

Best Practices for IBM MQ Appliance Notification Settings

<https://www.ibm.com/support/pages/node/6607217>

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+++ Objective +++

You would like to know some Best Practices to get the most information possible when generating an error-report to provide for analysis by support teams for the IBM MQ Appliance.

+++ Details +++

1. In Failure-Notification:

- Upload Error Report 'on'
- Internal State 'off'
- Background Packet Capture 'on'
- Background Log Capture 'on'
- Background Memory Trace 'on'
- Always On Startup 'on'
- **Optional:** You can have on-shutdown set to 'On', this helps get additional artifacts prior to a manual reload or reboot of the device. Always On Startup should **always be on** as it is the only way to immediately collect data after an unexpected reload.
- Set the Report Destination Protocol to mqdiag as opposed to temporary to assure the generated error-report will be available there after a reboot.

Please see example below:

Administration->Devices->Failure Notification

Details

Administrative state ⓘ
 On

Comments ⓘ

Upload Error Report ⓘ
 On

Include Internal State ⓘ
 Off

Background Packet Capture ⓘ
 On

Background Log Capture ⓘ
 On

Background Memory Trace ⓘ
 On

Always On Startup ⓘ
 On

Always On Shutdown ⓘ
 On

2. In Statistics (default, and for each custom domain):

Once login via command line as admin -> config -> statistics

for example

```
mqa# config
Global mode
mqa(config)# statistics
Statistics enabled
```

3. Enable dpmon logs save it to persistent storage

```
mqa# diag
mqa(diag)# dpmon dir local://
```

Reference :

<https://www.ibm.com/support/pages/best-practices-failure-notification-settings-datapower>

Best practices for Failure Notification Settings in Datapower

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