





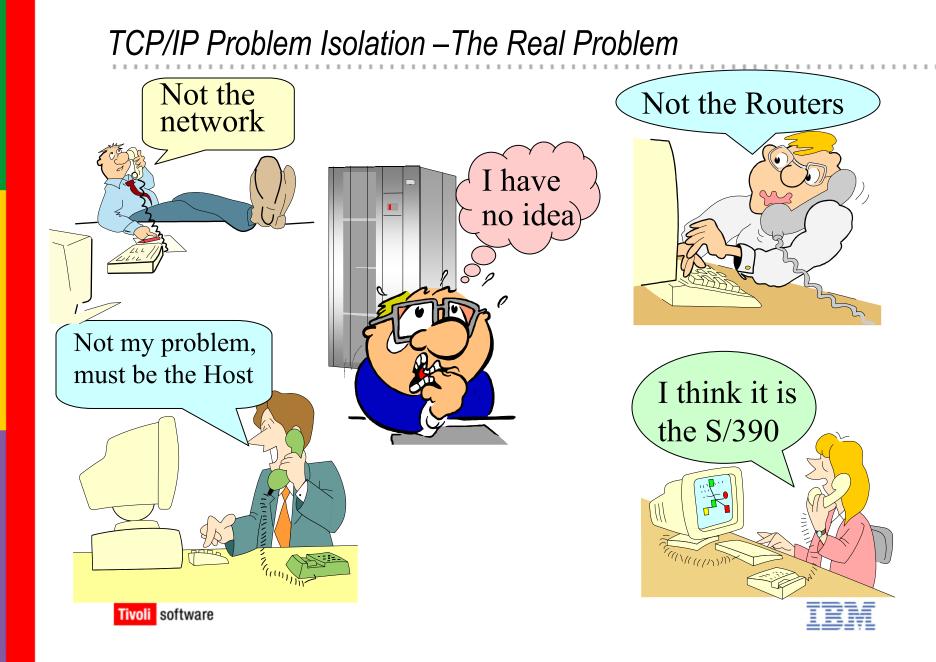
Managing Your OS/390 or z/OS TCP/IP Stack and Environment

Session 150 Laura Jeanne Knapp IBM Technical Evangelist 919-224-2205 Ijknapp@us.ibm.com Business Impact Management

Event Correlation and Automation

Monitor Systems and Applications

IBM Software Group



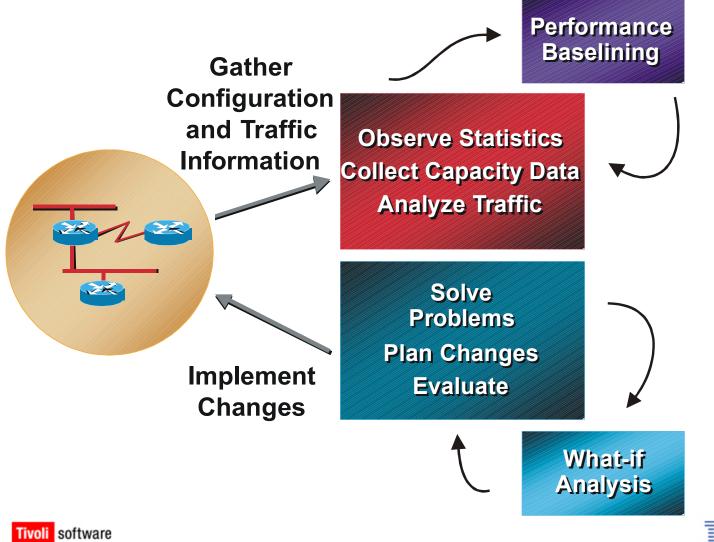
Common S/390 TCP/IP Problems

•IBM TCP/IP OS/390 (Communications Server) •Cisco CIP attached boxes •FTP problems, failures, timeouts •OS/390 Performance problems •Long problem resolution times for network problems •Unauthorized users doing large FTPs •Common OS/390 and Distributed problems •Critical remote printers •Network Service Levels •Have no idea of the overall health of the network •Channel problems



