garbage collections are occurring
Whether the JVM crashed during garbage collection

Sample verbosegc trace (Sov. JVM)

```
<AF[1]: Allocation Failure. need 1544 bytes, 0 ms since last AF>  
<AF[1]: managing allocation failure, action=1 (0/3983128)  
  (209640/209640)>  
<GC(1): GC cycle started Tue Apr 24 10:49:58 2001>  
<GC(1): freed 1421672 bytes, 38% free (1631312/4192768), in 9 ms>  
<GC(1): mark: 8 ms, sweep: 1 ms, compact: 0 ms>  
<GC(1): refs: soft 0 (age >= 32), weak 17, final 16, phantom 0>  
<AF[1]: completed in 10 ms>
```

■ Notes:

1. GC(1): The 1st garbage collection cycle in this JVM.
2. freed 1,421,672 bytes: An indication of the amount of activity since the last garbage collection cycle.



Sample verbosegc trace (J9 JVM)

```
<gc type="global" id="5" totalid="5" intervalms="18.880">  
  <compaction movecount="9282" movebytes="508064"  
    reason="forced compaction" />  
    <expansion type="tenured" amount="1048576" newsize="3145728"  
      timetaken="0.011" reason="insufficient free space following gc" />  
      <refs_cleared soft="0" weak="0" phantom="0" /> <finalization  
        objectsqueued="0" />  
        <timesms mark="7.544" sweep="0.088" compact="9.992"  
          total="17.737" />  
          <tenured freebytes="1567256" totalbytes="3145728" percent="49" >  
            <soa freebytes="1441816" totalbytes="3020288" percent="47" />  
            <loa freebytes="125440" totalbytes="125440" percent="100" />  
          </tenured>  
        </gc>
```

- **Notes:**

1. **Type="global"** indicates that this was a global collection (mark, sweep, possibly compact).



Prerequisite

- Java 2 Runtime Environment 1.4.1 or higher
- Log files with verbose:gc enabled on IBM SDK 1.3.x and 1.4.x. (Log files taken from Non-IBM SDKs are not supported yet)



Definitions in tables/charts (1/2)

- **Since** Time(millisecond) elapsed since last allocation failure.
- **Freed** Size(byte) of space that was freed during garbage collection.
- **Needed/Requested** Size(byte) of space that was requested during allocation failure.
- **Free** Size(byte) of space that was free after garbage collection.
- **Total** Size(byte) of Java heap after garbage collection.
- **Completed** Time(millisecond) spent during allocation failure.



Definitions in tables/charts (2/2)

- **GC Completed or GC Time**(millisecond) spent during garbage collection.
- **Overhead Time**(%) spent in allocation failure
- **Mark Time**(millisecond) spent in mark phase
- **Sweep Time**(millisecond) spent in sweep phase.
- **Compact Time**(millisecond) spent in compact phase.
- **Exhausted** Whether there was insufficient space to satisfy allocation failure.



Views

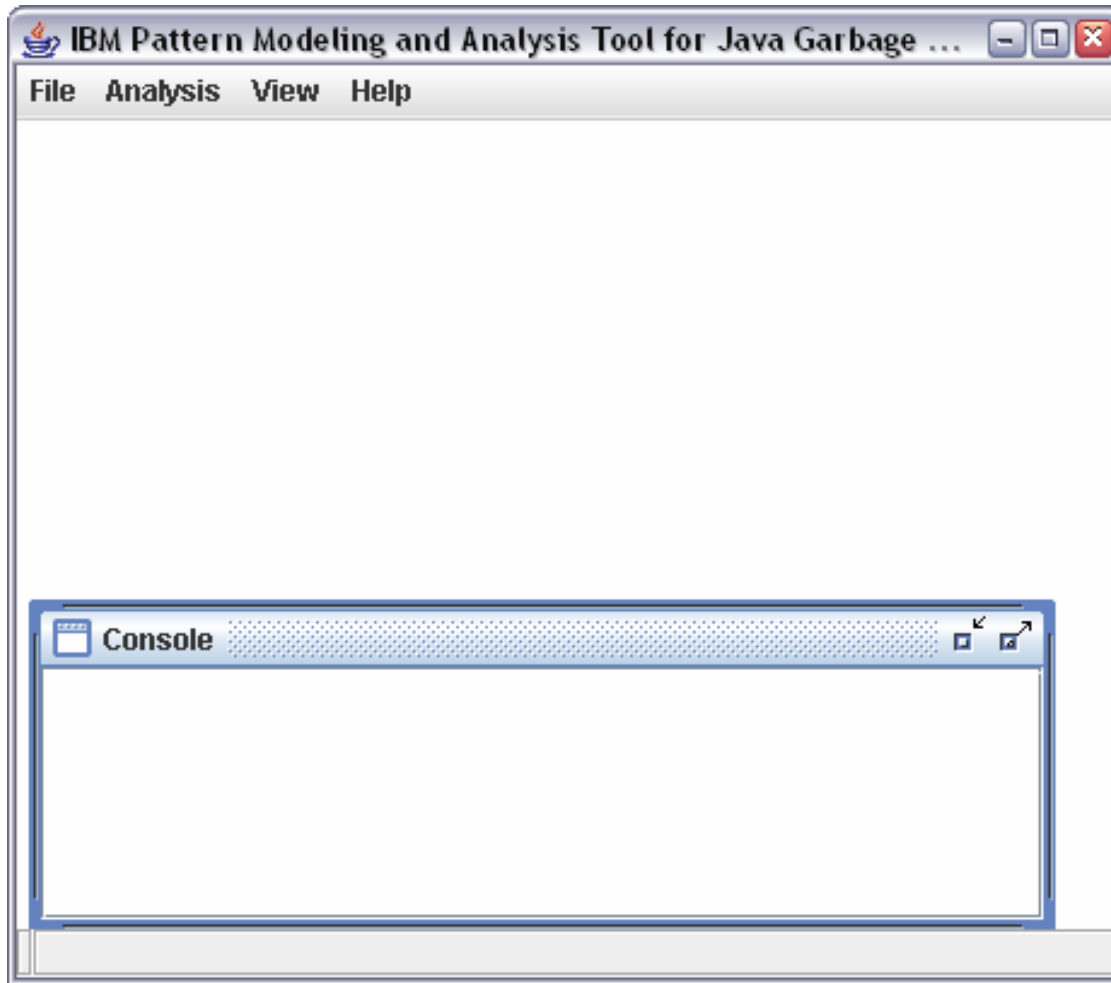
- GC analysis
- GC Table View
- AF summary
- GC usage summary
- GC duration summary
- GC Graph View
- GC trend analysis
- Zoom in/out/selection/center of graph view



How to run PMAT

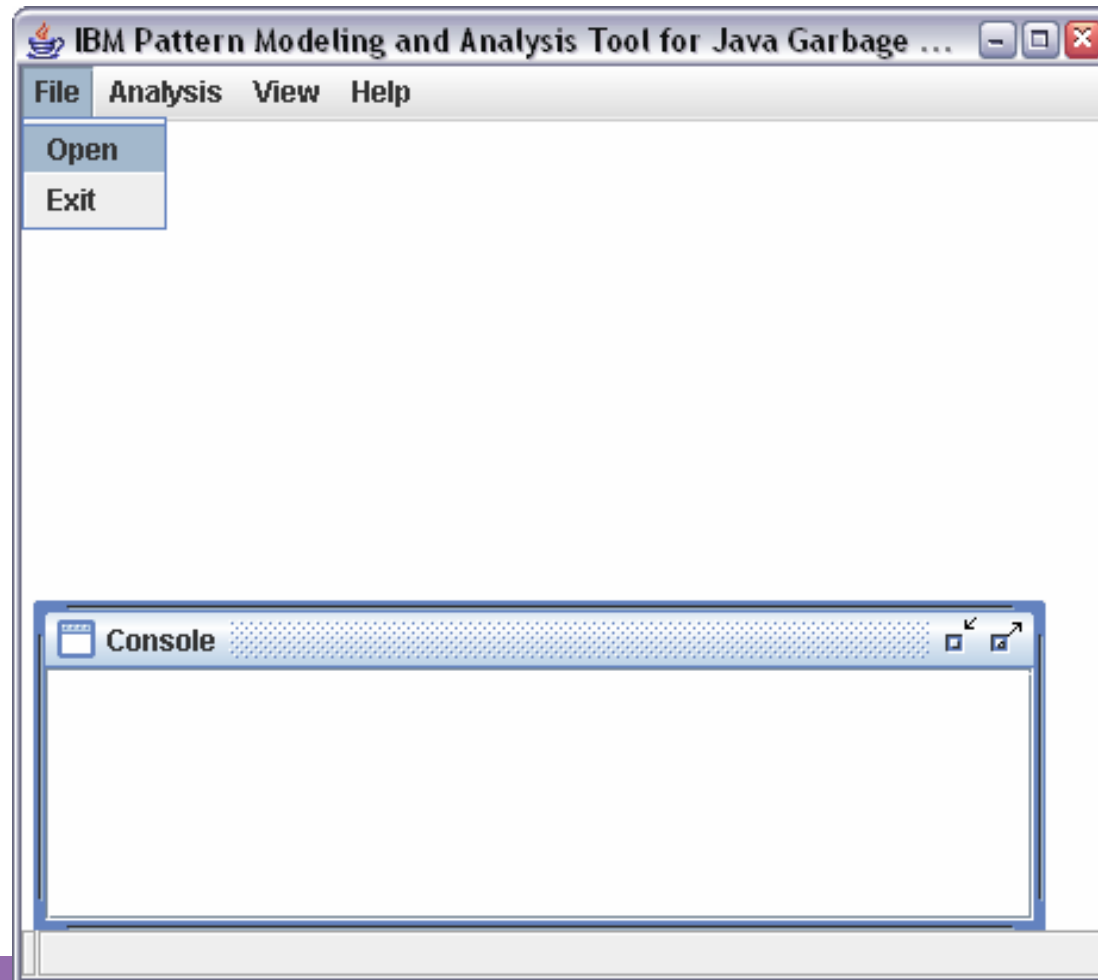
- You need to use the Java 2 Platform, Standard Edition version 1.4.1 or higher Java Runtime Environment (JRE) to run IBM PMAT.
- Usage <Java path>java -Xmx[heap size] -jar ga<PMAT version>.jar
- For example, java -Xmx1000m -jar ga10.jar
- If there's java.lang.OutOfMemoryError while you are processing verbosegc log, please try increasing the maximum heap size (-Xmx) value to give the JVM more memory.
- Maximum heap size should not be larger than the size of available physical memory size for this tool due to performance issue.

Initial screen



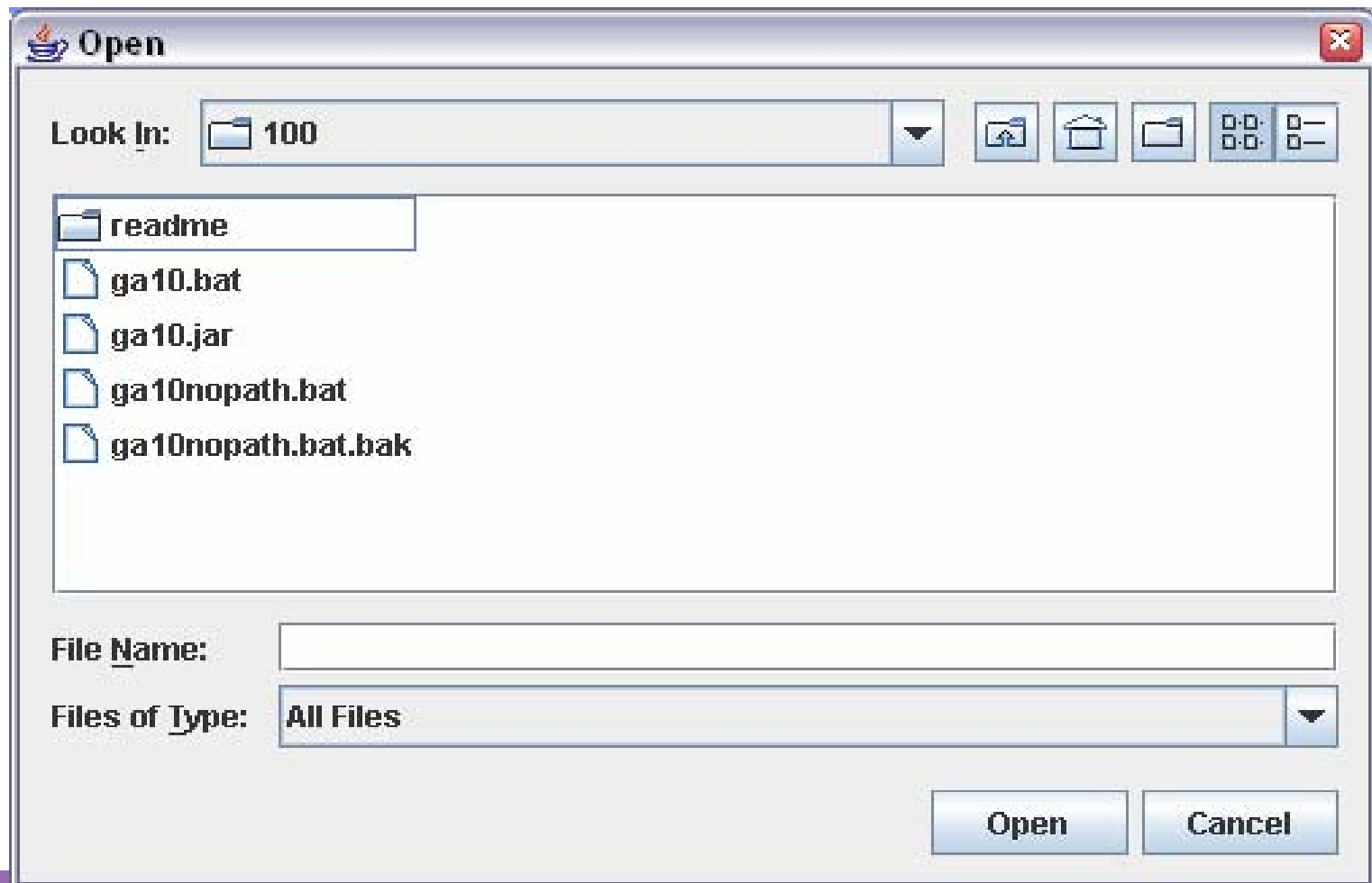
- IBM PMAT is displayed with console window.

Open verbosegc log

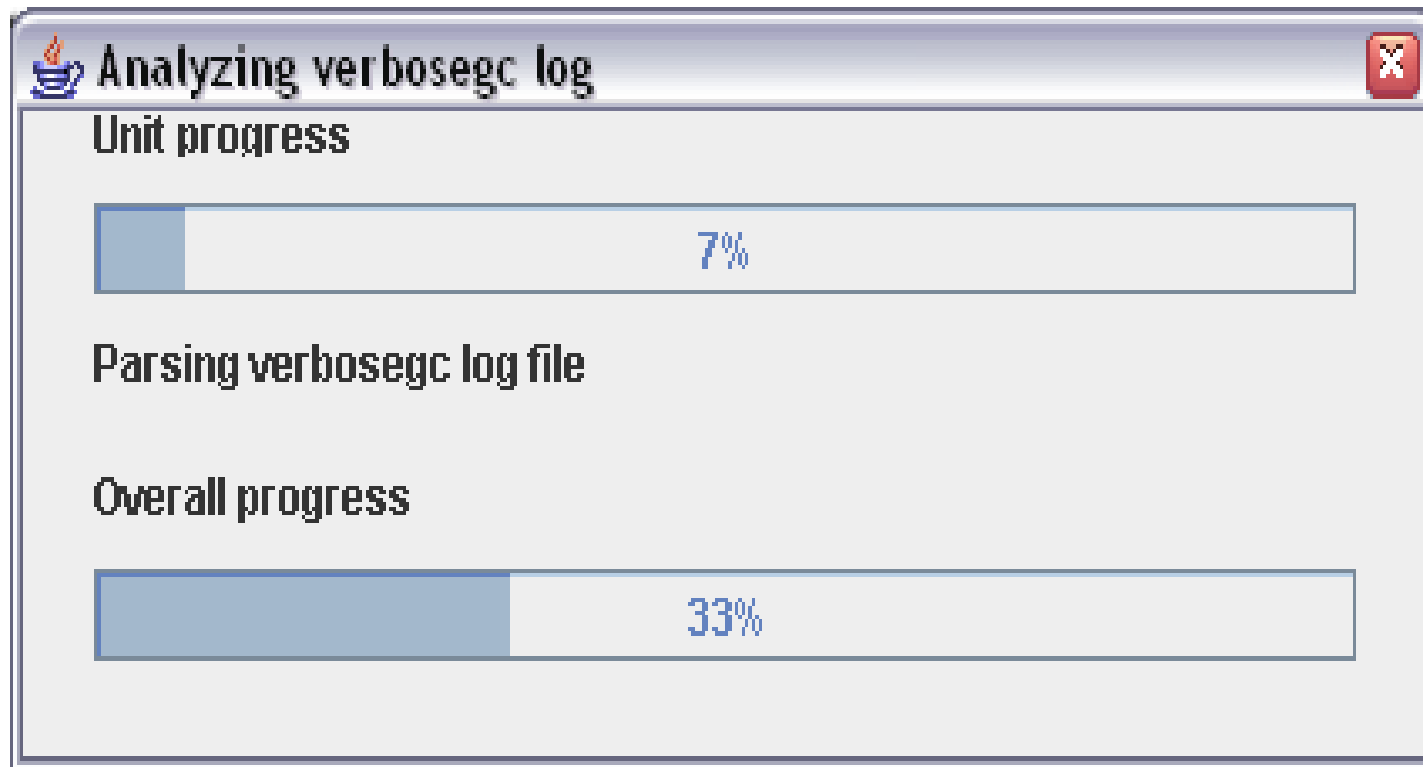


- Open verbosegc log by clicking on File->Open

Select verbosegc log

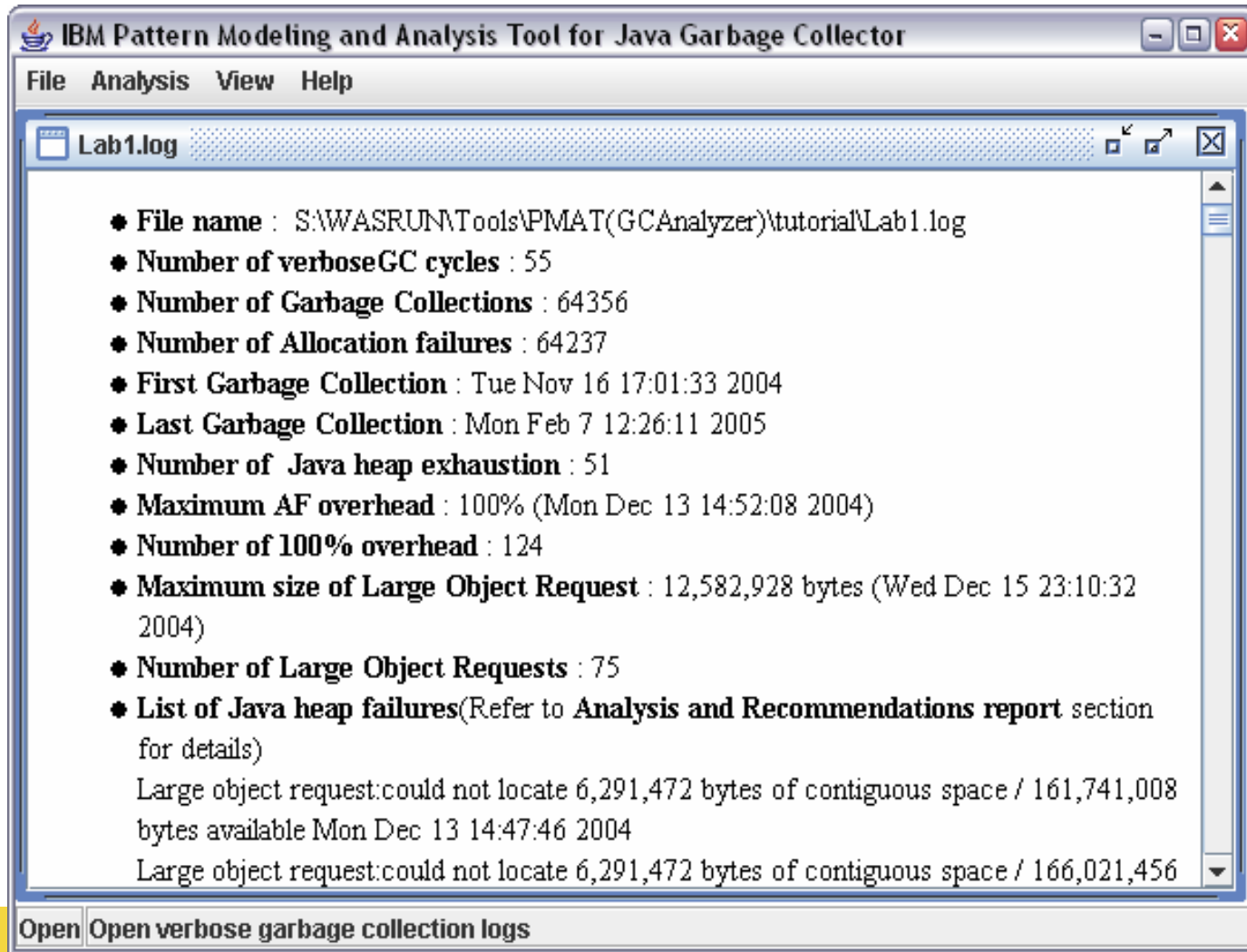


Processing verbosegc log



- Progress bars are displayed while processing verbosegc log

Analysis view (1/6)



