



Read First: Collect IBM MQ MustGather data on Linux, UNIX, Windows and IBM i

Troubleshooting

Problem

If IBM MQ on AIX®, Linux®, Windows™, or IBM i is experiencing a problem, the following links describe how to collect "MustGather" data to find a solution.

+++ The online manual has the latest version of the MustGather documentation and Detailed Troubleshooting

<https://www.ibm.com/docs/en/ibm-mq/9.4?topic=support-collecting-troubleshooting-information>

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Collecting troubleshooting information for IBM Support

When you open a case with IBM®, you can include additional IBM MQ troubleshooting information (MustGather data) that you have collected to help with investigating the problem. In addition to the information described in this section, IBM Support might request further information on a case by case basis.

<https://www.ibm.com/docs/en/ibm-mq/9.4?topic=support-detailed-troubleshooting>

(<https://www.ibm.com/docs/en/ibm-mq/9.4?topic=support-detailed-troubleshooting>)

IBM MQ

Detailed troubleshooting

This is the top page in the online manual for MQ regarding troubleshooting and it has a list of other links for different MQ components and features.

Resolving The Problem

Linux®, UNIX®,
Windows™ & IBM i

z/OS

HPE NonStop

Collect IBM MQ MustGather data when you first open a problem record so you can provide IBM support the information they need to investigate the problem. Start by selecting the category that best matches the problem on your system:

→ **C, C++, COBOL, .NET, RPG and Visual Basic Client Applications**

(<http://www.ibm.com/support/docview.wss?uid=swg21289820>)

Your privacy choices

→ **Channels** (<http://www.ibm.com/support/docview.wss?uid=swg21292924>)

- **Clusters** (<http://www.ibm.com/support/docview.wss?uid=swg21293315>)
- **Data Conversion** (<http://www.ibm.com/support/docview.wss?uid=swg21291333>)
- **Dead Letter Queue Messages** (<http://www.ibm.com/support/docview.wss?uid=swg21290897>)
- **Error Messages and FFST Files** (<http://www.ibm.com/support/docview.wss?uid=swg21293441>)
- **File Transfer Edition** (<http://www.ibm.com/support/docview.wss?uid=swg21599033>)
- **Hang and High CPU** (<http://www.ibm.com/support/docview.wss?uid=swg21293105>)
 - Hang and High CPU for Managed File Transfer (MFT) (<https://www.ibm.com/support/pages/node/7230048>)
- **Install and Uninstall** (<http://www.ibm.com/support/docview.wss?uid=swg21293241>)
- **Java™ and JMS Applications** (<http://www.ibm.com/support/docview.wss?uid=swg21290340>)
- **Logging and Recovery** (<http://www.ibm.com/support/docview.wss?uid=swg21632016>)
- **Managed File Transfer** (<http://www.ibm.com/support/docview.wss?uid=swg21599033>)
- **Microsoft Cluster Server** (<http://www.ibm.com/support/docview.wss?uid=swg21255992>)
- **MQ Appliance** (<http://www.ibm.com/support/docview.wss?uid=swg22004976>)
- **MQ Explorer** (<http://www.ibm.com/support/docview.wss?uid=swg21178330>)
- **Performance** (<http://www.ibm.com/support/docview.wss?uid=swg21291189>)
- **Publish Subscribe** (<http://www.ibm.com/support/docview.wss?uid=swg21568663>)
- **Security** (<http://www.ibm.com/support/docview.wss?uid=swg21291219>)
- **TLS Channels (formerly SSL)** (<http://www.ibm.com/support/docview.wss?uid=swg21293654>)
- **Triggering** (<http://www.ibm.com/support/docview.wss?uid=swg21290654>)
- **Gathering Problem Information**
 - (<https://www.ibm.com/support/pages/using-ibm-mq-runmqras-command-collect-diagnostic-data>)

Other Collections

- • **IBM Integration Bus and WebSphere Message Broker**
 - (<http://www.ibm.com/support/docview.wss?uid=swg21209857>)

Cross-reference information

Product	Component	Platform	Version
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Product	Component	Platform	Version
IBM MQ	Retired->Troubleshooting	AIX; IBM i; Linux; Windows	All Versions
IBM MQ Appliance		Platform Independent	All Versions
IBM MQ Appliance	Retired->Troubleshooting	Platform Independent	All Versions
IBM MQ for HPE NonStop		Platform Independent	All Versions

Product Synonym

WebSphere MQ WMQ FTE WMQFTE MQFTE IBMMQ

Document Information

More support for:

[IBM MQ](https://www.ibm.com/mysupport/s/topic/0TO5000000024cJGAQ) (<https://www.ibm.com/mysupport/s/topic/0TO5000000024cJGAQ>)

Component:

Retired->Troubleshooting

Software version:

All Versions

Operating system(s):

AIX, IBM i, Linux, Windows

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