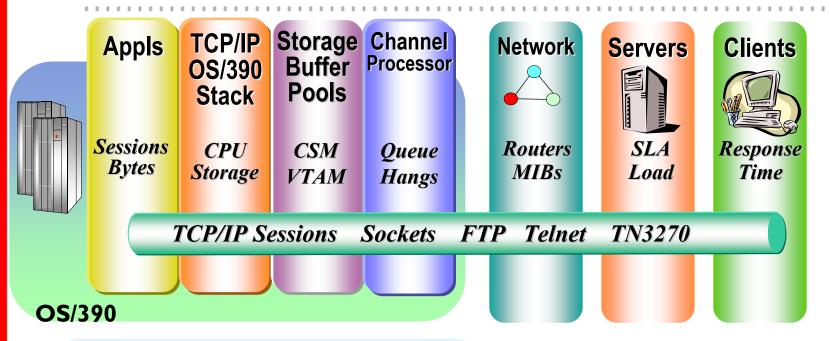


Effective Performance Management



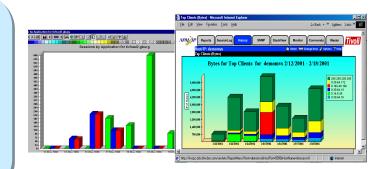


Tivoli NPM/IP - End to End



•Intuitive

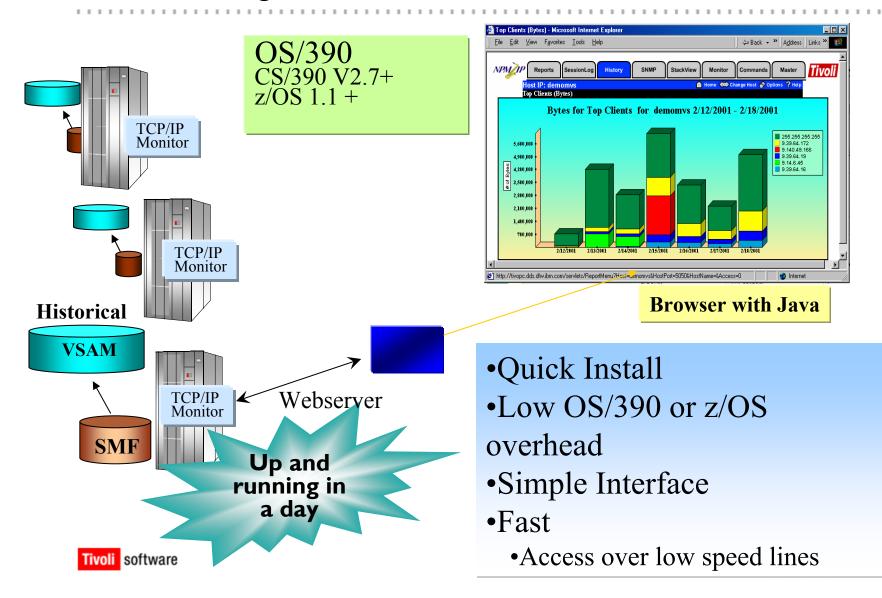
- •Top 10 users, non-technical
- •OS/390 and Appls impact
 - •CPU, Memory, Sessions, Bytes
- •Validates SLA goals
 - •Availability, Response time



