Working with IBM WCS Support

Jeff Johnson, Jason Hall, Matt Thomas
WebSphere Commerce Support
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WebSphere® Support Technical Exchange

ON DEMAND BUSINESS™

Agenda

- Support Overview

- Client Success Essentials

- Opening PMRs – Getting started the right way

- Tips for Driving Problem Resolution

- MustGather Data

- Escalation Process

- Suggested Next Steps

Software Support Handbook

→ http://www.ibm.com/support/customercare/sas/f/handbook/home.html

- Introduce you to IBM Software Support, programs, policies, and procedures
- Help effectively utilize the Knowledge Content available on Web and Self Assist tools
- Improve your experience when contacting IBM Software Support for assistance

WebSphere Commerce Support

- **Global Team:**
  - 30+ engineers distributed globally
  - Canada (Toronto), United States (Raleigh, Austin, Costa Mesa), Ireland, China, India
  - 24x7 Support for production sev 1 issues (WW Mon-Fri, North America Sat-Sun)

- **Mission:**
  - Software Support Handbook: *"Provide defect support, answer 'how-to' product related questions"*
  - Reality: Partner with clients to understand, troubleshoot, resolve, mitigate product-related issues
  - ⚠ **Educate** (technical exchanges, blogs, articles), Best Practices, drive quality back to product/docs

- **Collaboration and Relationships:**
  - Support, Product Development, Test, Services, Sales
  - Commerce, WAS, DB2, (Sterling, WESB, etc..)

- **Subject Matter Experts**
  - Each engineer works roughly 1/3 of the product, specializes in 2-3 distinct areas, distributed WW

Client Success Essentials Community

- *Learn from the **experience** of others*

UPCOMING EVENTS

Date: **October 9-11, 2013** InterConnect 2013 Marina Bay Sands, Singapore

QUARTERLY NEWSLETTER

WebSphere Commerce Newsletter
This document features the most requested documents as well as those identified as valuable in helping answer your questions related to WebSphere Commerce products. The list will be updated periodically to reflect new trends and issues.
Subscribe now

SOCIAL MEDIA

Smarter Commerce - Client Success Essentials community

Everything Commerce - developerWorks blog

Marketing and Promotions Handbook - developerWorks blog

WebSphere Commerce Search Cookbook - developerWorks blog

WebSphere Commerce Support on Twitter

VIDEOS AND TUTORIALS

Webinar: IBM Education Assistant (IEA) WebSphere Commerce V7.0 Feature Pack 6 Overview
►Search all WebSphere Commerce IEA's

Webinar: WebSphere Commerce Search: WebSphere Commerce Architects, Developers, and IBM Partners

Managing Category Attributes in WebSphere Commerce

Introduction to Subscriptions In WebSphere Commerce

The power of extended sites. Part I shows how easy it is to setup up an extended site
Part II shows how you can change out site content using eMarketing spots

CONNECT WITH THE EXPERTS: SUPPORT TECHNICAL EXCHANGE (STE) REPLAYS

October 10, 2013 - MigrateEncryptedInfo - Usage and Troubleshooting

September 17, 2013 - WebSphere Commerce Marketing: Troubleshooting Common Issues

August 29, 2013 - WebSphere Commerce Performance

August 14, 2013 - WebSphere Commerce - Introduction to Troubleshooting System Outages

August 7, 2013 - Introduction to Dataload and basic Dataload troubleshooting

August 6, 2013 - WebSphere Commerce - Common Scenarios Affecting the Availability of a Site

July 24, 2013 - Troubleshooting WebSphere Commerce maintenance installation issues

July 17, 2013 - WebSphere Commerce Solr Search: Common Customization Scenarios

July 9, 2013 - Using RESTFul service in WebSphere Commerce

June 26, 2013 - Configuring WebSphere Commerce Build and Deploy for Success

June 18, 2013 - WebSphere Commerce Solr Search: Troubleshooting Common Issues

IBM Industry Solutions Client Success Essentials

Event Readiness

You are in: Event Readiness Community > Event Readiness Wiki > Holiday Readiness

Holiday Readiness

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Overview
Recent Updates
Status Updates

Our goal is to proactively ensure our clients leveraging Smarter Commerce have a successful peak [...] by providing a stable IBM retail solution and reacting quickly to any critical client situat[...]

