

# **IBM Business Process Manager V8.5 Problem Determination (WB869)**

**Modality:** Virtual Classroom

**Duration:** 5 Days

## **About this Course:**

This course is designed with a focus on problem isolation techniques. The goal is to help participants use these techniques in order to recognize and diagnose run time issues and subsequently resolve them efficiently and effectively in a self sufficient manner.

This techniques taught in this course are particularly special because these are the same techniques as those used by IBM support staff and IBM consultants when they are assisting customers.

## **Course Objectives:**

By the end of this course, the students should be have learnt the following skills and be able to;

- Demonstrate and explain key problem determination step by step
- Define strategies in order to avoid errors
- Have the knowledge and skills needed to identify and collect Must Gather data for the IBM Business Process Manager
- Have the skill needed to read logging and tracing files using the server logs viewer tool
- Have the skill required to query failed events via the failed event manager.
- Have the skill required to resolve problems and resubmit the events.
- Explain the exception types of the SCA programming model such as service runtime exceptions and service business exceptions
- Learn how to examine the trace log via tracing the navigation steps within the business process engine
- Learn how to Isolate and troubleshoot runtime problems which are associated with the Web Sphere Adapter
- Define and demonstrate Advanced Integration services (AIS) troubleshooting
- Monitor problems with running business process instances using Business Process Choreographer Explorer

## **Audience:**

This course is targeted towards the following audience;

- System administrators

## **Prerequisites:**

The following prerequisites are an absolute requirement for attending this advanced level IT Ops training course .

- Those who have successfully completed Administration of IBM Business Process Manager Advanced V8.5 (WB867) (ZB867) course or have experience equivalent to the aforementioned course.
- A basic working knowledge of the Web Sphere Application Server problem determination techniques

## Course Outline:

- Course introduction
- IBM Business Process Manager troubleshooting methodology
- WebSphere Application Server and IBM Business Process Manager systems and components
- Gathering diagnostic data
- Exercise: Gathering diagnostic data
- MustGather data and IBM Support Assistant
- Exercise: Using IBM Support Assistant
- WebSphere Application Server problem determination refresher
- Configuration problems
- Exercise: Troubleshooting an online Process Server
- Troubleshooting process application deployment
- Exercise: Troubleshooting process application deployment
- IBM Business Process Manager Standard runtime problems
- Exercise: Troubleshooting Business Process Manager Standard runtime problems
- Exercise: Troubleshooting the user interface
- Troubleshooting SCA runtime problems
- Exercise: Troubleshooting an SCA application with runtime errors
- Business Process Choreographer problems
- Exercise: Troubleshooting a long-running business process
- Troubleshooting the advanced deployment environment
- Exercise: Troubleshooting Advanced Integration services
- Business Process Manager performance problems
- WebSphere Adapter problems
- Exercise: Troubleshooting WebSphere Adapters
- Problem prevention and best practices
- Course summary

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