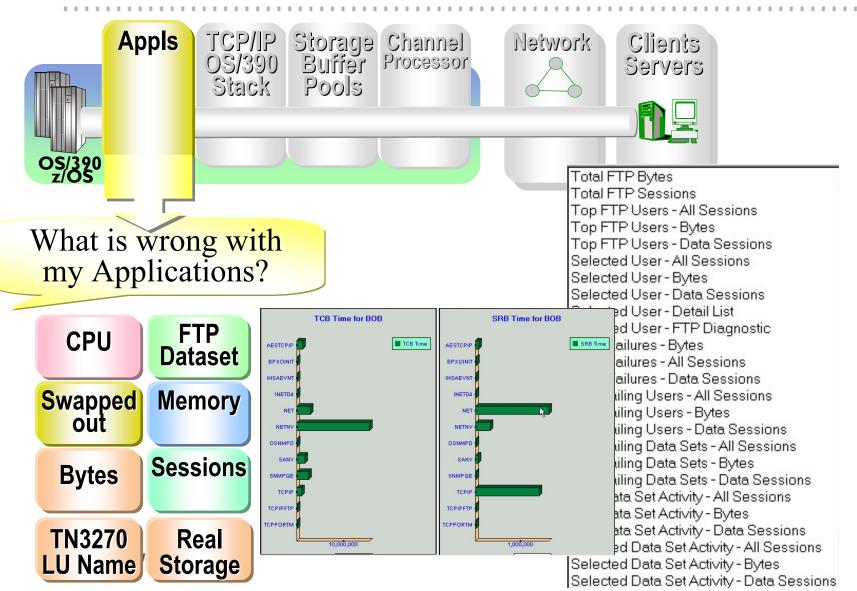


Tivoli software

NPM/IP Design

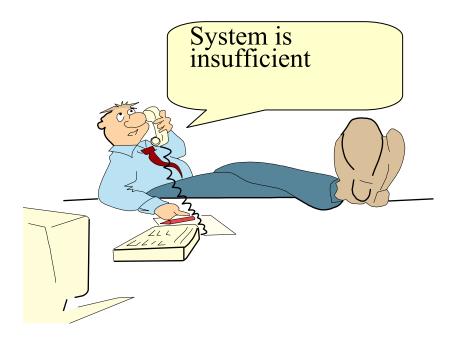


Applications



Problem: zSeries Not Handling Projected Load

- Customer ordered new system
- Should handle 600 TCP/IP users
- System on its knees after 300 users log in
- What's going on?

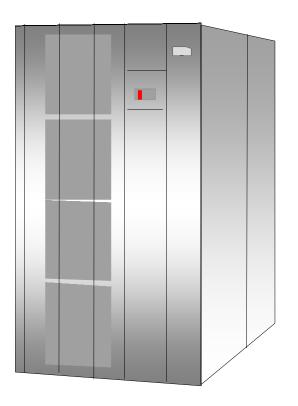






Investigation Using NPM/IP

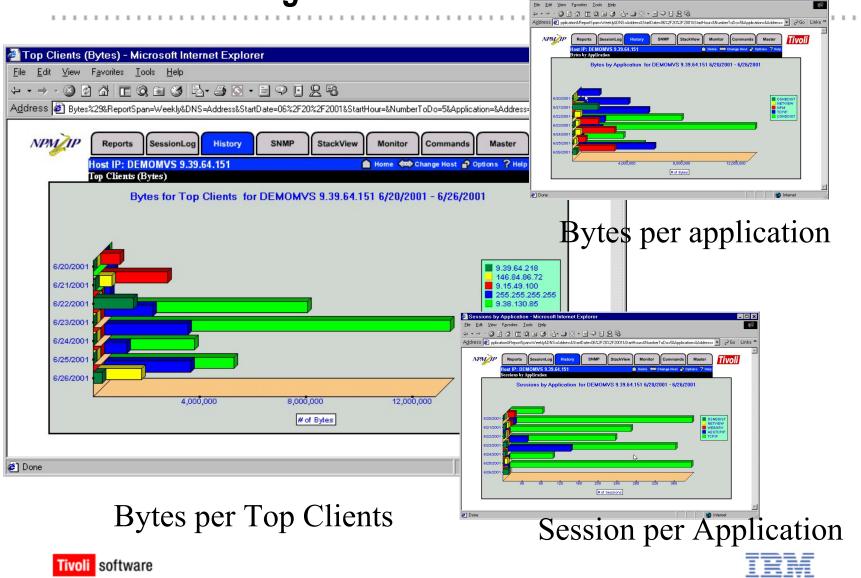
- Lots of investigation originally on zSeries using a multitude of tools
- Nothing stood out or viewed as potential culprit
- How can I get a quick view of application usage by session and bytes







