



IBM Software Group

# IBM® WebSphere® Everyplace® Deployment V6 IBM Support Assistant (ISA) Plug-in



@business on demand.

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Updated October 3, 2005

## IBM Support Assistant

- Web downloadable application
- Extended via creation of “plug-in”
- Multiple plug-ins can be installed



## Functions provided by ISA Application

- Search (Invokes Web Browser)
- Support (Invokes Web Browser)
- Education (Invokes Web Browser)
- Service



## ISA Search Function

- Provides a “federated” search capability
- Search can include the following sources:
  - ▶ IBM Software Support Documents
  - ▶ IBM developerWorks
  - ▶ IBM Newsgroups and Forums
  - ▶ Google Web Search



# ISA Education Function

[Links to IBM WebSphere Everyplace Deployment Education Links](#)



## Support Function

### Links To:

- Support Site
- Home Page
- Newsgroup and Forums



## WebSphere Everyplace Deployment ISA Plug-in Service Function

### Provides the following capabilities:

- ▶ Capability for data collection for PMRs
- ▶ Capability to create PMRs via ESR API
- ▶ Capability to list all electronically created PMRs
- ▶ Capability to provide additional logs for existing PMRs



## ISA Service Function (WSED)

### Collection Categories:

- WebSphere Everyplace Deployment
- Device Management Server General Problem
- DB2 Everyplace General Problem
- User Management, Logon, or WS Member Manager
- WebSphere Application Server
- IBM HTTP Server
- WebSphere Plugin Application
- WebSphere Everyplace Deployment Install, Configuration, or Uninstall Problem (all the above)





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