

WebSphere Application Server V8.5.5 Problem Determination

Description

This course teaches you how to manage WebSphere Application Server problems more skillfully within your organization by using problem determination tools and techniques. The instructor and students explore common scenarios that you might face in your daily activities. You also learn methodologies and techniques for problem determination, including how to use online IBM support tools to resolve problems. In addition, you learn how to communicate more effectively with IBM support teams so they can identify a problem and find its solution.

The course covers problems that are associated with Java virtual machine (JVM) tuning and memory management, database connectivity, connection pool configuration, security configuration, server start and stop failures, application deployment, web requests, and default messaging.

In hands-on lab exercises throughout the course, you gain practical experience with problem determination techniques by using your newly acquired skills within various scenarios. These scenarios include hung threads, OutOfMemory errors, crashes, data source configuration, security-related issues, server start and stop failures, web requests, and Java Message Service (JMS) message flow issues.

Audience

This intermediate course is designed for anyone who works on WebSphere related applications and projects, including administrators, IBM Business Partners, independent software vendors (ISVs), and consultants.

Outline

Course introduction

Overview of WebSphere Application Server systems and components

Using the IBM Support Assistant Team Server 5.0

Problem determination methods

Gathering diagnostic data

Introduction to JVM-related problems

How to troubleshoot hangs

How to troubleshoot crashes

Introduction to WebSphere out-of-memory problems

Introduction to database connection problems

Tuning and connection pool management problems

WebSphere security configuration problems

Application deployment problems

Server start failures

Request flow and web container problems

Default messaging provider problem determination

WebSphere installation problems when using IBM Installation Manager

Intelligent Management problem determination and problem determination tools

Course summary

Prerequisites

WebSphere Application Server V8.5.5 Administration