Resolution using NPM/IP



Discovered owners of Systems in Question

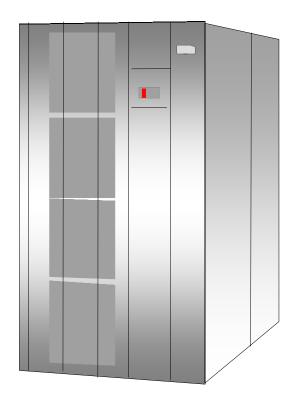
SNMP MIB Browse	er - Microsoft In	ternet Explorer		- 🗆 X
NPMZIP	Address:9.82	2.184	7/23/2001 11	:17:12
Address: 9.82.2.184	⑦ Descriptio	n: Hardware: x86 Family 6 Model 5 Ste COMPATIBLE - Software: Window Number: 1381 Uniprocessor Free)		
Community Name:	⑦ OID:	1.3.6.1.4.1.311.1.1.3.1.2		
MIB Type:	⑦ Up Time:	6days 3:47:31.53 John Doe – 123-4567	\mathbf{k}	
System 💌	⑦ Contact:		<i>w</i>	
View Changes:	② Name:	TIVOL14		
View Graphs: 🔽	⑦ Location:			
Graphs on 🔽 Top:				
AutoRefresh:	Fron	ı this system d	lescriptor MIB we	
Interval: 60		U	—	
	toun	d the owner of	f the system and his	
Get MIB	num	ber		
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Tivoli software				11



Resolution to Problem

Talked to system administrator

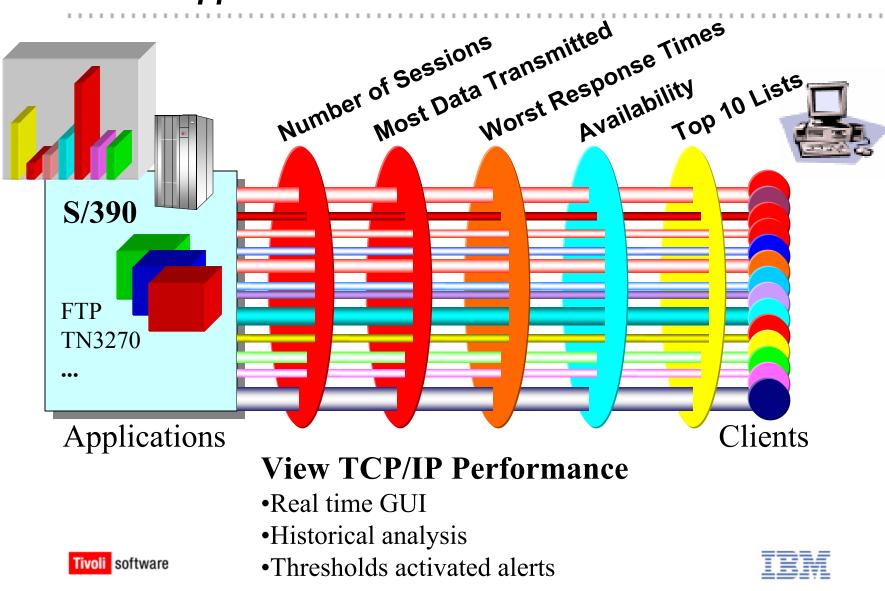
- He thought he was sending 20 Mbytes not the 100 gigabytes were seeing
- > He thought he was doing a backup once a day not the continuous backup we were seeing
- Asked them to verify backup process
- They changed to once a day backups during off hours and we were able to get in excess of our 600 users connected into the zSeries