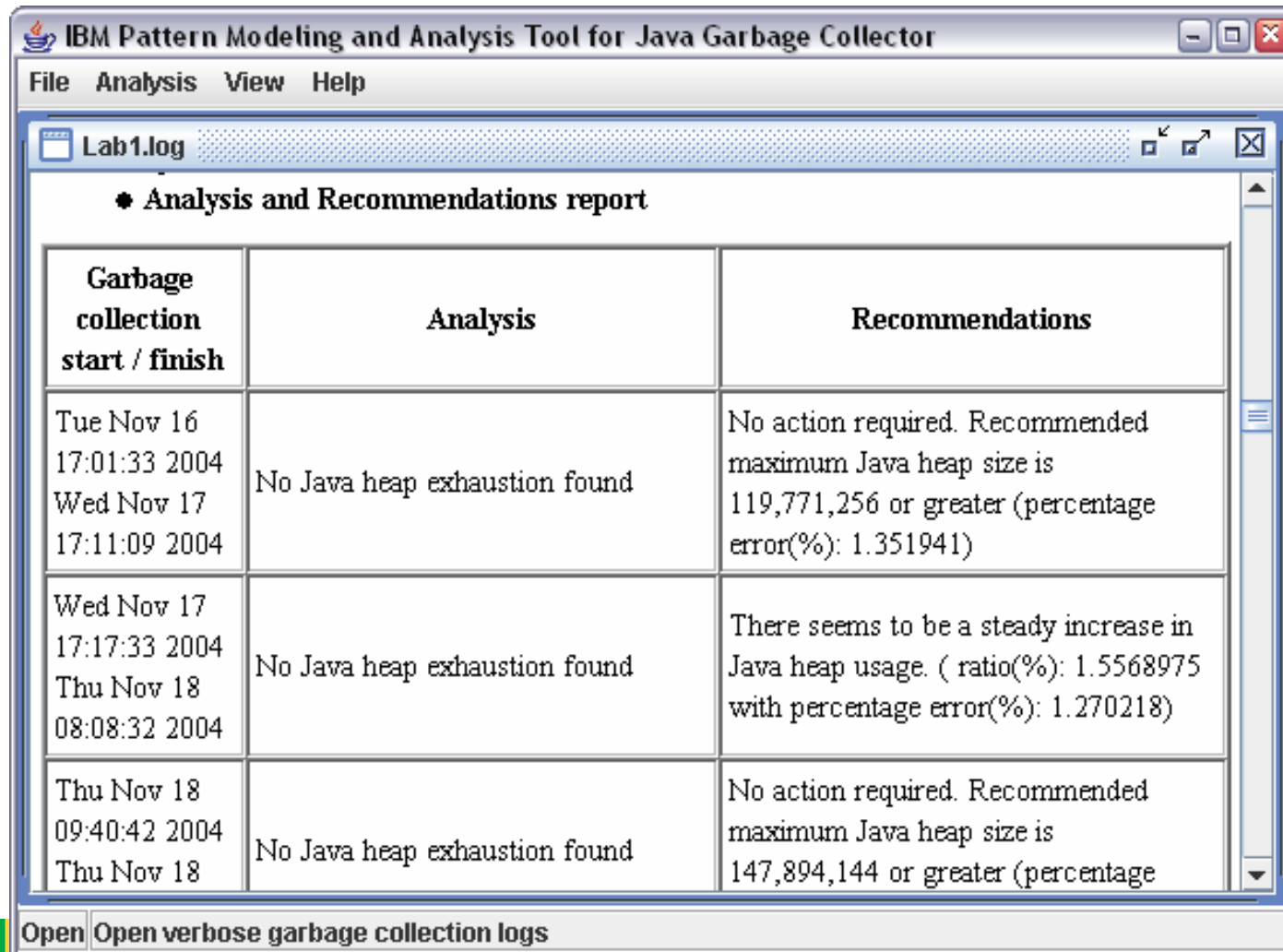
- Statistics of verbosegc data is displayed as well as analysis of each errors.

Analysis view (2/6)

- **File name** : Location and file name of verbosegc trace
- **Number of verboseGC cycles** : Number of JVM restart
- **Number of Garbage Collections** : GC frequency
- **Number of Allocation failures** : AF frequency
- **First Garbage Collection** : Timestamp of the first GC
- **Last Garbage Collection** : Timestamp of the last GC
- **Number of Java heap exhaustion** : Number of OutOfMemoryError
- **Maximum AF overhead** : Ratio of time spent in AF and time between AFs
- **Number of 100% overhead** : Number of AF overhead 100%
- **Maximum size of Large Object Request** : The largest object request and timestamp
- **Number of Large Object Requests** : Number of object request (>900KB)
- **List of Java heap failure** : Timestamp, Requested Java heap size, Type of failure and available Java heap size.



Analysis view (3/6)



The screenshot shows a window titled "IBM Pattern Modeling and Analysis Tool for Java Garbage Collector". The menu bar includes "File", "Analysis", "View", and "Help". The main content area displays a report titled "Analysis and Recommendations report" for "Lab1.log". The report is a table with three columns: "Garbage collection start / finish", "Analysis", and "Recommendations". It contains three rows of data. At the bottom of the window, there is a button labeled "Open" and a text label "Open verbose garbage collection logs".

Garbage collection start / finish	Analysis	Recommendations
Tue Nov 16 17:01:33 2004 Wed Nov 17 17:11:09 2004	No Java heap exhaustion found	No action required. Recommended maximum Java heap size is 119,771,256 or greater (percentage error(%): 1.351941)
Wed Nov 17 17:17:33 2004 Thu Nov 18 08:08:32 2004	No Java heap exhaustion found	There seems to be a steady increase in Java heap usage. (ratio(%): 1.5568975 with percentage error(%): 1.270218)
Thu Nov 18 09:40:42 2004 Thu Nov 18	No Java heap exhaustion found	No action required. Recommended maximum Java heap size is 147,894,144 or greater (percentage

- **Analysis and Recommendations report** provides analysis and recommendations for each JVM runtime

Analysis view (4/6)

Analysis and Recommendations report

- **Garbage collection start / finish** : Timestamps of JVM start and stop
- **Analysis** :
 - Type of Java heap issue is displayed if there's any problem with Java heap.
 - No Java heap exhaustion found is displayed if there's no Java heap exhaustion.



Analysis view (5/6)

Analysis and Recommendations report

- **Recommendations :**

If there's no Java heap issue, optimal maximum heap size is provided by usage analysis.

If there's any possibility that Java heap usage might increase, IBM PMAT provides a ratio(%) based on Java Heap Occupancy Model.

Ratio of 100% means Java heap occupancy could go up to $L \times 2$ bytes at the time of $T_0 + (T_1 - T_0) \times 2$ where L (bytes) is Java heap occupancy at the time of T_1 (T_0 :JVM start time T_1 :JVM stop time)

Ratio of 0% means Java heap occupancy could stay L bytes at the time of $T_0 + (T_1 - T_0) \times 2$ where L (bytes) is Java heap occupancy at the time of T_1 (T_0 :JVM start time T_1 :JVM stop time)



Analysis view (6/6)

Analysis and Recommendations report

- **Recommendations :**

If the ratio is close to 0, Java heap usage is stable based on model in the specific JVM runtime.

If the ratio is non-zero, Java heap usage could increase over time.

The percentage error is calculated by comparing Java Heap Occupancy Model with current data.

- **Note**

If there's not enough activities in a JVM runtime cycle, the model might not fully represent actual JVM.

The percentage error does not represent accuracy of the ratio.

If percentage error is large(>50%), the model might not be reliable.



GC View

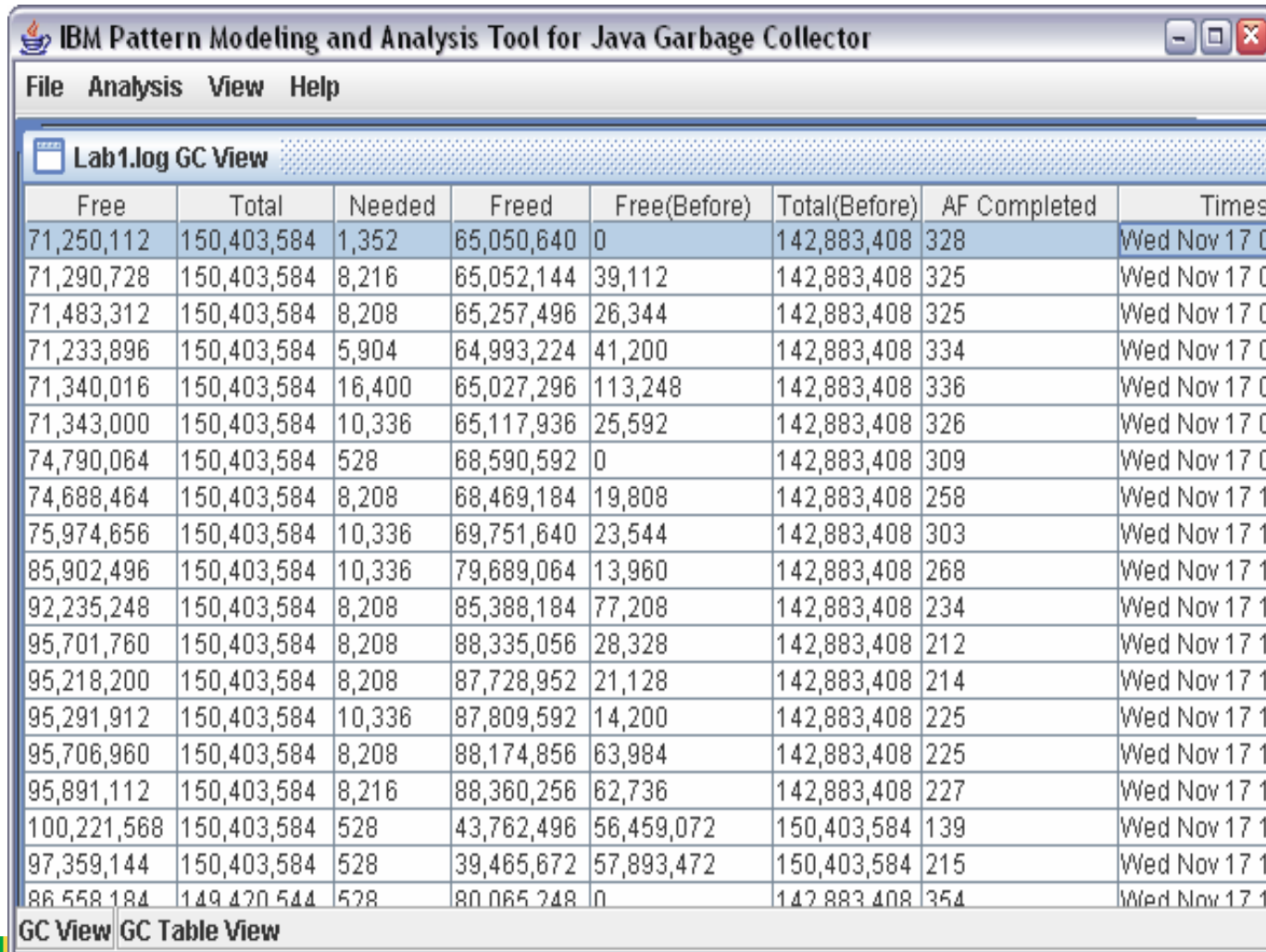
The screenshot shows the 'IBM Pattern Modeling and Analysis Tool for Java Garbage Collector' window. The 'Analysis' menu is open, showing options: GC View, Graph View, Usage Summary, Duration Summary, and AF Summary. The 'GC View' option is selected. The main window displays a table with three columns: 'Analysis', 'Recommendations', and a third column (likely 'Date/Time'). The table contains three rows of data.

	Analysis	Recommendations
Tue Nov 16 17:01:33 2004 Wed Nov 17 17:11:09 2004	No Java heap exhaustion found	No action required. Recommended maximum Java heap size is 119,771,256 or greater (percentage error(%): 1.351941)
Wed Nov 17 17:17:33 2004 Thu Nov 18 08:08:32 2004	No Java heap exhaustion found	There seems to be a steady increase in Java heap usage. (ratio(%): 1.5568975 with percentage error(%): 1.270218)
Thu Nov 18 09:40:42 2004 Thu Nov 18 14:02:38 2004	No Java heap exhaustion found	No action required. Recommended maximum Java heap size is 147,894,144 or greater (percentage error(%): 1.0718995)

At the bottom of the window, there are two tabs: 'GC View' and 'GC Table View'.

- Display GC table view by clicking on Analysis -> GC View

GC View



Free	Total	Needed	Freed	Free(Before)	Total(Before)	AF Completed	Times
71,250,112	150,403,584	1,352	65,050,640	0	142,883,408	328	Wed Nov 17 0
71,290,728	150,403,584	8,216	65,052,144	39,112	142,883,408	325	Wed Nov 17 0
71,483,312	150,403,584	8,208	65,257,496	26,344	142,883,408	325	Wed Nov 17 0
71,233,896	150,403,584	5,904	64,993,224	41,200	142,883,408	334	Wed Nov 17 0
71,340,016	150,403,584	16,400	65,027,296	113,248	142,883,408	336	Wed Nov 17 0
71,343,000	150,403,584	10,336	65,117,936	25,592	142,883,408	326	Wed Nov 17 0
74,790,064	150,403,584	528	68,590,592	0	142,883,408	309	Wed Nov 17 0
74,688,464	150,403,584	8,208	68,469,184	19,808	142,883,408	258	Wed Nov 17 1
75,974,656	150,403,584	10,336	69,751,640	23,544	142,883,408	303	Wed Nov 17 1
85,902,496	150,403,584	10,336	79,689,064	13,960	142,883,408	268	Wed Nov 17 1
92,235,248	150,403,584	8,208	85,388,184	77,208	142,883,408	234	Wed Nov 17 1
95,701,760	150,403,584	8,208	88,335,056	28,328	142,883,408	212	Wed Nov 17 1
95,218,200	150,403,584	8,208	87,728,952	21,128	142,883,408	214	Wed Nov 17 1
95,291,912	150,403,584	10,336	87,809,592	14,200	142,883,408	225	Wed Nov 17 1
95,706,960	150,403,584	8,208	88,174,856	63,984	142,883,408	225	Wed Nov 17 1
95,891,112	150,403,584	8,216	88,360,256	62,736	142,883,408	227	Wed Nov 17 1
100,221,568	150,403,584	528	43,762,496	56,459,072	150,403,584	139	Wed Nov 17 1
97,359,144	150,403,584	528	39,465,672	57,893,472	150,403,584	215	Wed Nov 17 1
86,558,184	149,420,544	528	80,065,248	0	142,883,408	354	Wed Nov 17 1

- You can sort each column by clicking on column header.