Program Highlights

- IBM taking a **proactive approach** to reach out and Support to clients in preparation of peak revenue season
- Success through **enhanced IBM collaboration** partnered with **proactive risk mitigation for clients**
- Internal and seamless **collaboration** across product and functional teams within Smarter Commerce solution, on client's behalf
- **Mitigation of risk** through e-Support initiatives/client messaging, to avoid issues in the first place
- **Timely response** through enhanced staffing and internal awareness and communication
- **Expedited resolution** through internal IBM cross-team escalation and technical focals

IBM Client Success Essentials - WebSphere Commerce

Opening PMRs – Getting started the right way

- **What are the common questions to ask yourself and data to collect before opening a PMR**

    - What version of Commerce or Sterling, WAS, Database are you on?

    - What maintenance is applied in the environment? (Fixpack, feature pack, iFixes/APARs, HotFixes, etc)

    - Which environment(s) does this happen on? (UAT, SIT, Production, Stage, etc)

    - What is the behaviour, and what is the expected behaviour? Was this ever working? What has changed?

    - Can this be reproduced? Where? What are the exact steps to reproduce the problem?

    - Any recent data loads, catalog updates, upgrades, promotions, traffic increase, etc that could contribute?

    - Provide any data captured that will help speed up problem resolution.(MustGather Data Collection)

    - Best way to contact you (or alternate contact), preferred working hours

    - If you have other related PMRs open/closed

    - What is the impact of the problem on your site.

Opening PMRs – Getting started the right way (cont.)

- Determining PMR Severity and Business Impact:

Severity	Business Impact	Example
1	• Critical situation/<u>System Down</u> • Business critical component is inoperable • Usually applies to a <u>production</u> environment	• Unable to Start Production server • Unable to take orders • Out of Memory
2	**Severe Impact**: A component is severely restricted in it's use, causing significant business impact.	• Problem loading new products into the catalog • Issue deploying a new build • Product defect that impacts functionality and has no workaround
3	**Moderate Impact**: A non-critical component is malfunctioning, causing a moderate business impact	• Issues with customization's • Issue performing maintenance updates to a non-production environment • Product defect where there is a workaround.
4	**Minimal Impact**: A non-critical component is malfunctioning, causing minimal impact.	• Documentation incorrect • Inquiries on product functionality • How to plan a migration

- Determining the proper severity is important and should not be abused.
- Describe the Business Impact of this problem to you, your business users, and shoppers

  - Provide the following details: Upcoming project deadlines(specific dates), Planned site launch, Scheduled deployment, Usability, Lost orders, etc.

Opening PMRs – Getting started the right way (cont.)

Severity	Support Response Goals
1	Within two hours
2	Within two business hours
3	Within two business hours
4	Within two business hours

- Severity 1 PMR's are to be responded to 7 days a week, 24 hours a day, including holidays.

- Business Hours are Monday – Friday with the time defined by time zone and country business hours
  For example: In North America 8:00 am to 5:00 pm

- It is key to agree on a follow-up date with your support representative.
  (Depending on the complexity of the issue, the response may take days.)

Opening PMRs – Getting started the right way (cont.)

- **Use Service Request (SR) tool to open, monitor, update, search for your PMRs electronically via the web**

  - http://www.ibm.com/support/entry/portal/Open_service_request

  - **ftp://public.dhe.ibm.com/software/websphere/techexchange/SRToolOverview.pdf**

  -

- **Exchanging information with IBM Support**

  - Ways to communicate:

    - Through updates in the Service Request (SR) Tool

    - Through email using websphere_support@ecurep.ibm.com with the PMR number in comment line.