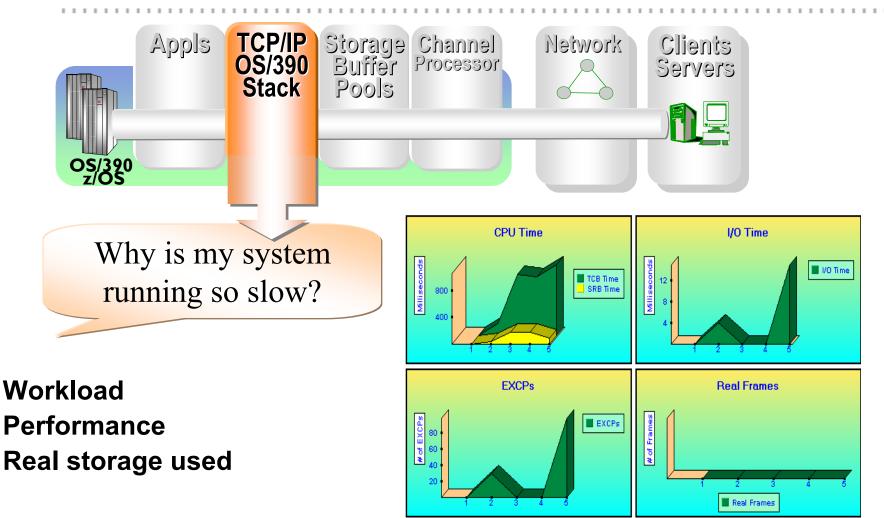




TCP/IP Applications and Clients



OS/390 TCP/IP Stack

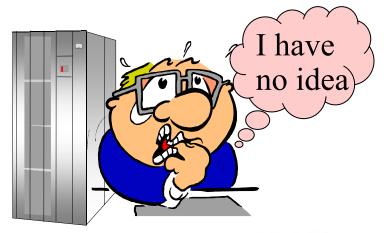






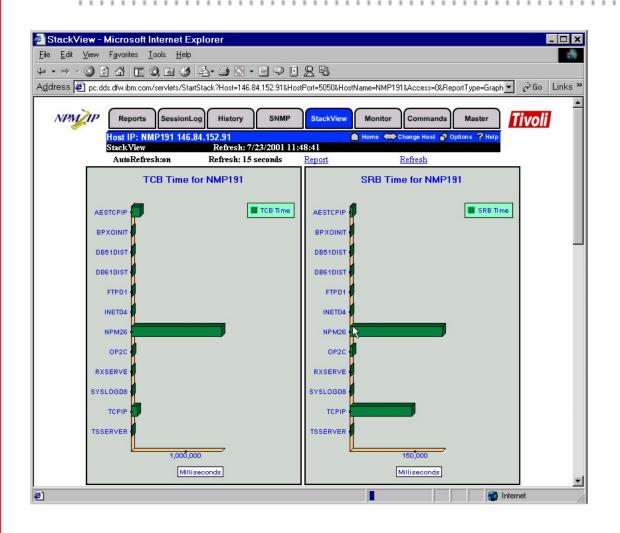
Problem : Something is Using all TCB's

- Customer reported on TCP/IP for OS/390 listserver that some application in his system was using up all TCB's. This was having a rippling effect and causing other applications to fail or begin performing poorly
- Customer resolution to the problem was to begin stopping application until he found the application in question
- This action while it did find the offending application, took an excessive amount of time and had a negative impact on all users
- What were the options?





Track TCB Utilization on the IP stack



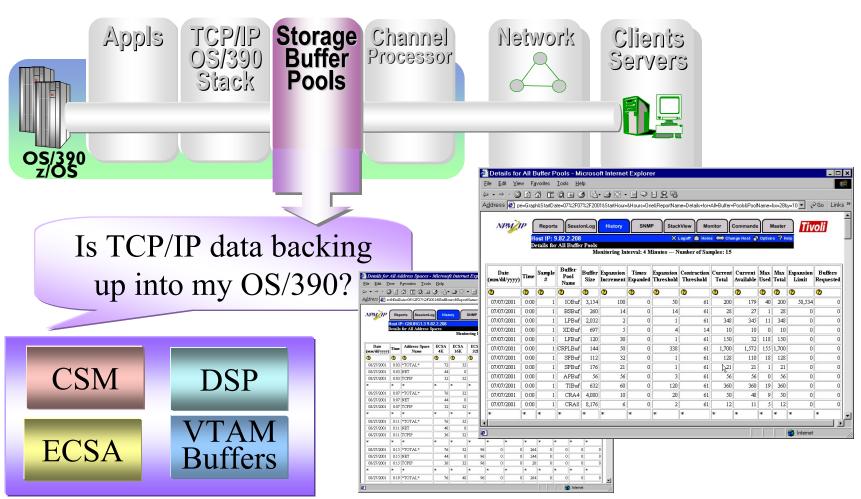
Watch TCB utilization with refresh

Quickly determine culprit application

Only take down that one application



Storage and Buffer Pools



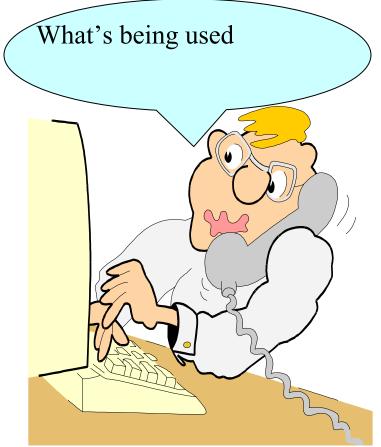
Alert for % total free for any storage area