GC View sorted by Free

IBM Pattern Modeling and Analysis Tool for Java Garbage Collector

File Analysis View Help

Lab1.log GC View

Free ▼	Total	Needed	Freed	Free(Before)	Total(Before)	AF Completed	Timestamp
182,556,088	267,975,168	10,336	169,217,1...	74,576	254,576,408	825	Wed Jan 19 00:38:03 200
182,527,264	266,402,304	528	169,207,3...	0	253,082,192	298	Click to sort ; Click again
182,457,064	266,402,304	16,400	169,098,0...	39,144	253,082,192	665	Tue Nov 23 22:52:02 200
182,315,984	266,402,304	528	168,996,0...	0	253,082,192	666	Tue Nov 23 22:47:41 200
182,296,720	266,402,304	8,208	168,881,2...	95,576	253,082,192	502	Tue Nov 23 22:46:59 200
182,290,872	266,402,304	17,296	168,903,5...	67,400	253,082,192	699	Tue Nov 23 22:48:35 200
182,223,264	266,402,304	16,400	168,883,4...	19,912	253,082,192	356	Tue Nov 23 22:49:21 200
182,178,208	266,402,304	25,024	168,551,2...	307,096	253,082,192	551	Tue Nov 23 22:50:17 200
182,174,400	266,402,304	528	168,854,4...	0	253,082,192	1,003	Tue Nov 23 22:48:50 200
182,134,544	267,975,168	16,400	168,926,3...	23,400	254,576,408	308	Mon Jan 3 19:46:28 200
182,088,424	267,975,168	6,704	168,762,1...	61,976	254,576,408	936	Wed Jan 19 00:38:27 20
182,073,848	266,402,304	17,320	168,477,5...	276,400	253,082,192	891	Tue Nov 23 22:51:14 200
181,878,184	266,402,304	8,208	168,557,6...	648	253,082,192	665	Tue Nov 23 22:49:07 200
181,856,680	266,402,304	10,336	168,516,8...	19,928	253,082,192	1,147	Tue Nov 23 22:51:35 200
181,704,832	266,402,304	16,400	168,326,1...	58,800	253,082,192	691	Tue Nov 23 22:49:57 200
181,653,800	266,402,304	528	168,333,8...	0	253,082,192	800	Tue Nov 23 22:47:27 200
181,653,368	255,851,008	528	168,975,6...	0	243,058,456	1,783	Thu Nov 18 18:07:26 200
181,639,856	255,851,008	24,712	168,313,5...	648,648	243,058,456	900	Thu Nov 18 18:07:47 200
181,611,448	267,975,168	22,600	168,097,6...	328,632	254,576,408	1,492	Mon Jan 3 19:47:32 200

GC View GC Table View

Graph View

IBM Pattern Modeling and Analysis Tool for Java Garbage Collector							
File Analysis View Help							
GC View							
Graph View							
Usage Summary							
Duration Summary							
AF Summary							
Needed	Freed	Free(Before)	Total(Before)	AF Completed	Timestamp		
0,336	169,217,1...	74,576	254,576,408	825	Wed Jan 19 00:38:03 200		
28	169,207,3...	0	253,082,192	298	Tue Nov 23 22:50:53 200		
6,400	169,098,0...	39,144	253,082,192	665	Tue Nov 23 22:52:02 200		
28	168,996,0...	0	253,082,192	666	Tue Nov 23 22:47:41 200		
182,296,720	266,402,304	8,208	168,881,2...	95,576	253,082,192	502	Tue Nov 23 22:46:59 200
182,290,872	266,402,304	17,296	168,903,5...	67,400	253,082,192	699	Tue Nov 23 22:48:35 200
182,223,264	266,402,304	16,400	168,883,4...	19,912	253,082,192	356	Tue Nov 23 22:49:21 200
182,178,208	266,402,304	25,024	168,551,2...	307,096	253,082,192	551	Tue Nov 23 22:50:17 200
182,174,400	266,402,304	528	168,854,4...	0	253,082,192	1,003	Tue Nov 23 22:48:50 200
182,134,544	267,975,168	16,400	168,926,3...	23,400	254,576,408	308	Mon Jan 3 19:46:28 200
182,088,424	267,975,168	6,704	168,762,1...	61,976	254,576,408	936	Wed Jan 19 00:38:27 200
182,073,848	266,402,304	17,320	168,477,5...	276,400	253,082,192	891	Tue Nov 23 22:51:14 200
181,878,184	266,402,304	8,208	168,557,6...	648	253,082,192	665	Tue Nov 23 22:49:07 200
181,856,680	266,402,304	10,336	168,516,8...	19,928	253,082,192	1,147	Tue Nov 23 22:51:35 200
181,704,832	266,402,304	16,400	168,326,1...	58,800	253,082,192	691	Tue Nov 23 22:49:57 200
181,653,800	266,402,304	528	168,333,8...	0	253,082,192	800	Tue Nov 23 22:47:27 200
181,653,368	255,851,008	528	168,975,6...	0	243,058,456	1,783	Thu Nov 18 18:07:26 200
181,639,856	255,851,008	24,712	168,313,5...	648,648	243,058,456	900	Thu Nov 18 18:07:47 200
181,611,448	267,975,168	22,600	168,097,6...	328,632	254,576,408	1,492	Mon Jan 3 19:47:32 200
Graph View GC Graph View of usage and duration							

Chart View

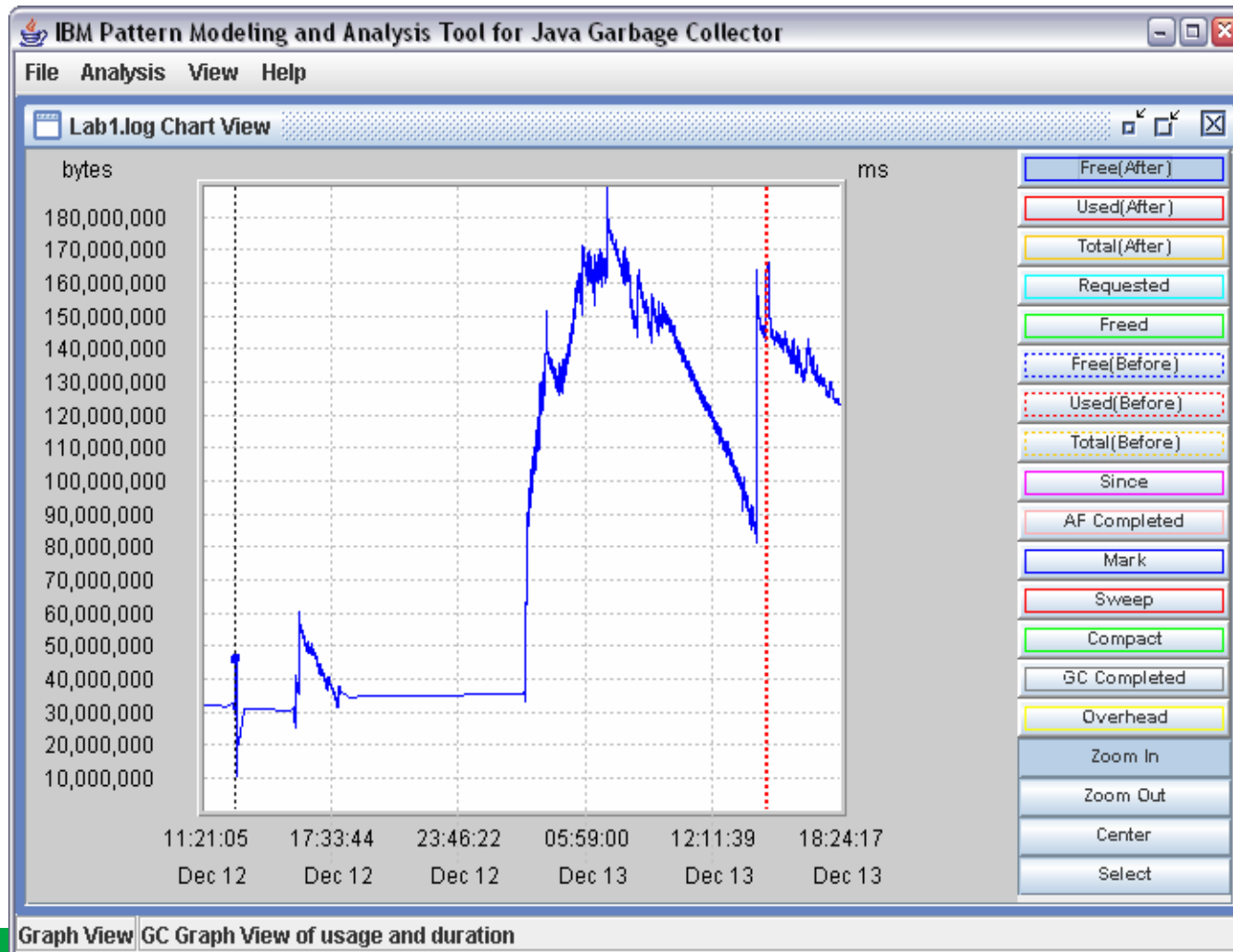


Chart buttons (1-2)

- **Since** Time(millisecond) elapsed since last allocation failure.
- **Freed** Size(byte) of space that was freed during garbage collection.
- **Requested** Size(byte) of space that was requested during allocation failure.
- **Free** Size(byte) of space that was free after garbage collection.
- **Total** Size(byte) of Java heap after garbage collection.
- **Completed** Time(millisecond) spent during allocation failure.

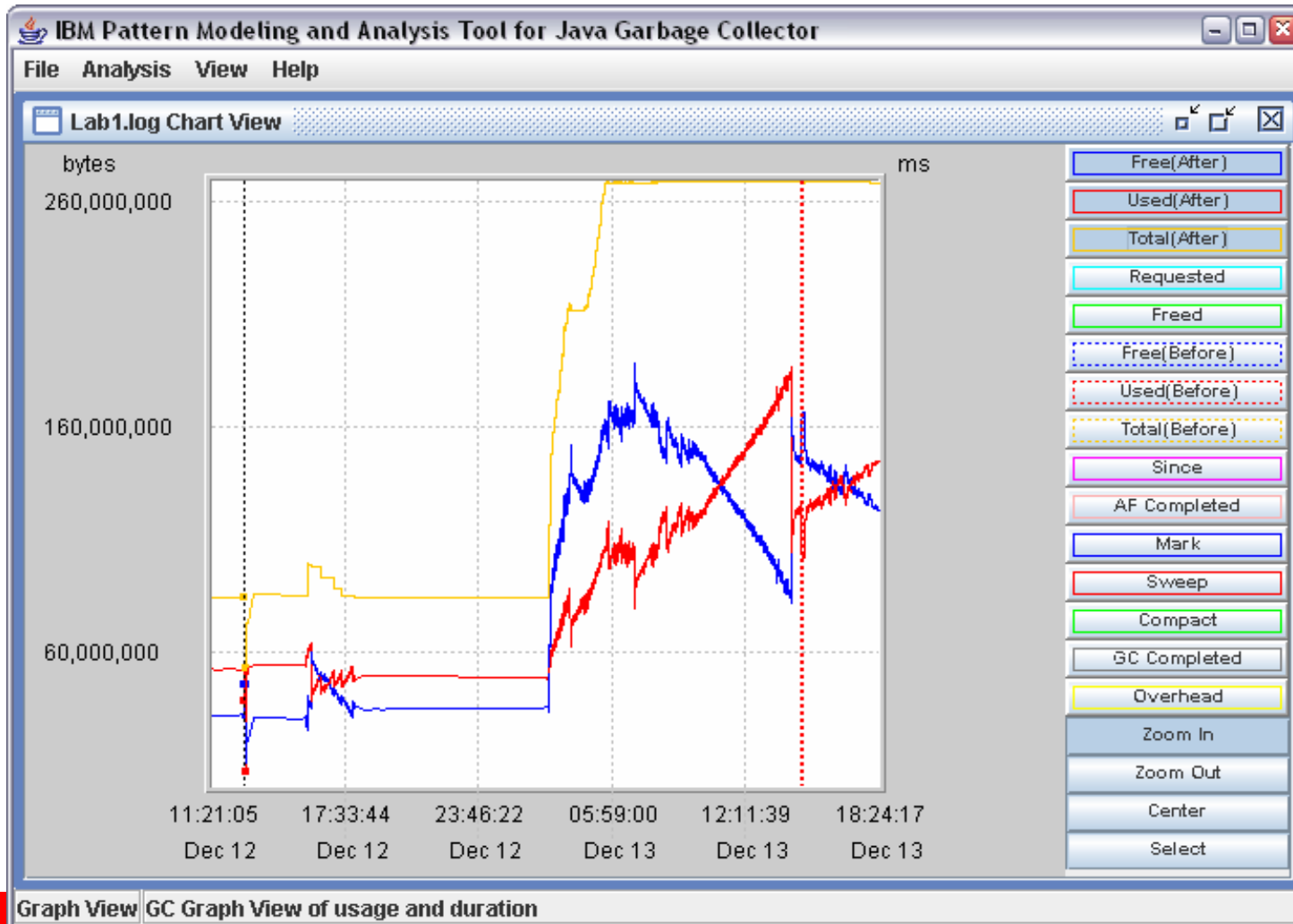


Chart buttons (2-2)

- **GC Completed** Time(millisecond) spent during garbage collection.
- **Overhead Ratio(%)** time spent in allocation failure vs. time between AF
- **Zoom In** Zoom in X axis
- **Zoom Out** Zoom out X axis
- **Center** Moves a point to center
- **Select** Brings up GC View of a point