      Note: Do not email L2 engineer directly

  - Upload files to IBM

    - http://www-05.ibm.com/de/support/ecurep/index.html

    - **Explain contents of each file upload** (What was captured/scenario, steps to recreate, timestamp it was captured, etc)

  - Provide ETA on any planned data collection or test of suggestion back to IBM

Tips: Driving Problem Resolution

- **Contribute to a faster problem resolution:**

  - Pre-review **the following information for assistance and known issues:**

    - IBM Support Portal http:www.ibm.com/support/

    - IBM Education Assistant http://www-01.ibm.com/software/info/education/assistant/

    - DeveloperWorks forums
      https://www.ibm.com/developerworks/community/forums/html/forum?id=11111111-0000-0000-0000-0000

    - WebSphere Commerce Knowledge Center

      http://www-01.ibm.com/support/knowledgecenter/SSZLC2_7.0.0/landing/wc_welcome.html

  - Pre-read and become familiar with critical MustGather docs or data requests <u>before</u> intermittent issue re-occur

    - Ensure you understand what will be needed to gather the right data when the time comes

    - Ask questions in advance

MustGather Data Collection

- WebSphere Commerce Support published a set of MustGather documents that list the diagnostic files that are required for troubleshooting problems.

  http://www-01.ibm.com/support/docview.wss?uid=swg21440712

- It is important to familiarize yourself with these documents so the right data can be captured before opening PMRs (leads to faster problem resolution)

- When collecting the MustGather data, it is important to provide support with key information about the data collected:

  - Specific time when issue occurred. A time frame of when the problem was reproduced

  - Verify that you have captured the problem in logs before sending to support.

  - If possible, try and isolate the issue in the trace

  - Ideally, try and capture traces from single user environment

  - Steps executed to recreate the issue

Escalation process:

- **Leverage the proper channels to engage Support**

  - Follow PMR process to engage Support on any new issue that is perceived as a 'product' problem

    - Ensures the correct 'component' owner and facilitates around-the-clock support for urgent issues

    - If at any point you feel we are not meeting our commitments to you, call more attention to your problem by following these steps:

      1) Contact the Support Analyst (via direct phone, email, or SR) and clarify the business impact of your problem Call 'IBM Software Support' number and request a call back from the next available technician (24x7). WorldWide numbers: **http://www.ibm.com/planetwide/**

      2) Raise the severity level of the problem (PMR) and provide new business impact if it has changed.

      3) Ask the Support Analyst to connect you with their manager to gain prompt attention and management focus

      4) Call 'IBM Software Support' and ask to speak to the "Duty Manager" who will ensure the correct resources are engaged and focus in place (24x7)

- **Weekend / Holiday Support**

  - Support on weekends and holidays is limited to production type outages – severity 1 pmrs.

  - Weekend Support is considered Friday 8:00pm est through Sunday 8:00pm est

  - All weekend support is handled through the page-out process.

Prepare for Seasonal Traffic Peaks

- **Experiences teach us there are keys to think about BEFORE your peak, to avoid PMRs**

  1. Apply recommended fixes and settings
  2. Freeze custom code
  3. Test functionality and performance (using real amounts of users, catalog size, number of promotions)
  4. Perform regular backups
  5. Enable monitoring
  6. Minimize problem determination time (IEA, ISA, ISALite)
  7. Anticipate potential roadblocks (Flashes, Proactive Emails, RSS Feed)
  8. Database maintenance (Oracle maintenance, frequent DBCLEAN on operational tables)
  9. Integration strategy
  10. Caching strategy

- **Preparing WebSphere Commerce for the peak holiday season**
  http://www-01.ibm.com/support/knowledgecenter/SSZLC2_7.0.0/com.ibm.commerce.install.doc/tasks/tig_peak.htm?lang=en

Summary

- Familiarize yourself with Support processes

1 Review Software Support Handbook, familiarize yourself with PMR process

   http://www.ibm.com/support/customercare/sas/f/handbook/home.html

   - Read it all, particularly the 'Before Contacting IBM Support' section (page 14)

2 Keep yourself up to date
   - Commerce Flashes and Alerts (http://www.ibm.com/support/docview.wss?uid=swg21141151)
   - Quarterly Pro-active Commerce Newsletter (http://www-304.ibm.com/support/docview.wss?uid=swg27009854)
   - Peak Season Preparedness Document (http://www.ibm.com/support/docview.wss?uid=swg21316795)
   - Support RSS Feeds (http://www.ibm.com/software/support/rss/)
   - Follow Commerce on Twitter (http://twitter.com/#!/ibm_commerce)