Problem: Getmain Errors, IP Storage Failures

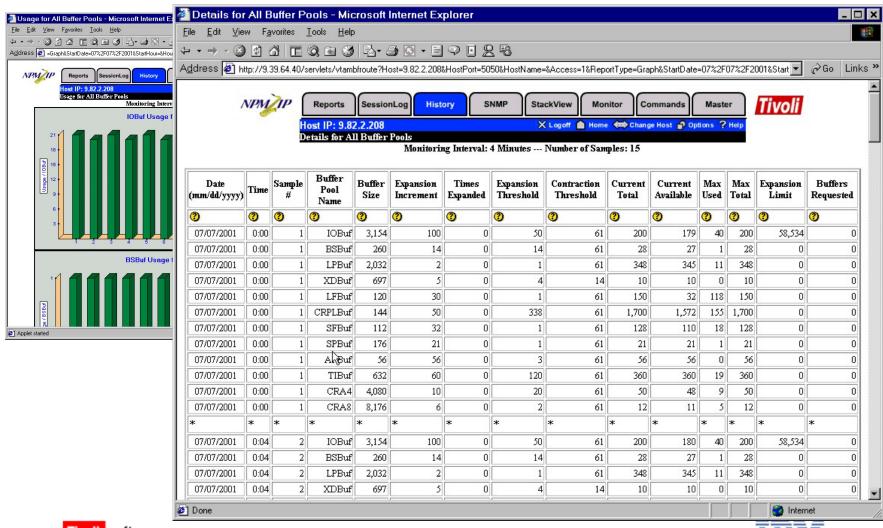
- Customer getting frequent GETMAIN and IP storage failure errors
- Needed visibility into usage to determine new settings
 - Is an address space using too much Is storage being released Is storage reaching saturation Is space allocated and not used







Vtam Buffer Utilization



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IBM

CSM Buffer Utilization

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		Details for All Addr	ess Spa	ces	Mor	itoring Int	erval: 4 Min	utes						
Date (mm/dd/yyyy)	Fime	Address Space Name	ECSA	4K ECS.	4 16K	ECSA 32K	ECSA 60K	ECSA 180K	DSP 4K	DSP 16K	DSP 32K	DSP 60K	DSP 180K	
	?	0	?	3		?	0	0	(2)	?	?	0	0	
07/07/2001	11:02	*TOTAL*		80	32	128	0	0	264		Communic			age for: NET - Microsoft Internet Explorer
07/07/2001	11:02	NET		44	0	128	0	0	244	100				
07/07/2001	11:02	TCPIP		36	32	128	0	0	20					07%2F07%2F2001&EndHour=11&ReportName=Usage+for+Specific+Address+Space&AddressSpace=net&x=57&y=9▼ 🔗
*	*	*	*	*		*	*	*	*	*	/	PMZIP	Reports	ionLog History SNMP StackView Monitor Commands Master
07/07/2001	11:06	*TOTAL*	-	80	32	128	0	0	264			-	Host IP: 9.82.2.208	🖁 📉 Logoff 💼 Home 📾 Change Host 🗗 Options 🖓 Help
07/07/2001	11:06	NET		44	0	128	N 0	0	244				COMMUNICATION STOPA	rage Manager Usage for: NET Monitoring Interval: 4 Minutes
07/07/2001	11:06	TCPIP		36	32	128	- \$ 0	0	20					CSM Usage for 9.82.2.208 7/7/2001 - 11
*	*	*	*	*		*	*	*	*	*		40		
07/07/2001	11:10	*TOTAL*	-	76	32	128	0	0	264			ي 10 ع		
07/07/2001	11:10	NET		40	0	128	0	0	244			¥ 80#		
07/07/2001	11:10	TCPIP		36	32	128	0	0	20			26 ECSA4		
*	*	*	*	*		*	*	*	*	*		15 -		
07/07/2001	11:15	*TOTAL*		76	32	128	0	0	264			10 -		
	11:15	NET		40	0	128	0	0	244					
07/07/2001		TCPIP		36	32	128	0	0	20					CSM Usage for 9.82.2.208 7/7/2001 - 11
07/07/2001 07/07/2001	11:15					*	*	*	*	*			4	
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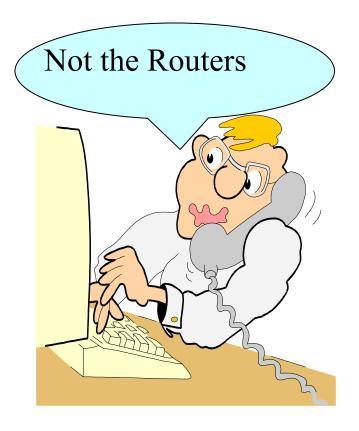
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Problem: Response Time Increases to 30 Seconds