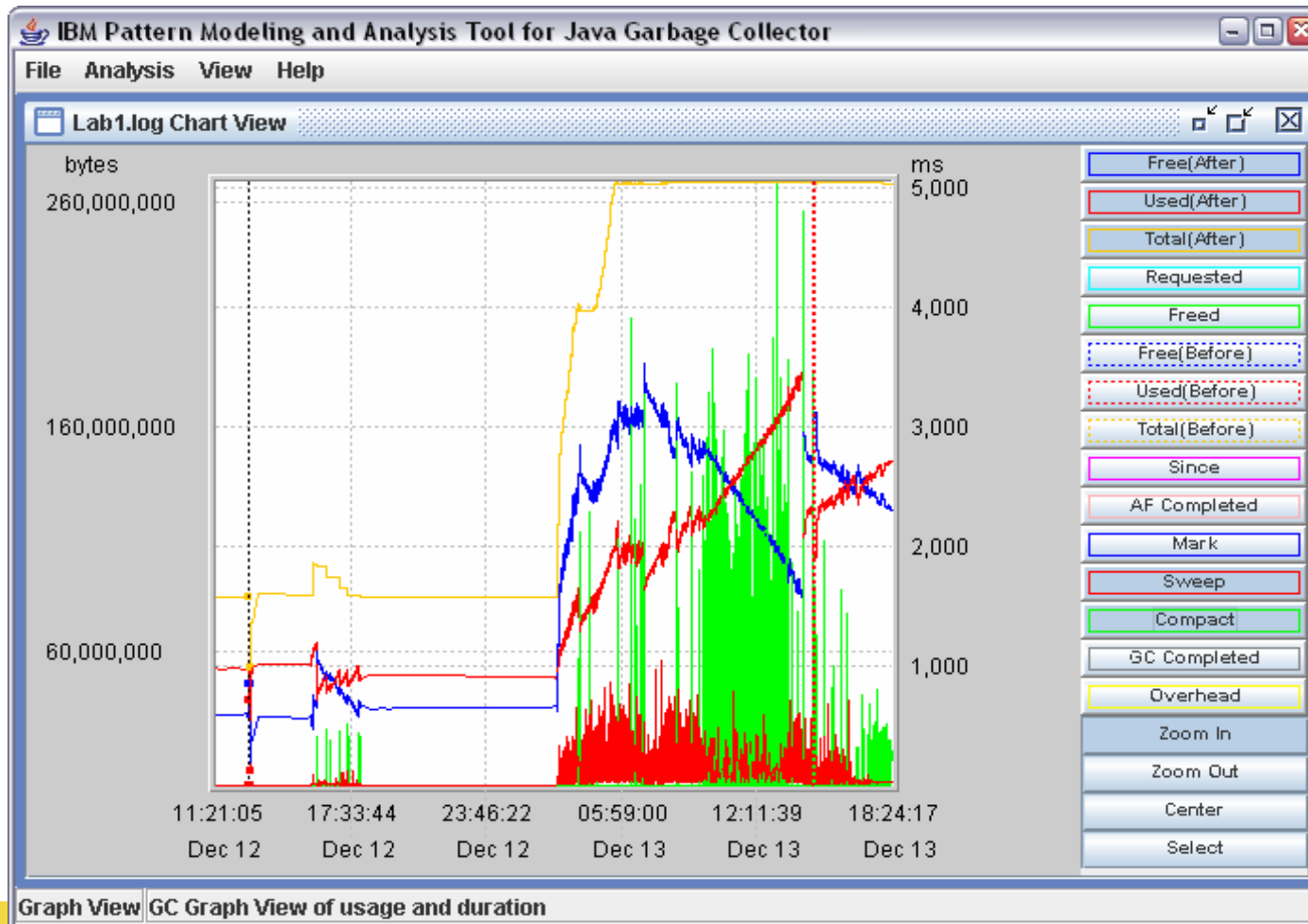


Graph View



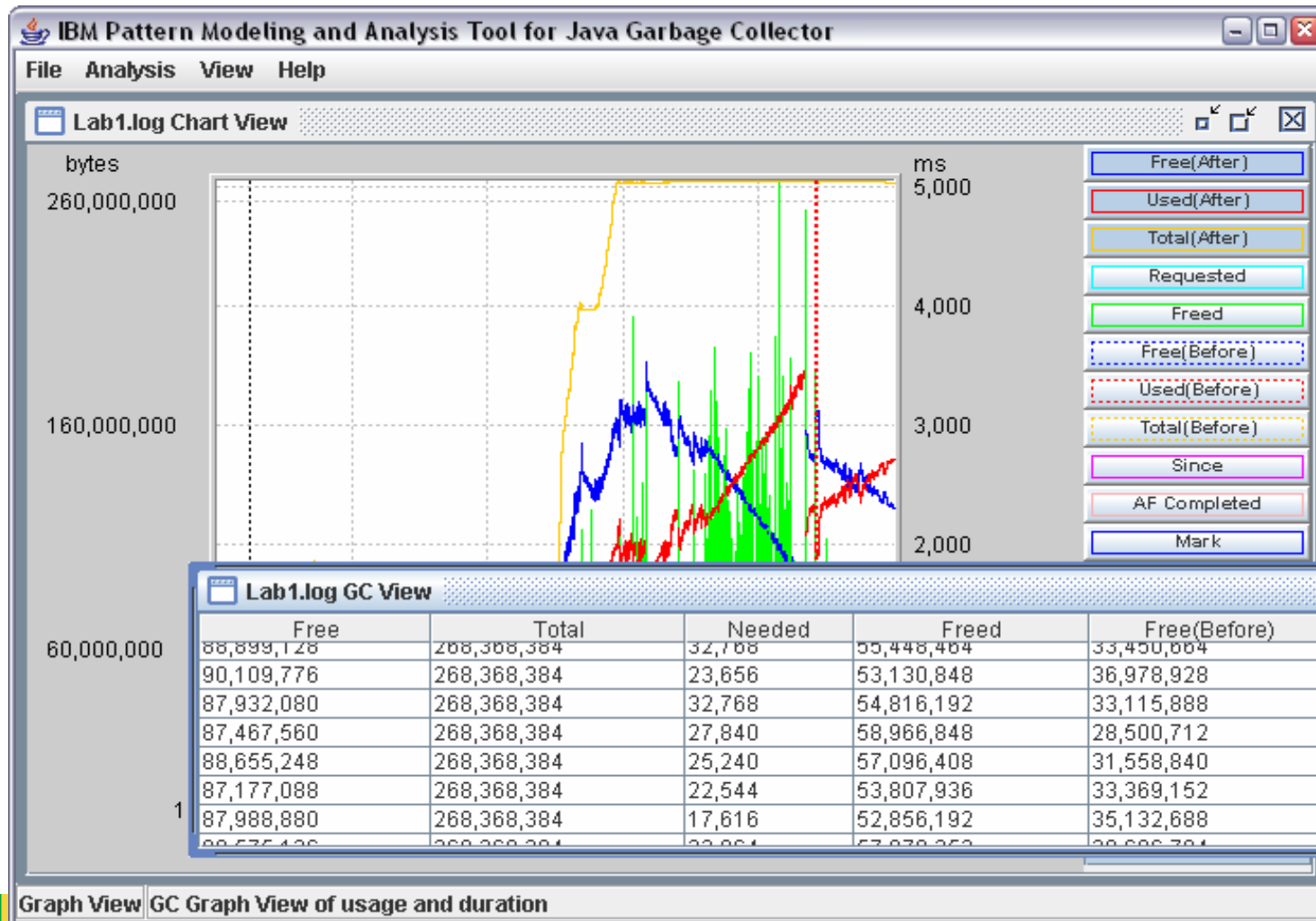
- Free, used, total size are displayed

Graph View



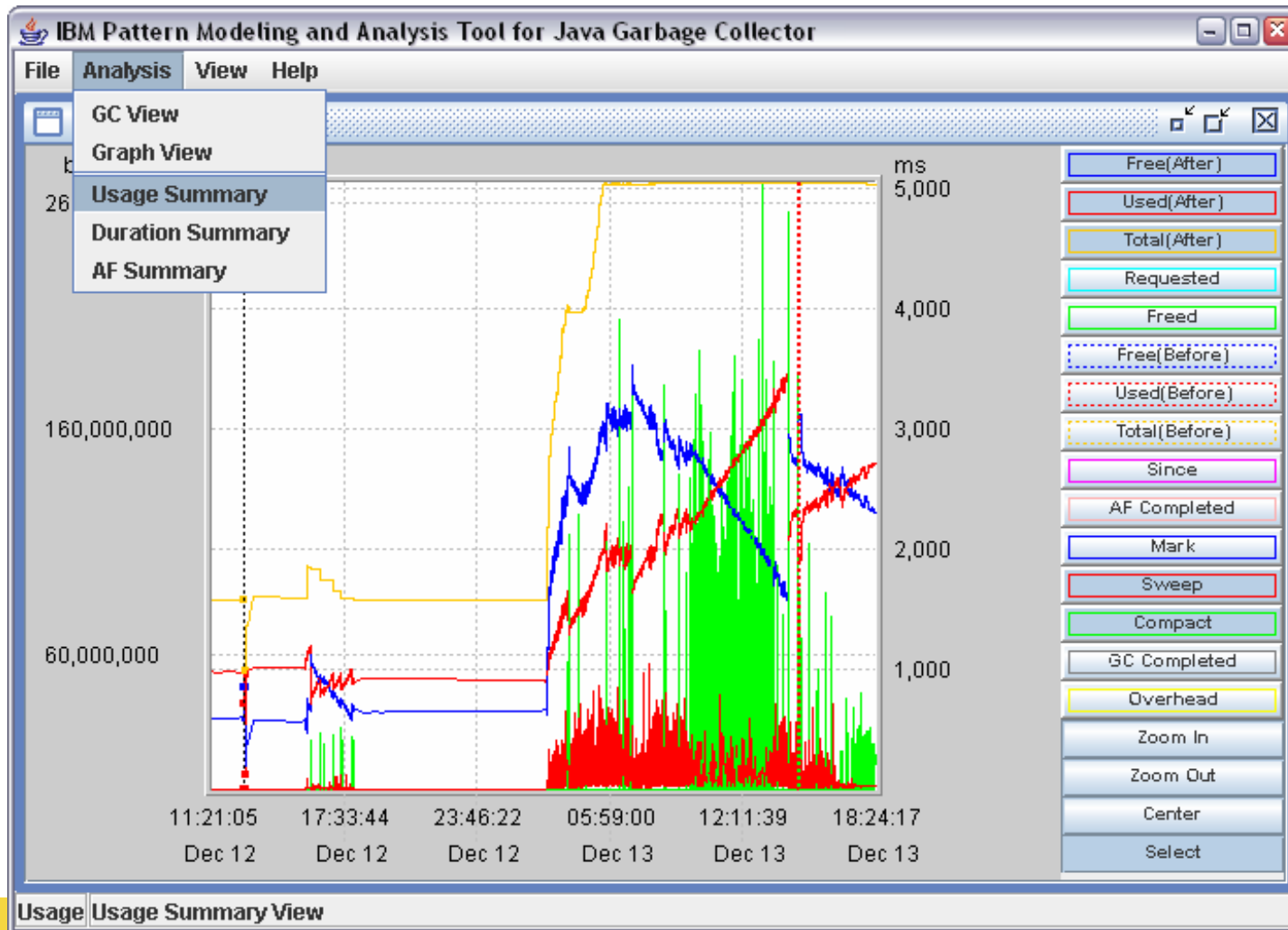
- Compact and Sweep buttons are enabled.
- You can click on Zoom In/Out and Center to navigate chart in various levels.

Graph View



- You can select a point to display its table view

Usage Summary



- Display usage summary by clicking on Analysis->Usage Summary

Usage Summary

IBM Pattern Modeling and Analysis Tool for Java Garbage Collector						
File Analysis View Help						
Lab1.log GC Usage Summary						
	Free avg	min	max	timestamp of max	Total avg	min
Overall	96,409,850	3,162,784	194,874,736	Thu Nov 18 18:04:36 2004	202,685,244	52,427,264
# 1	62,395,450	16,702,080	127,293,120	Wed Nov 17 17:11:09 2004	124,289,371	52,427,264
# 2	81,909,366	18,051,912	139,777,168	Wed Nov 17 18:04:38 2004	153,753,589	52,427,264
# 3	96,697,675	16,755,968	148,046,240	Thu Nov 18 11:27:04 2004	167,542,261	52,427,264
# 4	74,434,018	17,195,064	126,143,576	Thu Nov 18 15:15:26 2004	133,463,225	52,427,264
# 5	140,834,103	11,220,864	194,874,736	Thu Nov 18 18:04:36 2004	225,968,690	52,427,264
# 6	149,989,465	3,340,648	190,058,816	Tue Nov 23 22:46:26 2004	246,063,737	52,427,264
# 7	29,034,433	10,683,336	45,863,616	Wed Dec 31 19:00:00 1969	72,347,087	52,427,264
# 8	96,739,770	10,675,232	188,508,312	Mon Dec 13 07:03:56 2004	243,640,103	52,427,264
# 9	27,975,889	11,086,136	45,863,616	Wed Dec 31 19:00:00 1969	72,915,065	52,427,264
# 10	23,945,094	11,939,856	45,863,616	Wed Dec 31 19:00:00 1969	60,935,437	52,427,264
# 11	26,599,794	9,318,000	45,863,616	Wed Dec 31 19:00:00 1969	71,279,321	52,427,264
# 12	27,060,059	16,546,424	45,863,616	Wed Dec 31 19:00:00 1969	57,133,719	52,427,264
# 13	72,361,360	16,521,792	108,790,960	Sun Dec 26 13:23:04 2004	131,607,736	52,427,264
# 14	22,491,646	16,601,888	45,863,616	Wed Dec 31 19:00:00 1969	61,054,137	52,427,264
# 15	139,028,249	14,793,952	194,377,832	Mon Jan 3 19:43:44 2005	253,476,424	52,427,264
# 16	109,939,353	16,668,816	146,816,640	Tue Jan 4 15:38:43 2005	185,121,725	52,427,264
# 17	68,714,457	16,967,568	98,447,528	Fri Jan 7 15:12:59 2005	127,737,549	52,427,264
# 18	29,172,901	9,675,144	48,489,616	Fri Jan 7 21:29:41 2005	74,486,907	52,427,264
# 19	58,644,095	15,914,232	135,370,768	Sat Jan 8 00:35:31 2005	116,510,549	52,427,264
# 20	26,597,782	15,825,568	45,863,616	Wed Dec 31 19:00:00 1969	56,932,864	52,427,264
# 21	141,549,795	15,938,048	174,978,056	Sat Jan 8 04:18:41 2005	215,240,678	52,427,264
# 22	107,538,391	12,981,816	149,207,912	Sat Jan 8 13:20:05 2005	185,491,533	52,427,264
# 23	93,787,742	15,908,560	138,590,744	Tue Jan 11 14:19:07 2005	160,373,794	52,427,264

Usage Usage Summary View

Duration Summary

IBM Pattern Modeling and Analysis Tool for Java Garbage Collector

File Analysis View Help

GC View
Graph View
Usage Summary
Duration Summary
AF Summary

		min	max	timestamp of max	Total avg	min
Ove		3,162,784	194,874,736	Thu Nov 18 18:04:36 2004	202,685,244	52,427,264
# 1		16,702,080	127,293,120	Wed Nov 17 17:11:09 2004	124,289,371	52,427,264
# 2		18,051,912	139,777,168	Wed Nov 17 18:04:38 2004	153,753,589	52,427,264
# 3		16,755,968	148,046,240	Thu Nov 18 11:27:04 2004	167,542,261	52,427,264
# 4	74,434,018	17,195,064	126,143,576	Thu Nov 18 15:15:26 2004	133,463,225	52,427,264
# 5	140,834,103	11,220,864	194,874,736	Thu Nov 18 18:04:36 2004	225,968,690	52,427,264
# 6	149,989,465	3,340,648	190,058,816	Tue Nov 23 22:46:26 2004	246,063,737	52,427,264
# 7	29,034,433	10,683,336	45,863,616	Wed Dec 31 19:00:00 1969	72,347,087	52,427,264
# 8	96,739,770	10,675,232	188,508,312	Mon Dec 13 07:03:56 2004	243,640,103	52,427,264
# 9	27,975,889	11,086,136	45,863,616	Wed Dec 31 19:00:00 1969	72,915,065	52,427,264
# 10	23,945,094	11,939,856	45,863,616	Wed Dec 31 19:00:00 1969	60,935,437	52,427,264
# 11	26,599,794	9,318,000	45,863,616	Wed Dec 31 19:00:00 1969	71,279,321	52,427,264
# 12	27,060,059	16,546,424	45,863,616	Wed Dec 31 19:00:00 1969	57,133,719	52,427,264
# 13	72,361,360	16,521,792	108,790,960	Sun Dec 26 13:23:04 2004	131,607,736	52,427,264
# 14	22,491,646	16,601,888	45,863,616	Wed Dec 31 19:00:00 1969	61,054,137	52,427,264
# 15	139,028,249	14,793,952	194,377,832	Mon Jan 3 19:43:44 2005	253,476,424	52,427,264
# 16	109,939,353	16,668,816	146,816,640	Tue Jan 4 15:38:43 2005	185,121,725	52,427,264
# 17	68,714,457	16,967,568	98,447,528	Fri Jan 7 15:12:59 2005	127,737,549	52,427,264
# 18	29,172,901	9,675,144	48,489,616	Fri Jan 7 21:29:41 2005	74,486,907	52,427,264
# 19	58,644,095	15,914,232	135,370,768	Sat Jan 8 00:35:31 2005	116,510,549	52,427,264
# 20	26,597,782	15,825,568	45,863,616	Wed Dec 31 19:00:00 1969	56,932,864	52,427,264
# 21	141,549,795	15,938,048	174,978,056	Sat Jan 8 04:18:41 2005	215,240,678	52,427,264
# 22	107,538,391	12,981,816	149,207,912	Sat Jan 8 13:20:05 2005	185,491,533	52,427,264
# 23	93,787,742	15,908,560	138,590,744	Tue Jan 11 14:19:07 2005	160,373,794	52,427,264

Duration GC duration summary view


- Duration Summary by clicking on Analysis- .Duration Summary

Duration Summary

IBM Pattern Modeling and Analysis Tool for Java Garbage Collector								
File Analysis View Help								
Lab1.log GC Duration Summary								
	Mark avg	min	max	timestamp of max	Sweep avg	min	max	timestamp of max
Overall	980	12	261,974	Mon Feb 7 11:28:19 2005	63	2	44,634	Mon Feb 7 11:28:19 20...
# 1	333	41	7,733	Wed Nov 17 16:57:24 2004	30	4	513	Wed Nov 17 16:58:02 ...
# 2	649	77	3,206	Wed Nov 17 17:26:42 2004	106	5	782	Wed Nov 17 17:27:04 ...
# 3	590	42	1,871	Thu Nov 18 11:27:17 2004	170	4	1,161	Thu Nov 18 11:31:14 2...
# 4	386	67	2,028	Thu Nov 18 15:13:17 2004	55	8	609	Thu Nov 18 15:12:34 2...
# 5	1,089	44	3,288	Thu Nov 18 19:52:05 2004	170	4	1,352	Thu Nov 18 17:51:34 2...
# 6	823	13	7,318	Wed Nov 24 00:54:30 2004	89	2	803	Wed Nov 24 12:44:26 ...
# 7	92	30	182	Sun Dec 12 08:38:19 2004	13	3	61	Sun Dec 12 08:38:26 2...
# 8	2,287	25	9,279	Wed Dec 15 12:11:26 2004	95	4	1,087	Mon Dec 13 21:27:41 2...
# 9	84	14	124	Wed Dec 22 13:48:10 2004	10	2	18	Wed Dec 22 15:03:56 ...
# 10	82	14	246	Thu Dec 23 12:04:47 2004	9	2	16	Thu Dec 23 12:04:47 2...
# 11	85	13	176	Thu Dec 23 13:29:01 2004	10	3	20	Thu Dec 23 13:29:01 2...
# 12	63	13	125	Thu Dec 23 17:35:39 2004	7	2	10	Thu Dec 23 17:22:28 2...
# 13	266	13	1,131	Sun Dec 26 12:52:56 2004	36	2	411	Sun Dec 26 13:05:56 2...
# 14	82	15	170	Mon Jan 3 02:41:18 2005	9	2	84	Thu Dec 30 19:57:03 2...
# 15	1,186	29	4,381	Tue Jan 4 03:52:13 2005	96	5	1,389	Tue Jan 4 01:52:34 20...
# 16	444	25	1,458	Tue Jan 4 14:33:11 2005	58	4	497	Tue Jan 4 14:08:24 20...
# 17	235	14	1,059	Tue Jan 4 16:52:39 2005	33	2	269	Tue Jan 4 16:54:45 20...
# 18	99	31	277	Fri Jan 7 15:17:09 2005	13	7	40	Fri Jan 7 15:17:01 2005
# 19	259	13	1,117	Sat Jan 8 00:09:27 2005	47	2	963	Sat Jan 8 00:03:44 2005
# 20	66	13	152	Sat Jan 8 00:46:11 2005	7	2	13	Sat Jan 8 00:46:11 2005
# 21	427	13	1,886	Sat Jan 8 04:02:36 2005	40	2	546	Sat Jan 8 04:41:00 2005
# 22	450	25	1,856	Sat Jan 8 14:08:31 2005	55	4	919	Sat Jan 8 12:56:37 2005
# 23	469	14	2,361	Tue Jan 11 14:28:28 2005	72	2	753	Tue Jan 11 14:54:24 2...
Duration GC duration summary view								

AF Summary

IBM Pattern Modeling and Analysis Tool for Java Garbage Collector

File		Analysis		View		Help				
	GC View			Summary						
	Graph View			max	timestamp of max		Sweep avg	min	max	timestamp of max
Over	Usage Summary			61,974	Mon Feb 7 11:28:19 2005		63	2	44,634	Mon Feb 7 11:28:19 20...
# 1	Duration Summary			7,733	Wed Nov 17 16:57:24 2004		30	4	513	Wed Nov 17 16:58:02 ...
# 2	AF Summary			2,206	Wed Nov 17 17:26:42 2004		106	5	782	Wed Nov 17 17:27:04 ...
# 3				871	Thu Nov 18 11:27:17 2004		170	4	1,161	Thu Nov 18 11:31:14 2...
# 4	386	67	2,028	Thu Nov 18 15:13:17 2004		55	8	609	Thu Nov 18 15:12:34 2...	
# 5	1,089	44	3,288	Thu Nov 18 19:52:05 2004		170	4	1,352	Thu Nov 18 17:51:34 2...	
# 6	823	13	7,318	Wed Nov 24 00:54:30 2004		89	2	803	Wed Nov 24 12:44:26 ...	
# 7	92	30	182	Sun Dec 12 08:38:19 2004		13	3	61	Sun Dec 12 08:38:26 2...	
# 8	2,287	25	9,279	Wed Dec 15 12:11:26 2004		95	4	1,087	Mon Dec 13 21:27:41 2...	
# 9	84	14	124	Wed Dec 22 13:48:10 2004		10	2	18	Wed Dec 22 15:03:56 ...	
# 10	82	14	246	Thu Dec 23 12:04:47 2004		9	2	16	Thu Dec 23 12:04:47 2...	
# 11	85	13	176	Thu Dec 23 13:29:01 2004		10	3	20	Thu Dec 23 13:29:01 2...	
# 12	63	13	125	Thu Dec 23 17:35:39 2004		7	2	10	Thu Dec 23 17:22:28 2...	
# 13	266	13	1,131	Sun Dec 26 12:52:56 2004		36	2	411	Sun Dec 26 13:05:56 2...	
# 14	82	15	170	Mon Jan 3 02:41:18 2005		9	2	84	Thu Dec 30 19:57:03 2...	
# 15	1,186	29	4,381	Tue Jan 4 03:52:13 2005		96	5	1,389	Tue Jan 4 01:52:34 20...	
# 16	444	25	1,458	Tue Jan 4 14:33:11 2005		58	4	497	Tue Jan 4 14:08:24 20...	
# 17	235	14	1,059	Tue Jan 4 16:52:39 2005		33	2	269	Tue Jan 4 16:54:45 20...	
# 18	99	31	277	Fri Jan 7 15:17:09 2005		13	7	40	Fri Jan 7 15:17:01 2005	
# 19	259	13	1,117	Sat Jan 8 00:09:27 2005		47	2	963	Sat Jan 8 00:03:44 2005	
# 20	66	13	152	Sat Jan 8 00:46:11 2005		7	2	13	Sat Jan 8 00:46:11 2005	
# 21	427	13	1,886	Sat Jan 8 04:02:36 2005		40	2	546	Sat Jan 8 04:41:00 2005	
# 22	450	25	1,856	Sat Jan 8 14:08:31 2005		55	4	919	Sat Jan 8 12:56:37 2005	
# 23	469	14	2,361	Tue Jan 11 14:28:28 2005		72	2	753	Tue Jan 11 14:54:24 2...	