3 Get access to the IBM Industry Solutions Client Success Essentials Community

   https://www-304.ibm.com/connections/communities/service/html/communityview?communityUuid=d58614c7-a87a-4bea-a

4 Leverage the proper channels when engaging product Support

5 Become familiar with key documents

   MustGather Listing: "Read First for WebSphere Commerce 7.0

   http://www.ibm.com/support/docview.wss?uid=swg21440712

6 Register for Service Request tool, Familiarize yourself with exchanging data with IBM Support

   http://www-01.ibm.com/support/docview.wss?uid=swg21153852

Reference: Keep Up to Date

- **Keep yourself up to date** with the latest recommendations
  - Commerce Flashes and Alerts (http://www.ibm.com/support/docview.wss?uid=swg21141151)
  - Quarterly Pro-active Commerce Newsletter (http://www-304.ibm.com/support/docview.wss?uid=swg27009854)
  - Peak Season Preparedness Document (http://www.ibm.com/support/docview.wss?uid=swg21316795)
  - Support RSS Feeds (http://www.ibm.com/software/support/rss/)
  - Follow Commerce on Twitter (http://twitter.com/#!/ibm_commerce)

- **Keep Commerce up to date** with the latest fixes and recommendations
  - Make sure that regular maintenance is part of your plan/cycles
  - You don't want to spend time encountering and re-solving known defects

- **Knowledge Center** – Official product documentation
  - WebSphere Commerce Knowledge Center

- **List of fixpacks** – WAS Support Site/Commerce Support site:
  http://www.ibm.com/support/docview.wss?uid=swg27007361
  http://www.ibm.com/support/docview.wss?uid=swg27014463

- WebSphere Commerce **Recommended Fixes and Settings**:
  http://
  www-01.ibm.com/support/knowledgecenter/SSZLC2_7.0.0/com.ibm.commerce.install.doc/refs/rigrecfix.htm?lang=en

Reference: Learning Opportunities

- **IBM Client Success Essentials Community**

  Brings together users of IBM Industry Solutions software to share, collaborate and connect with each other virtu
  Find training videos, upcoming events, blogs, important web links, and more!

  Client Success Essential Community

- **IBM Education Assistant (IEA)**

  – Contains neatly organized presentations on a variety of Commerce topics (as well as presentations for other IBM products)

  – Many are written by people with ties to the developers that built/developed the component

  Education Assistant

- **WebSphere Services Technical Exchanges, Open Mic Sessions**

  – Technical experts share their knowledge and answer your questions

  · Presented regularly on a variety of topics for WC, WAS, DB2,

  – Join live webcasts, or download any previous webcast

  WSTE

- **IBM developerWorks**

  – IBM's resource for developers and IT professionals with 'Community' atmosphere

  WebSphere Commerce Zone is the hub for everything Commerce related

  – Articles and tutorials written by people 'in the know'

  – Forums – Discussing problems, best practices (peers review, as do Development and Support)
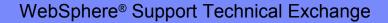
  DeveloperWorks

Additional WebSphere Product Resources

- Learn about upcoming WebSphere Support Technical Exchange webcasts, and access previously recorded presentations at:
  http://www.ibm.com/software/websphere/support/supp_tech.html

- Discover the latest trends in WebSphere Technology and implementation, participate in technically-focused briefings, webcasts and podcasts at:
  http://www.ibm.com/developerworks/websphere/community/

- Join the Global WebSphere Community:
  http://www.websphereusergroup.org

- Access key product show-me demos and tutorials by visiting IBM Education Assistant:
  http://www.ibm.com/software/info/education/assistant

- View a webcast replay with step-by-step instructions for using the Service Request (SR) tool for submitting problems electronically:
  http://www.ibm.com/software/websphere/support/d2w.html

- Sign up to receive weekly technical My Notifications emails:
  http://www.ibm.com/software/support/einfo.html

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