Allocation Failure

AF Summary
by clicking
on Analysis-
>AF
Summary

AF Summary

IBM Pattern Modeling and Analysis Tool for Java Garbage Collector

File Analysis View Help

Lab1.log Allocation Failure Summary

	Requested avg	min	max	timestamp of max	Since avg	min	max
Overall	25,427	512	12,582,928	Wed Dec 15 23:10:32 2004	224,298	2	4,291,965,9
# 1	12,537	528	319,968	Tue Nov 16 17:02:09 2004	1,010,964	18	3,040,506
# 2	13,207	512	319,968	Wed Nov 17 17:19:46 2004	574,003	359	4,827,238
# 3	6,852	512	65,552	Thu Nov 18 09:41:29 2004	162,899	701	4,610,298
# 4	11,211	528	319,968	Thu Nov 18 14:18:42 2004	71,270	562	2,559,368
# 5	12,998	512	786,448	Thu Nov 18 18:04:36 2004	38,703	873	2,706,794
# 6	16,059	512	3,145,744	Wed Nov 24 12:17:29 2004	1,485,986	586	4,291,965,9
# 7	5,144	528	53,368	Sun Dec 12 08:37:41 2004	376,541	231	1,144,144
# 8	22,916	512	12,582,928	Wed Dec 15 23:10:32 2004	48,816	10	3,073,693
# 9	5,732	528	58,792	Wed Dec 22 11:25:39 2004	324,363	423	965,924
# 10	8,882	528	65,552	Wed Dec 22 15:17:48 2004	582,039	131	815,262
# 11	6,049	528	53,368	Thu Dec 23 12:24:57 2004	138,090	158	839,603
# 12	7,000	528	65,552	Thu Dec 23 17:13:11 2004	53,137	228	695,318
# 13	13,714	512	786,448	Sun Dec 26 13:25:09 2004	347,704	178	2,795,253
# 14	8,856	512	53,368	Thu Dec 30 14:43:59 2004	694,281	209	797,244
# 15	22,062	512	3,145,744	Mon Jan 3 23:50:11 2005	14,018	161	4,755,535
# 16	15,521	512	1,572,880	Tue Jan 4 15:38:43 2005	12,076	204	1,330,452
# 17	11,740	512	196,624	Tue Jan 4 17:14:50 2005	541,619	301	3,791,587
# 18	7,694	528	66,704	Fri Jan 7 15:17:03 2005	393,078	76	1,084,587
# 19	9,663	528	56,816	Fri Jan 7 21:53:31 2005	43,692	489	1,237,549
# 20	6,344	528	56,816	Sat Jan 8 00:44:46 2005	40,446	329	644,682
# 21	70,240	512	786,448	Sat Jan 8 03:08:26 2005	9,772	5	4,785,994
# 22	14,797	512	1,572,880	Sat Jan 8 13:58:23 2005	175,785	61	4,294,172
# 23	12,698	512	393,232	Tue Jan 11 14:37:22 2005	13,962	190	1,073,261

Allocation Failure

- Display usage summary by clicking on Analysis->Usage Summary

Option

IBM Pattern Modeling and Analysis Tool for Java Garbage Collector

File Analysis View Help

Lab1.log A

Option

Clear Console

☒ Statusbar

☒ Console

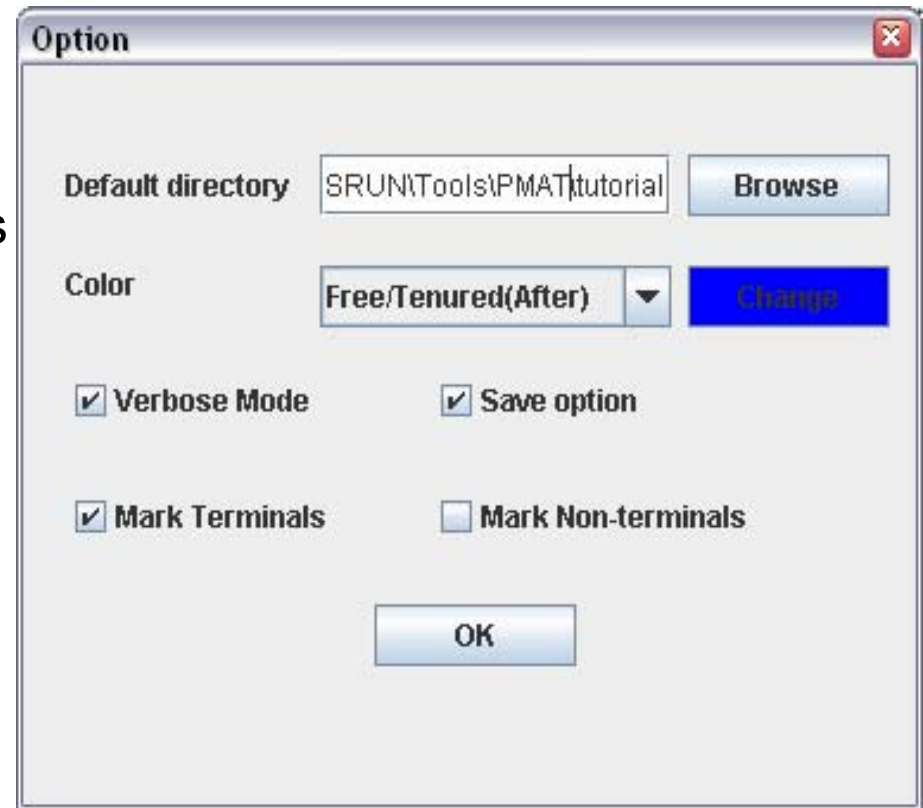
	R	max	timestamp of max	Since avg	min	max	
Overall	25,4	12,582,928	Wed Dec 15 23:10:32 2004	224,298	2	4,291,965,9	
# 1	12,5	319,968	Tue Nov 16 17:02:09 2004	1,010,964	18	3,040,506	
# 2	13,2	319,968	Wed Nov 17 17:19:46 2004	574,003	359	4,827,238	
# 3	6,852	512	65,552	Thu Nov 18 09:41:29 2004	162,899	701	4,610,298
# 4	11,211	528	319,968	Thu Nov 18 14:18:42 2004	71,270	562	2,559,368
# 5	12,998	512	786,448	Thu Nov 18 18:04:36 2004	38,703	873	2,706,794
# 6	16,059	512	3,145,744	Wed Nov 24 12:17:29 2004	1,485,986	586	4,291,965,9
# 7	5,144	528	53,368	Sun Dec 12 08:37:41 2004	376,541	231	1,144,144
# 8	22,916	512	12,582,928	Wed Dec 15 23:10:32 2004	48,816	10	3,073,693
# 9	5,732	528	58,792	Wed Dec 22 11:25:39 2004	324,363	423	965,924
# 10	8,882	528	65,552	Wed Dec 22 15:17:48 2004	582,039	131	815,262
# 11	6,049	528	53,368	Thu Dec 23 12:24:57 2004	138,090	158	839,603
# 12	7,000	528	65,552	Thu Dec 23 17:13:11 2004	53,137	228	695,318
# 13	13,714	512	786,448	Sun Dec 26 13:25:09 2004	347,704	178	2,795,253
# 14	8,856	512	53,368	Thu Dec 30 14:43:59 2004	694,281	209	797,244
# 15	22,062	512	3,145,744	Mon Jan 3 23:50:11 2005	14,018	161	4,755,535
# 16	15,521	512	1,572,880	Tue Jan 4 15:38:43 2005	12,076	204	1,330,452
# 17	11,740	512	196,624	Tue Jan 4 17:14:50 2005	541,619	301	3,791,587
# 18	7,694	528	66,704	Fri Jan 7 15:17:03 2005	393,078	76	1,084,587
# 19	9,663	528	56,816	Fri Jan 7 21:53:31 2005	43,692	489	1,237,549
# 20	6,344	528	56,816	Sat Jan 8 00:44:46 2005	40,446	329	644,682
# 21	70,240	512	786,448	Sat Jan 8 03:08:26 2005	9,772	5	4,785,994
# 22	14,797	512	1,572,880	Sat Jan 8 13:58:23 2005	175,785	61	4,294,172
# 23	12,698	512	393,232	Tue Jan 11 14:37:22 2005	13,962	190	1,073,261

Option Change options

- Display option by clicking on View->Option

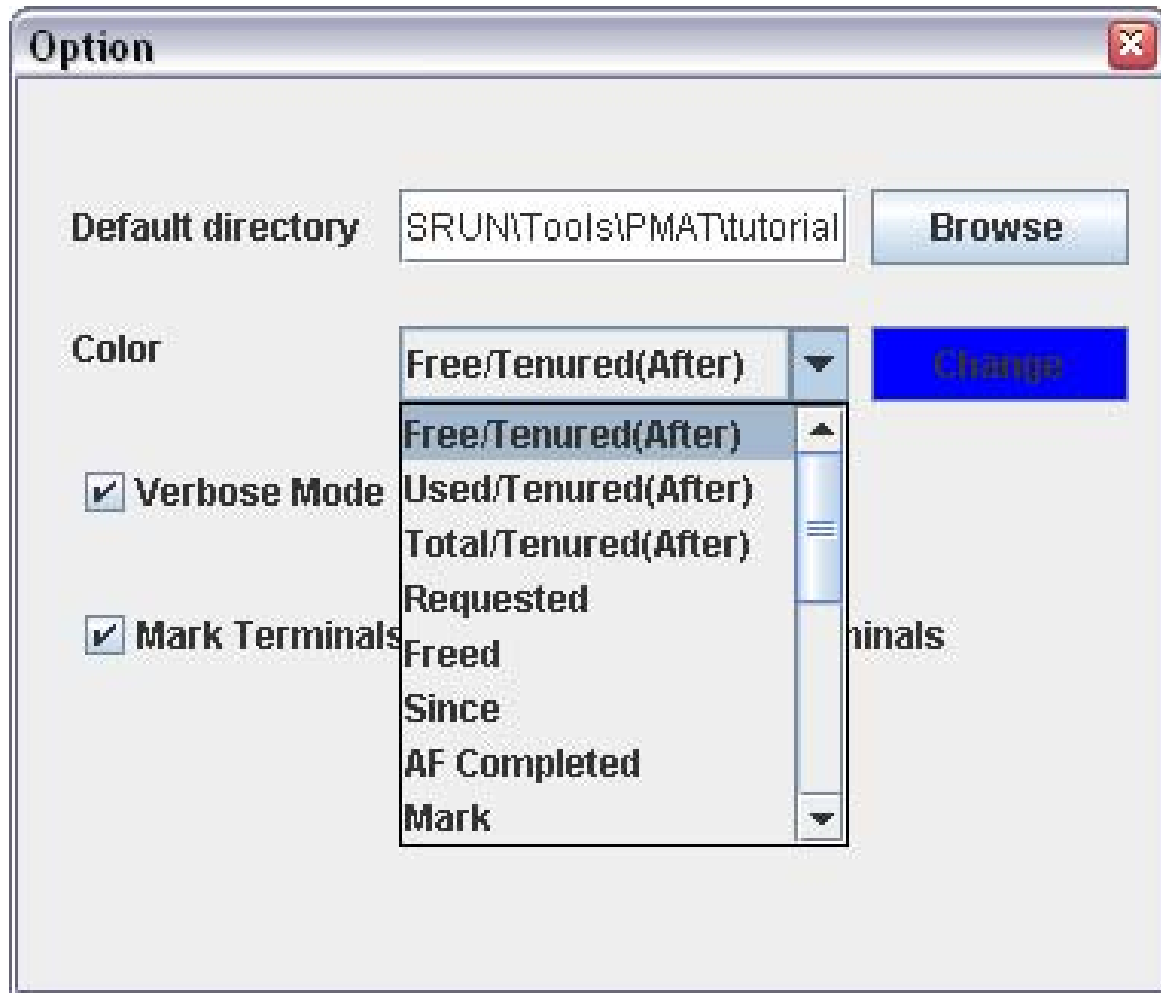
Option

- You can change default directory as well as the following settings:
- Verbose Mode: display messages in console
- Save option: Saves options to configuration file during exit
- Mark Terminals: Mark points of start/end
- Mark non-terminals: Mark points except for start and end



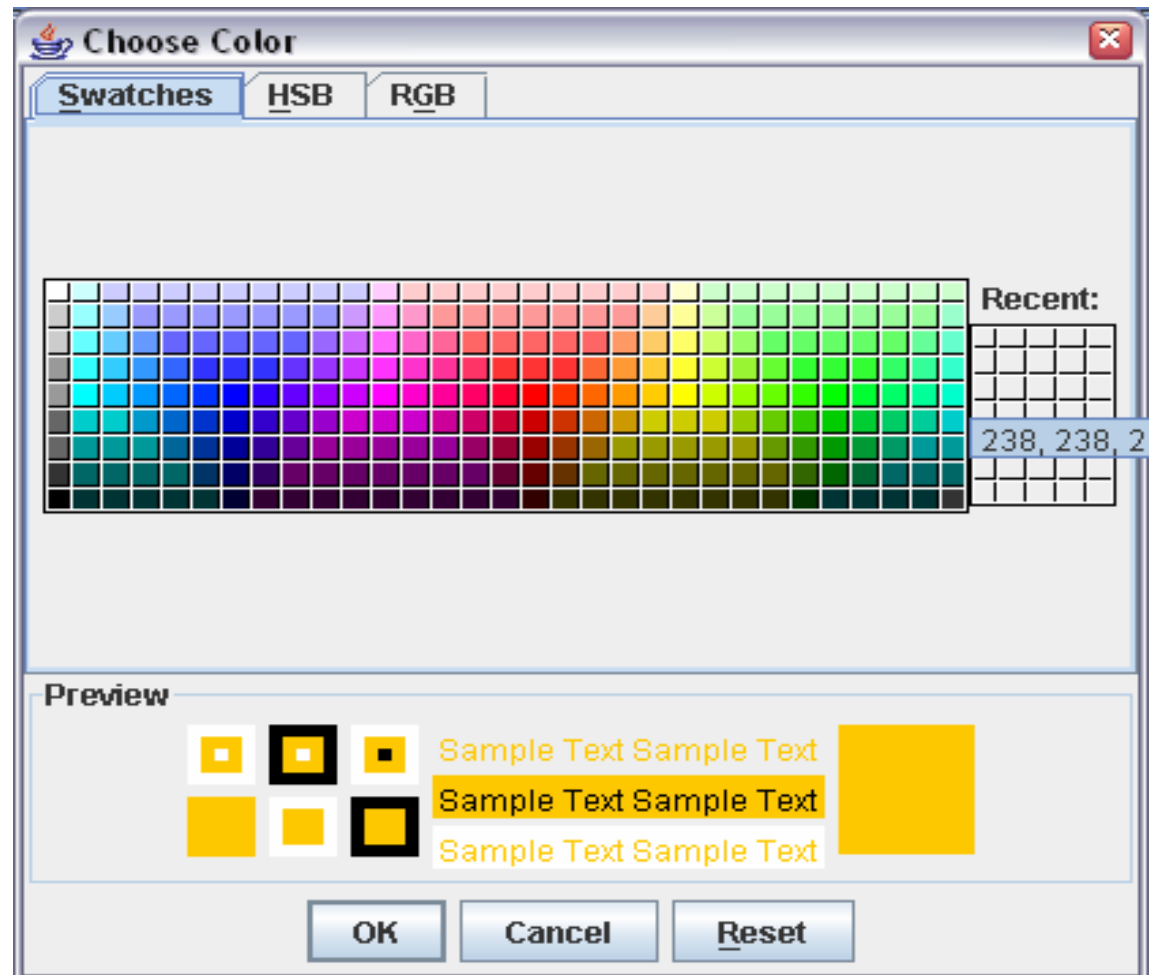
Option

- You can also change color of chart

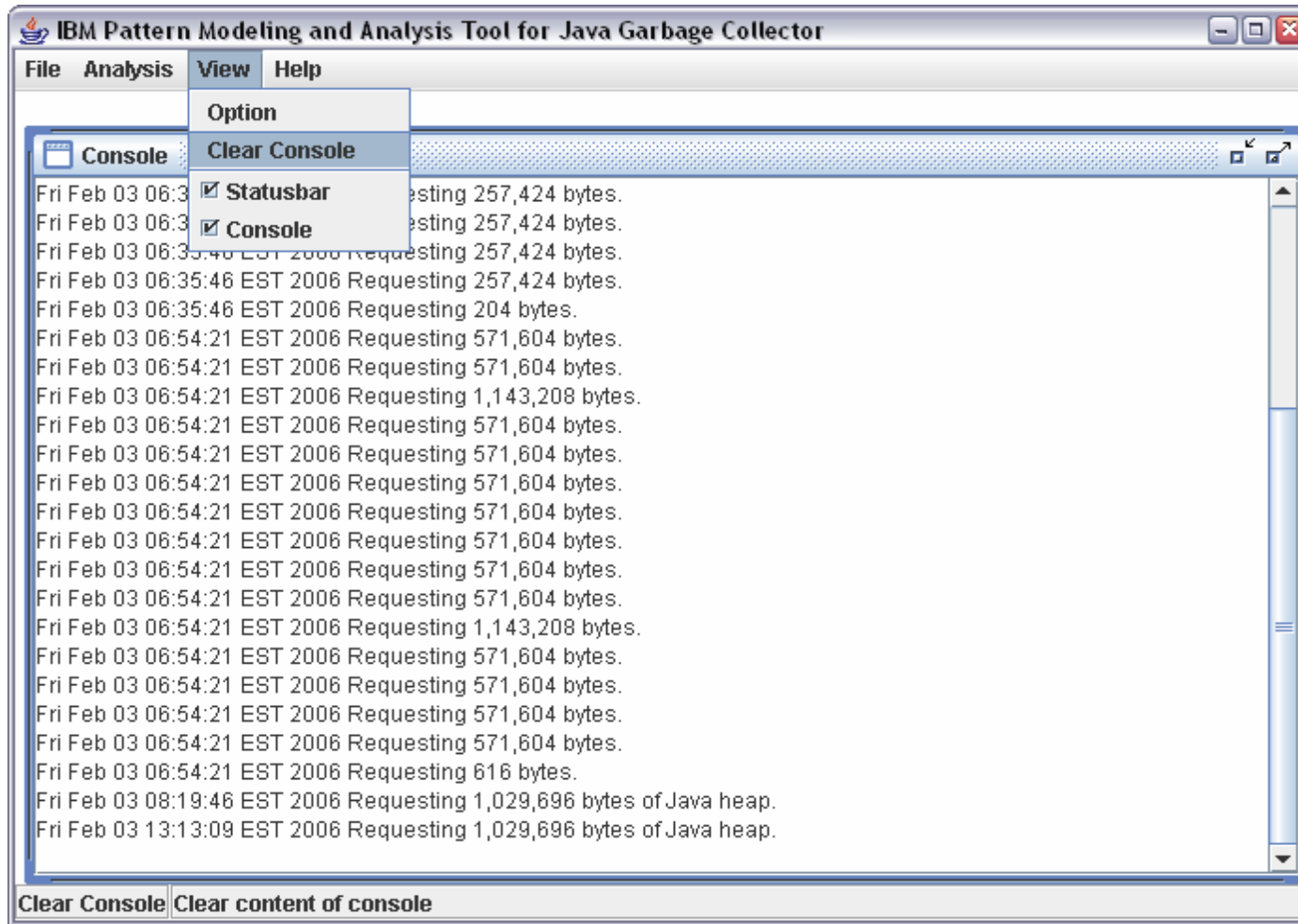


Option

- You can also change color of chart

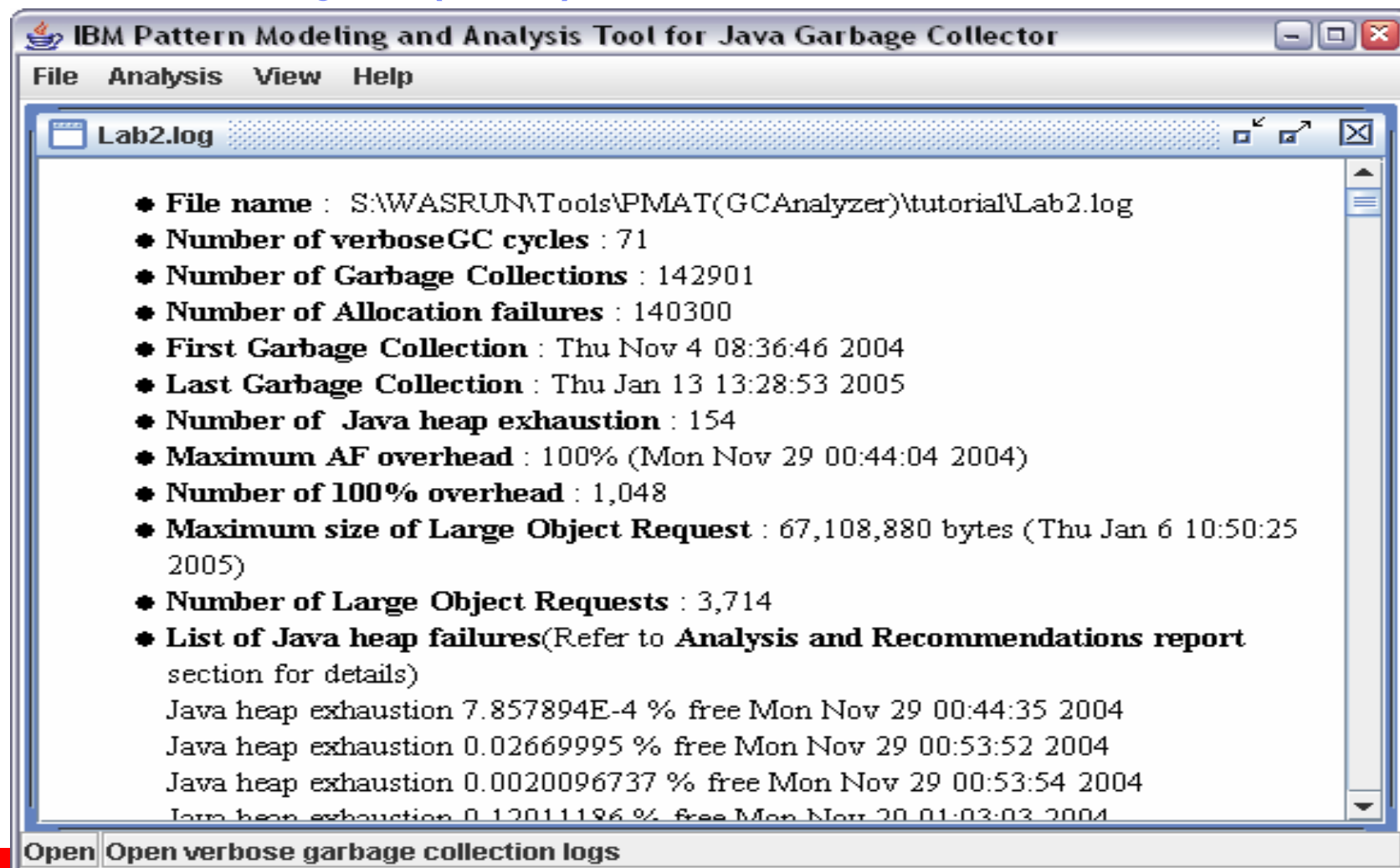


Clear Console

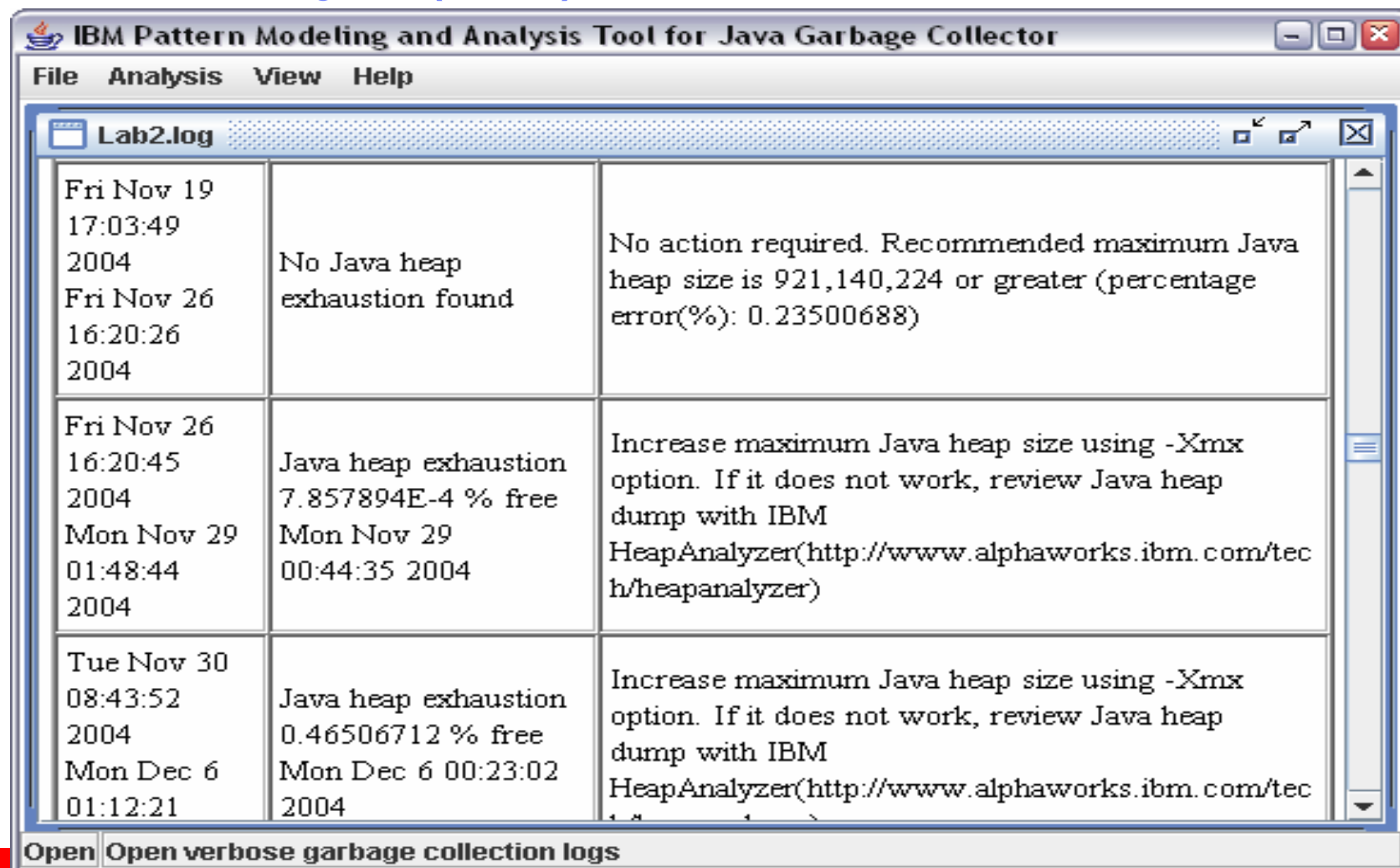


- You can clear logs in console by clicking on View->Clear Console

Case Study I (1/8)



Case Study I (2/8)



Lab2.log		
Fri Nov 19 17:03:49 2004	No Java heap exhaustion found	No action required. Recommended maximum Java heap size is 921,140,224 or greater (percentage error(%): 0.23500688)
Fri Nov 26 16:20:26 2004		
Fri Nov 26 16:20:45 2004	Java heap exhaustion 7.857894E-4 % free	Increase maximum Java heap size using -Xmx option. If it does not work, review Java heap dump with IBM
Mon Nov 29 01:48:44 2004	Mon Nov 29 00:44:35 2004	HeapAnalyzer(http://www.alphaworks.ibm.com/tech/heapanalyzer)
Tue Nov 30 08:43:52 2004	Java heap exhaustion 0.46506712 % free	Increase maximum Java heap size using -Xmx option. If it does not work, review Java heap dump with IBM
Mon Dec 6 01:12:21 2004	Mon Dec 6 00:23:02 2004	HeapAnalyzer(http://www.alphaworks.ibm.com/tech/heapanalyzer)

Open Open verbose garbage collection logs

Case Study I (3/8)

IBM Pattern Modeling and Analysis Tool for Java Garbage Collector

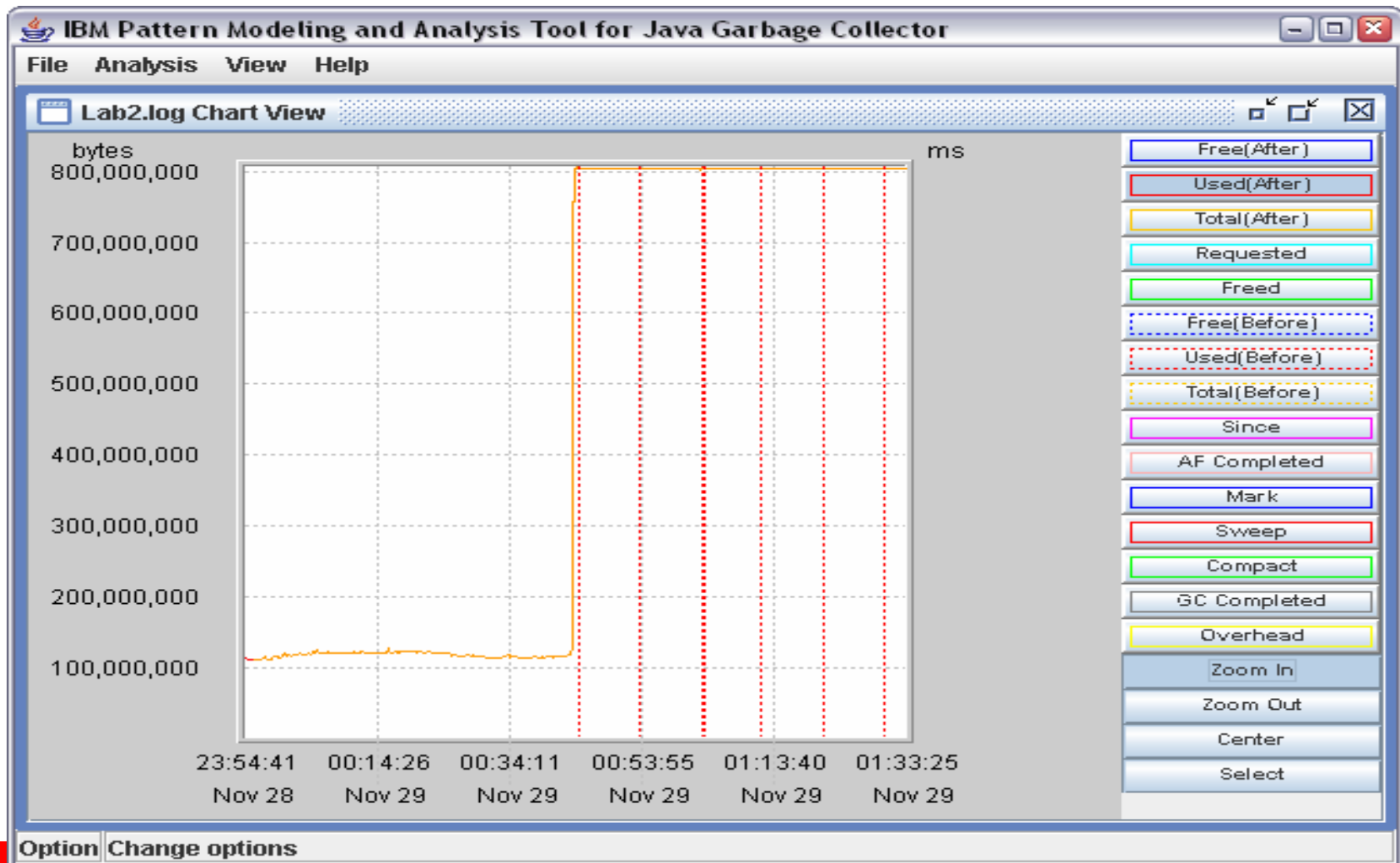
File Analysis View Help

GC View
Graph View
Usage Summary
Duration Summary
AF Summary

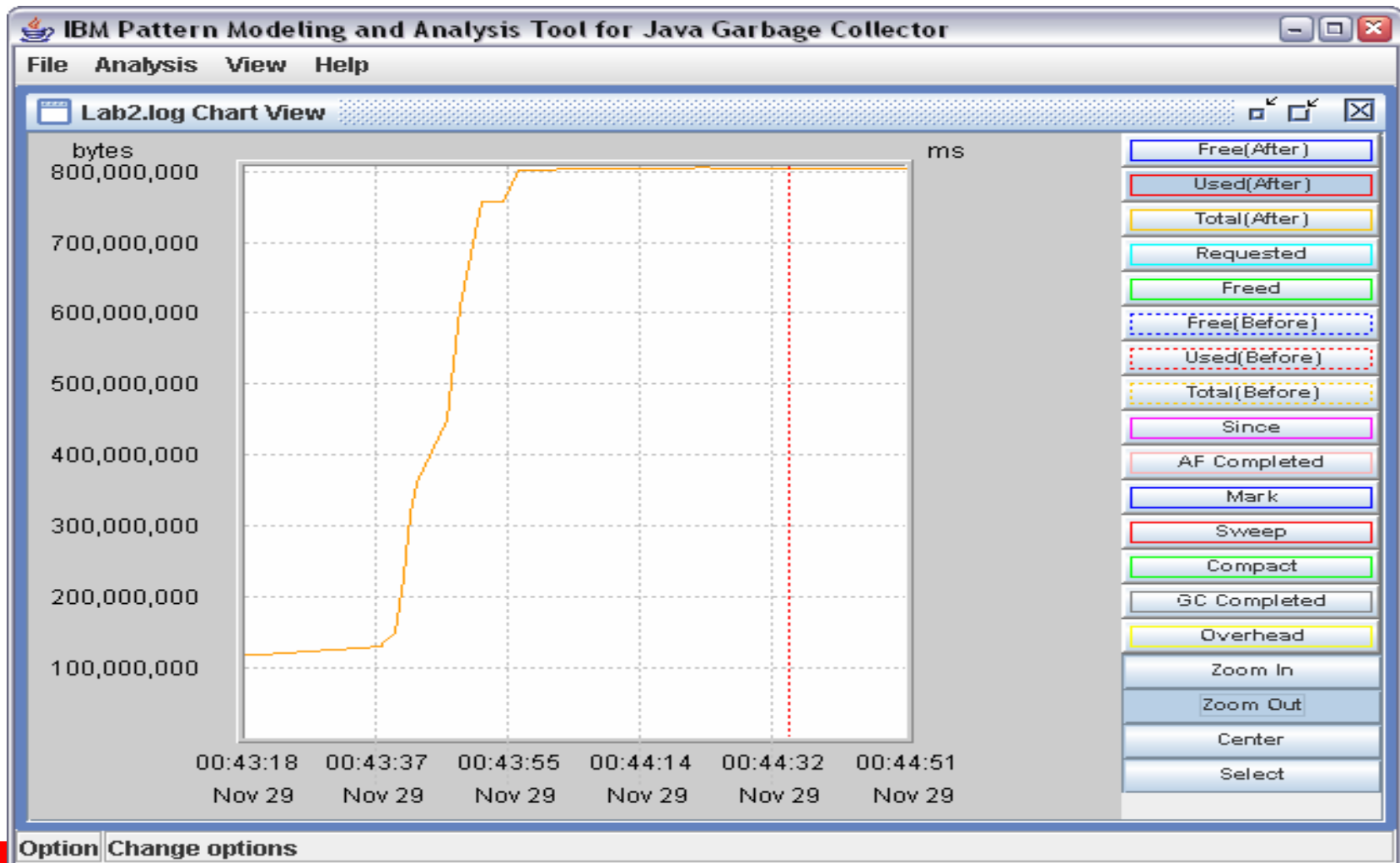
Fr 17 20 Fr	heap found	No action required. Recommended maximum Java heap size is 921,140,224 or greater (percentage error(%): 0.23500688)
16:20:26 2004		
Fri Nov 26 16:20:45 2004	Java heap exhaustion 7.857894E-4 % free	Increase maximum Java heap size using -Xmx option. If it does not work, review Java heap dump with IBM
Mon Nov 29 01:48:44 2004	Mon Nov 29 00:44:35 2004	HeapAnalyzer(http://www.alphaworks.ibm.com/tech/heapanalyzer)
Tue Nov 30 08:43:52 2004	Java heap exhaustion 0.46506712 % free	Increase maximum Java heap size using -Xmx option. If it does not work, review Java heap dump with IBM
Mon Dec 6 01:12:21	Mon Dec 6 00:23:02 2004	HeapAnalyzer(http://www.alphaworks.ibm.com/tech/heapanalyzer)

Graph View GC Graph View of usage and duration

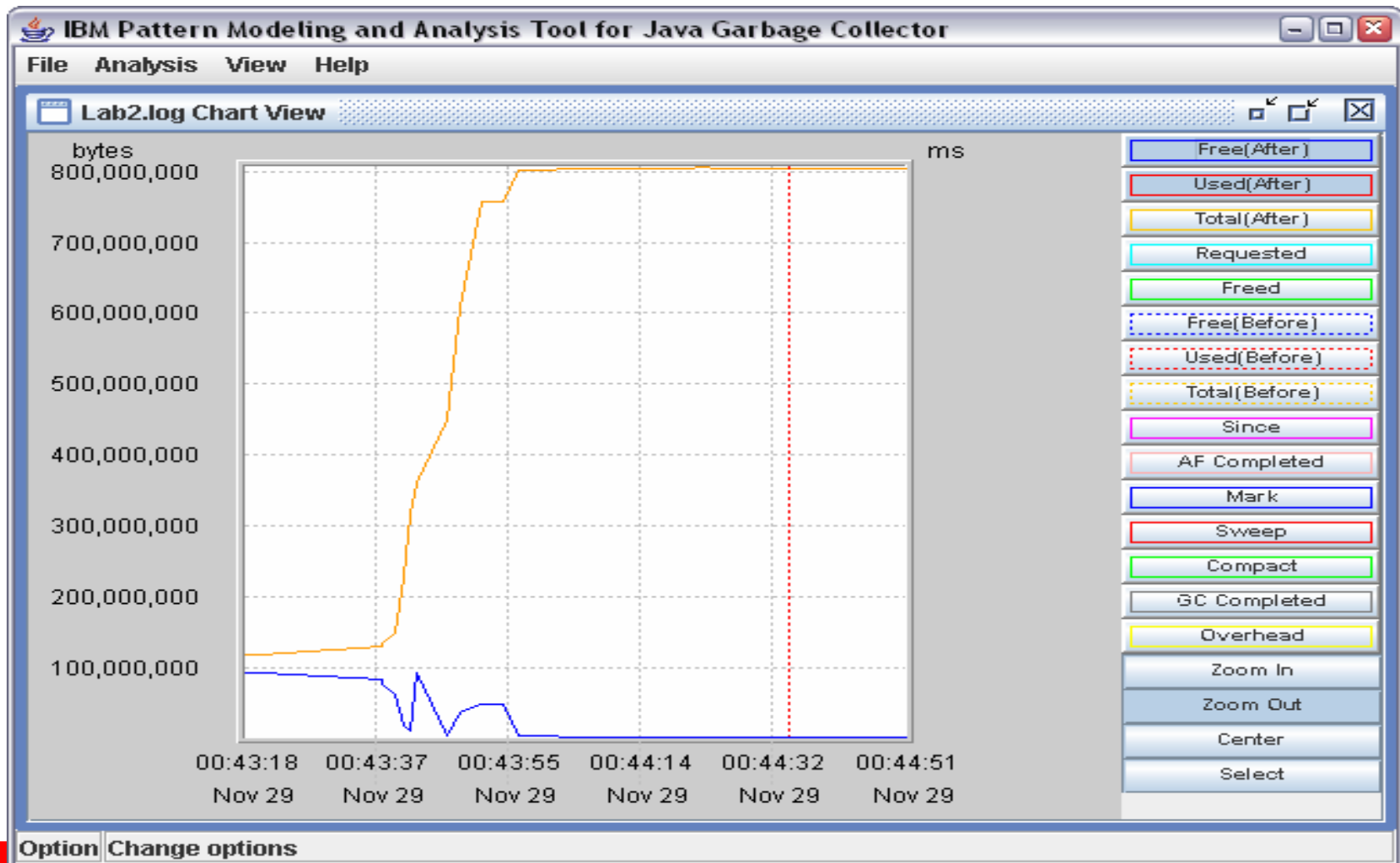
Case Study I (4/8)



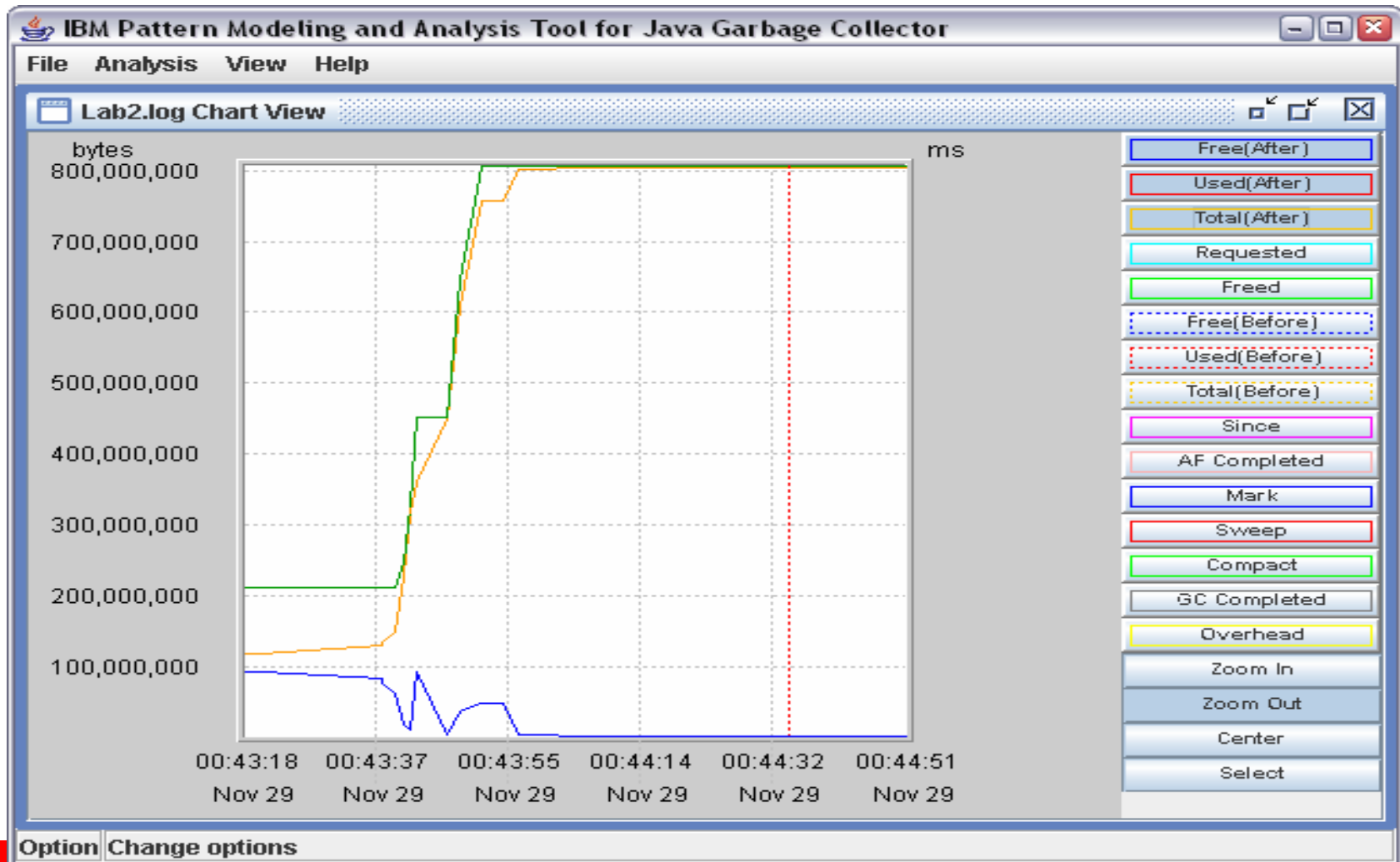
Case Study I (5/8)



Case Study I (6/8)



Case Study I (7/8)



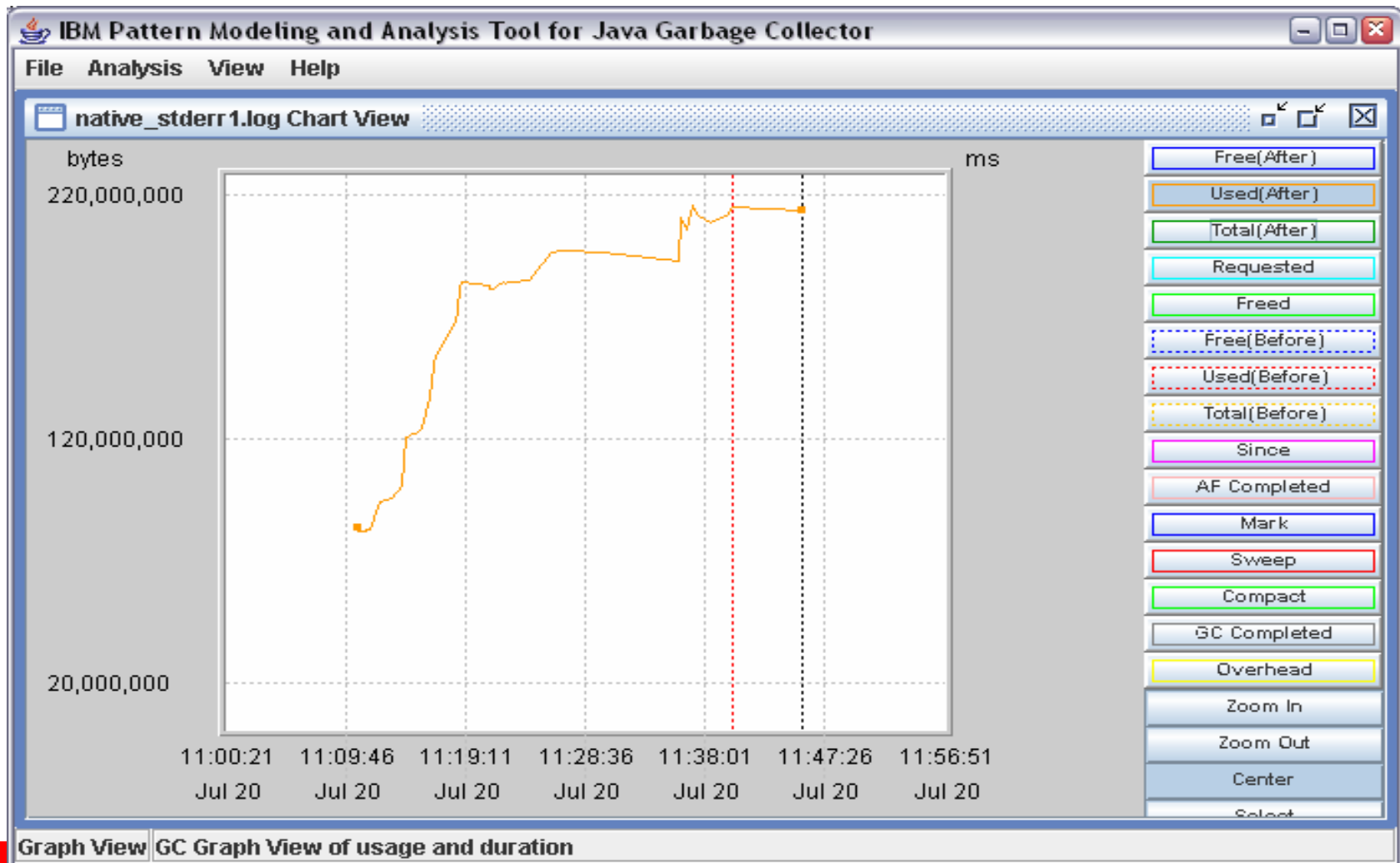
Case Study I (8/8)

IBM Pattern Modeling and Analysis Tool for Java Garbage Collector							
File Analysis View Help							
Lab2.log GC View							
Free	Total	Needed	Freed	Exhausted	AF Completed	Timestamp ▼	AF#
48,728,512	805,304,832	528	48,728,512	No	0	Mon Nov 29 00:43:52 2004	5,217
48,779,560	805,304,832	0	51,048	No	0	Mon Nov 29 00:43:54 2004	5,217
48,779,856	805,304,832	0	296	No	4,894	Mon Nov 29 00:43:55 2004	5,217
4,311,360	805,304,832	528	4,311,360	No	0	Mon Nov 29 00:43:57 2004	5,218
4,468,264	805,304,832	0	156,904	No	0	Mon Nov 29 00:43:59 2004	5,218
4,478,120	805,304,832	0	9,856	No	5,938	Mon Nov 29 00:44:01 2004	5,218
464,752	805,304,832	528	464,752	No	0	Mon Nov 29 00:44:04 2004	5,219
478,672	805,304,832	0	13,920	No	0	Mon Nov 29 00:44:05 2004	5,219
514,712	805,304,832	0	36,040	No	6,120	Mon Nov 29 00:44:08 2004	5,219
71,832	805,304,832	528	71,832	No	2,238	Mon Nov 29 00:44:10 2004	5,220
104,056	805,304,832	528	104,056	No	2,267	Mon Nov 29 00:44:12 2004	5,221
35,312	805,304,832	528	35,312	No	2,303	Mon Nov 29 00:44:14 2004	5,222
27,288	805,304,832	528	27,288	No	2,170	Mon Nov 29 00:44:17 2004	5,223
28,856	805,304,832	528	28,856	No	2,199	Mon Nov 29 00:44:19 2004	5,224
64,320	805,304,832	528	64,320	No	2,236	Mon Nov 29 00:44:21 2004	5,225
1,544	805,304,832	528	1,544	No	2,010	Mon Nov 29 00:44:23 2004	5,226
10,264	805,304,832	528	10,264	No	2,277	Mon Nov 29 00:44:25 2004	5,227
21,048	805,304,832	528	21,048	No	3,489	Mon Nov 29 00:44:29 2004	5,228
3,576	805,304,832	528	3,576	No	2,188	Mon Nov 29 00:44:31 2004	5,229
2,248	805,304,832	528	2,248	No	2,184	Mon Nov 29 00:44:33 2004	5,230
6,328	805,304,832	528	6,328	Yes	532,032	Mon Nov 29 00:44:35 2004	5,231
1,824	805,304,832	528	1,824	No	3,750	Mon Nov 29 00:53:29 2004	5,232
3,832	805,304,832	528	3,832	No	2,286	Mon Nov 29 00:53:31 2004	5,233
9,672	805,304,832	528	9,672	No	2,134	Mon Nov 29 00:53:33 2004	5,234
5,000	805,304,832	528	5,000	No	2,179	Mon Nov 29 00:53:35 2004	5,235
Option Change options							

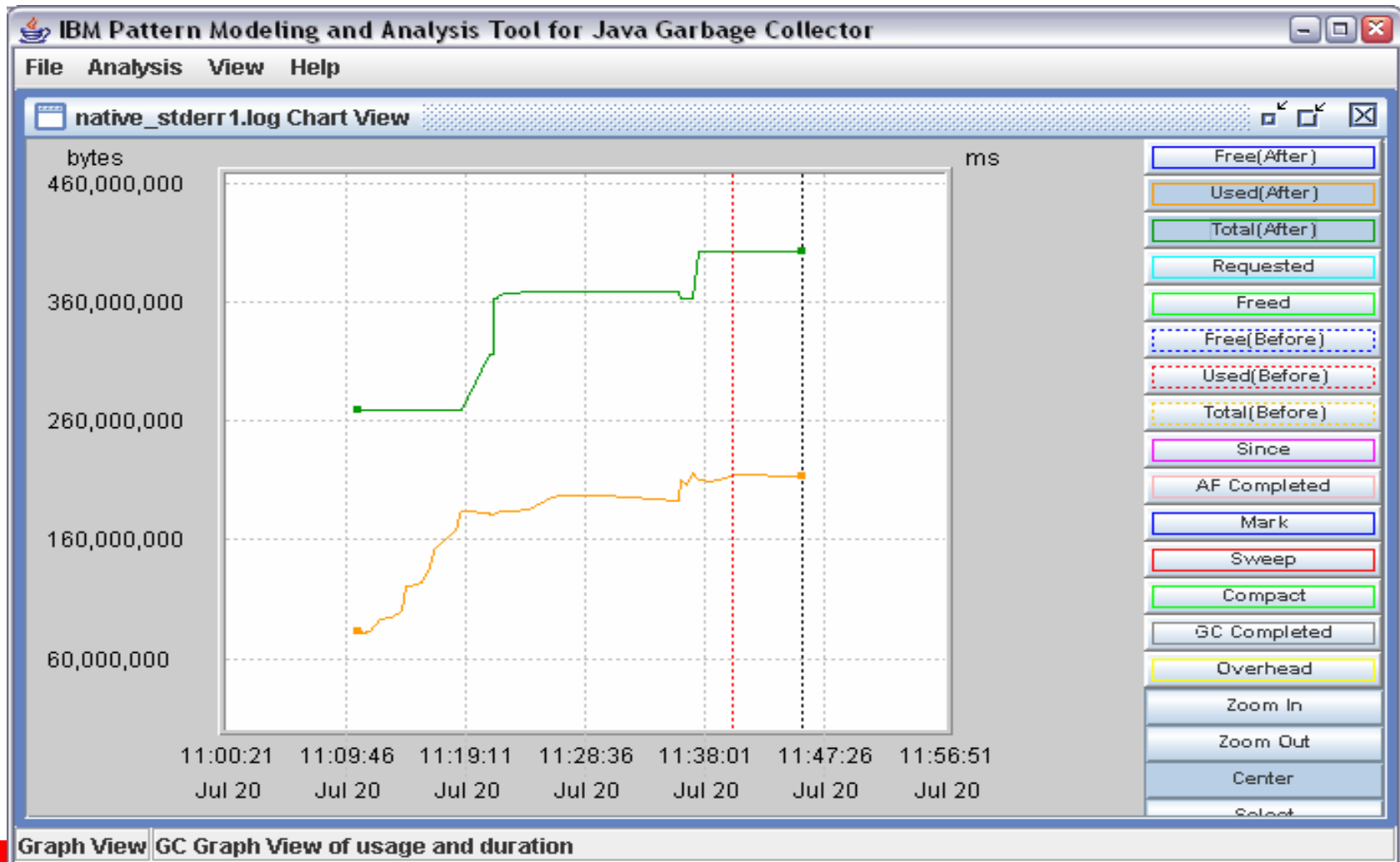
Case Study II (1/5)

IBM Pattern Modeling and Analysis Tool for Java Garbage Collector		
File Analysis View Help		
native_stderr1.log		
09:50:16 2005		(percentage error(%): 0.16037689)
Wed Jul 13 09:57:46 2005 Wed Jul 13 15:45:22 2005	No Java heap exhaustion found	No action required. Recommended maximum Java heap size is 265,910,640 or greater (percentage error(%): 0.13817042)
Wed Jul 13 16:06:17 2005 Wed Jul 20 10:41:44 2005	No Java heap exhaustion found	No action required. Recommended maximum Java heap size is 337,833,056 or greater (percentage error(%): 0.11005414)
Wed Jul 20 11:10:48 2005 Wed Jul 20 11:45:39 2005	Too large object request. Could not locate 61,595,664 bytes of contiguous space / 187,554,200 bytes available Wed Jul 20 11:40:15 2005	Deploy swprofiler to identify the source of large object request. Swprofiler can print stack traces of the threads causing problems It's available at http://www-1.ibm.com/support/docview.wss?uid=swg21162314 (MustGather: Determining the application code responsible for causing allocation failures)
Graph View GC Graph View of usage and duration		

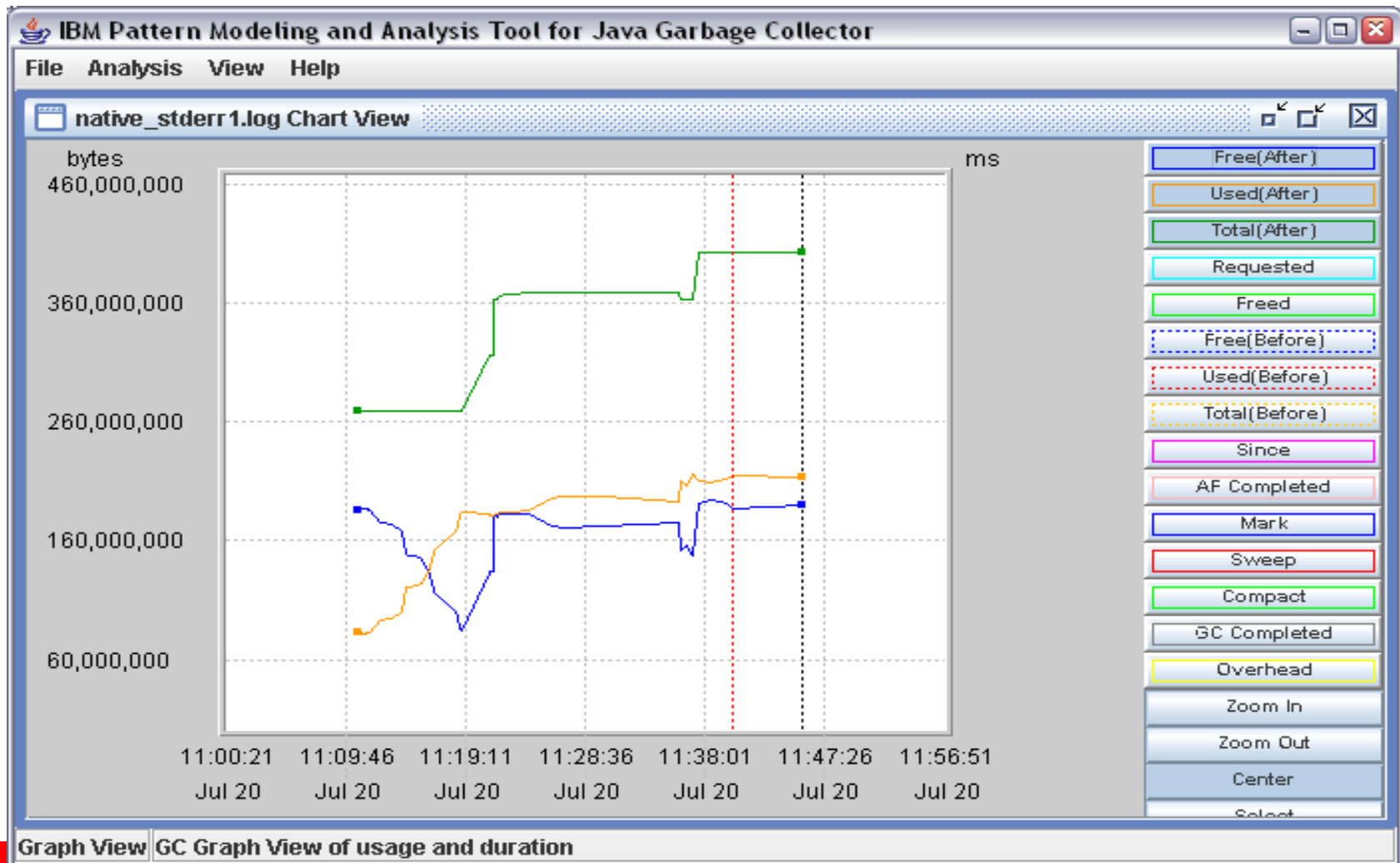
Case Study II (2/5)



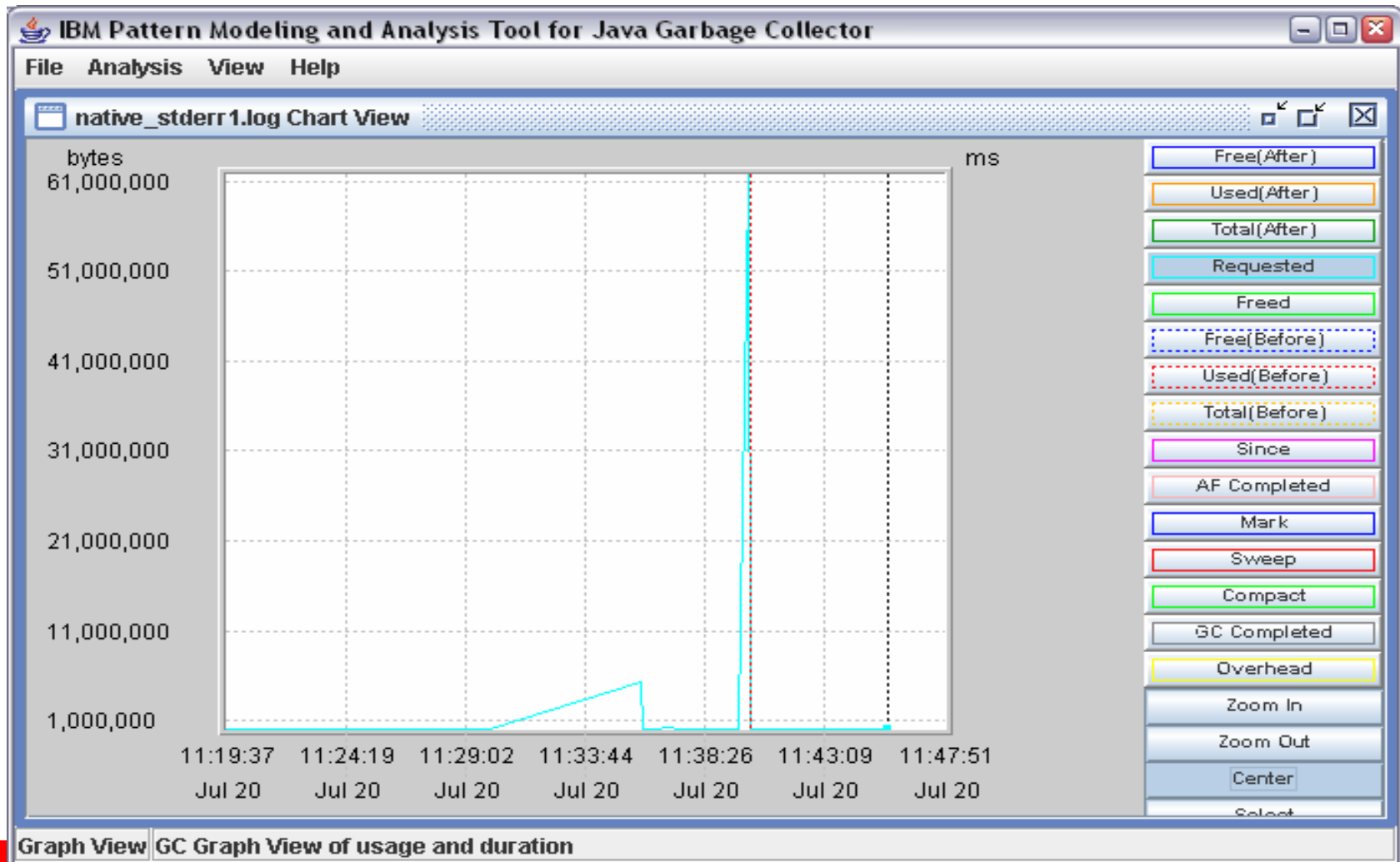
Case Study II (3/5)



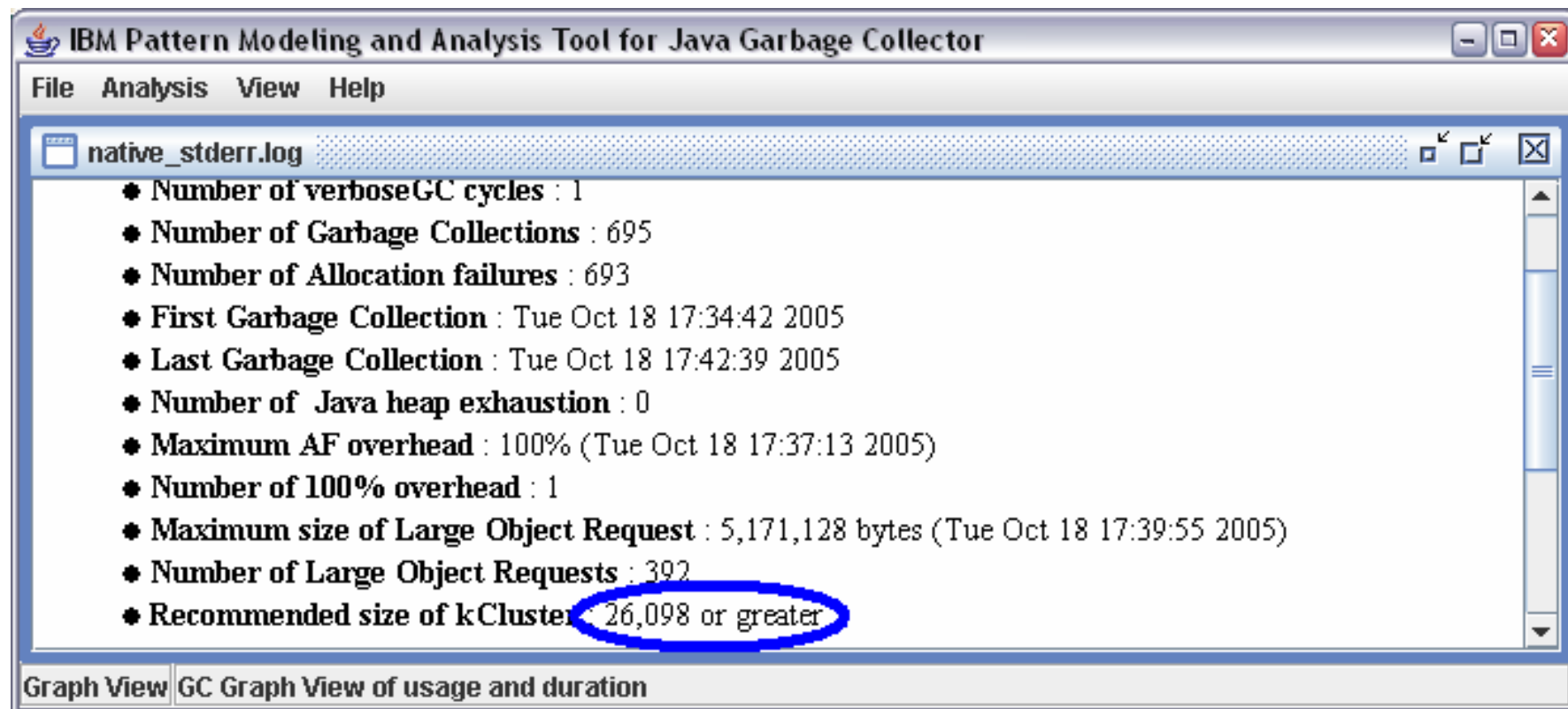
Case Study II (4/5)



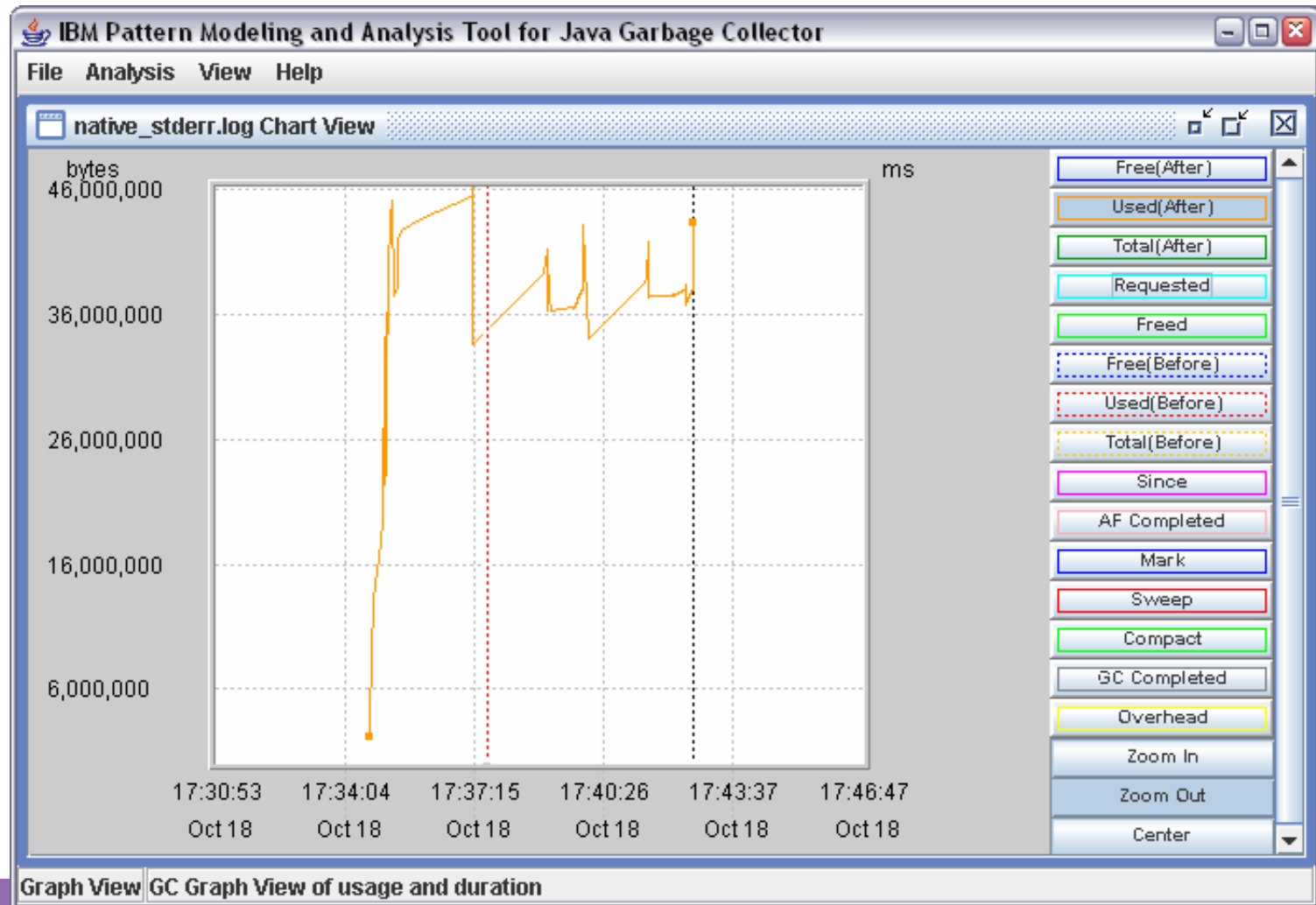
Case Study II (5/5)



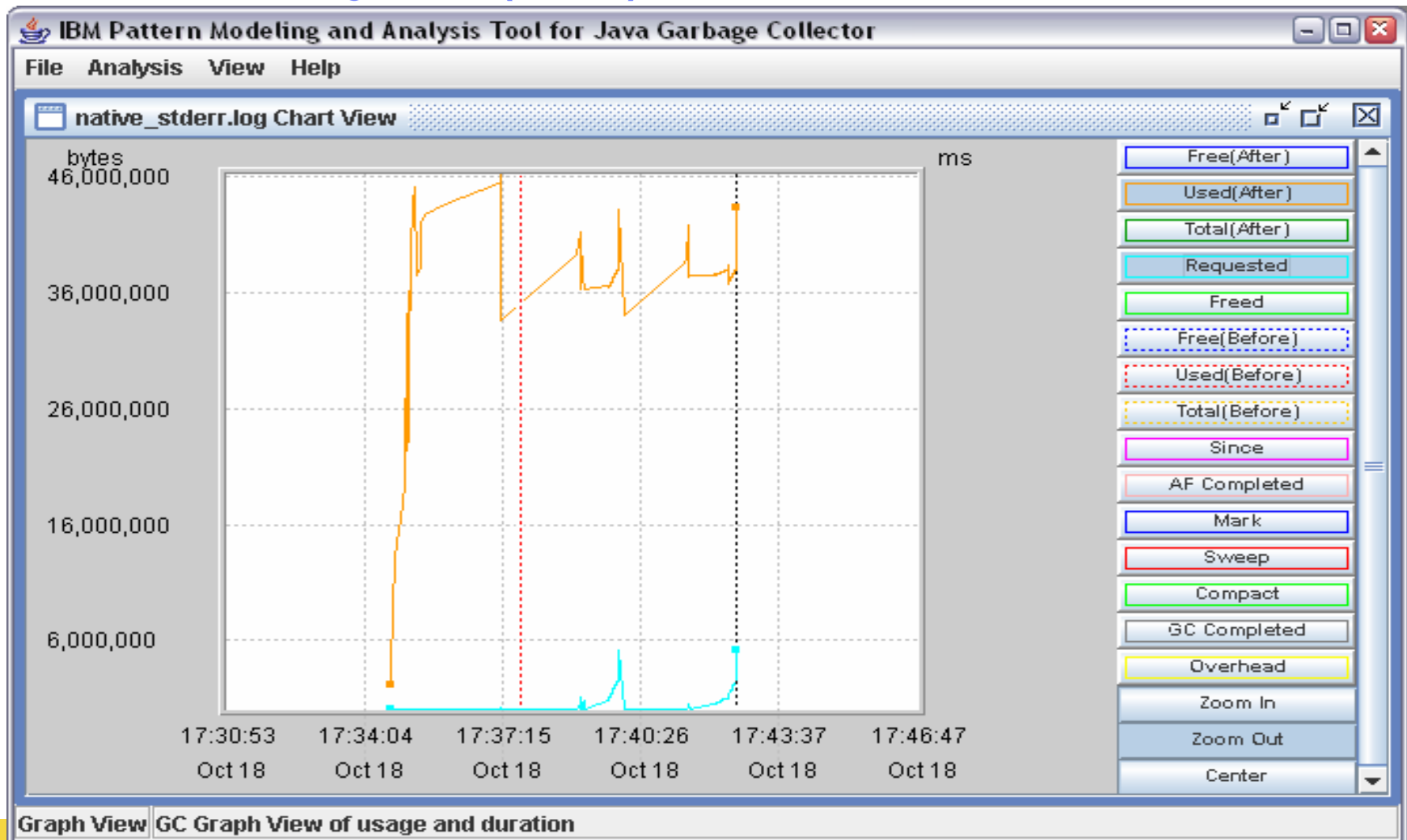
Case Study III (1/5)



Case Study III (2/5)



Case Study III (3/5)



Case Study III (4/5)

- What is kCluster?

Objects that are on the Java heap are usually mobile; that is, the garbage collector (GC) can move them around if it decides to resequence the heap. Some objects, however, cannot be moved either permanently or temporarily and might cause problems. One of them is a class block.

The GC allocates a kCluster as the first object at the bottom of the heap.

A kCluster is an area of storage that is used exclusively for class blocks.

It is large enough to hold 1280 entries.

Each class block is 256 bytes long.



Case Study III (5/5)

- How can I find out the number of classes?

GC trace data obtained by setting

-Xtgc2 (SDK 1.3.1 SR7 or higher)

or

-Dibm.dg.trc.print=st_verify (SDK 1.4.2)

provides a guide for the optimum size of the *kCluster*.

- How can I set kCluster ?

-Xknnnn

where *nnnn* specifies the maximum number of classes the kCluster contains. -Xk instructs the JVM to allocate space for *nnnn* class blocks in kCluster.



Generic JVM settings on admin. console

- On WebSphere Application Server V5
Servers > Application Servers > *server_name* > Process Definition > Java Virtual Machine > Generic JVM Arguments
- On WebSphere Application Server V6
Servers > Application Servers > *server_name* > Java and Process Management > Process definition > Java Virtual Machine > Generic JVM Arguments
- On WebSphere Application Server V4
 1. Select the Application Server and go to the **JVM Settings** tab.
 2. Click on the **Advanced JVM Settings** button.
 3. Enter the values in the **Generic JVM Arguments** section.
 4. Click **OK**.
 5. Click **Apply**.
 6. Stop and re-start the Application Server.

Useful links

- IBM SDK Diagnostics Guides
<http://www-106.ibm.com/developerworks/java/jdk/diagnosis/>
- IBM Pattern Modeling and Analysis Tool for IBM Java
Garbage Collector <http://www.alphaworks.ibm.com/tech/pmat>
- IBM HeapAnalyzer
<http://www.alphaworks.ibm.com/tech/heapanalyzer>
- Webcast replay: Using IBM HeapAnalyzer to diagnose Java
heap issues
<http://www.ibm.com/support/docview.wss?uid=swg27006624>



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 support emails:
www.ibm.com/software/support/einfo.html

Questions?