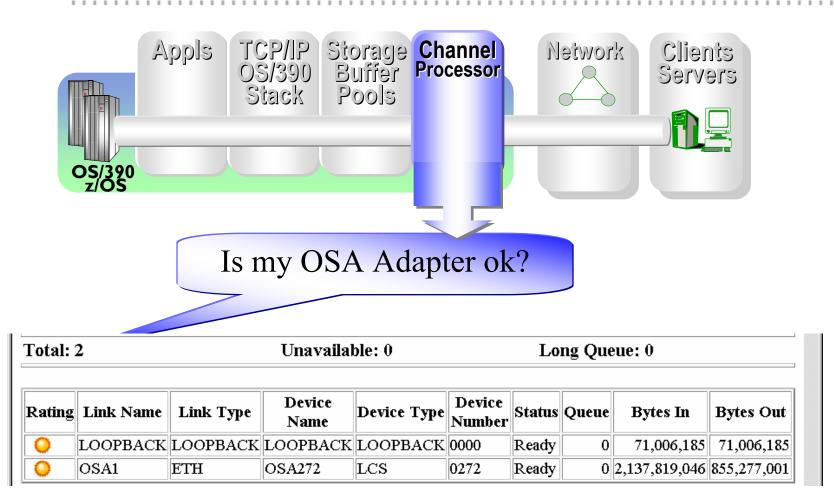
- Users started to flood the help desk with calls
- Help desk validated that the servers were OK
- Help desk validated that the routers were OK
- Started to make stabs in the dark by looking at various applications
- Used multiple tools, many logons and several hours
- Finally found that FTP was the culprit
- Could not identify who was the culprit







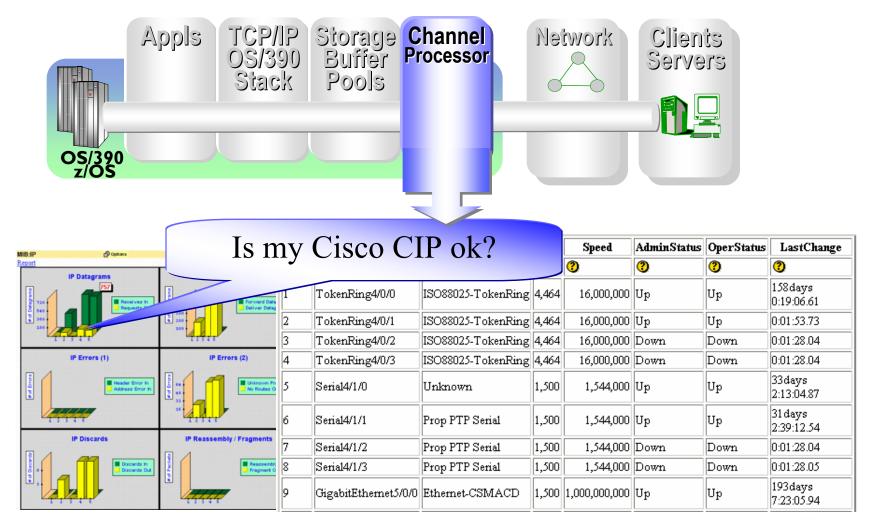
OSA Adapter







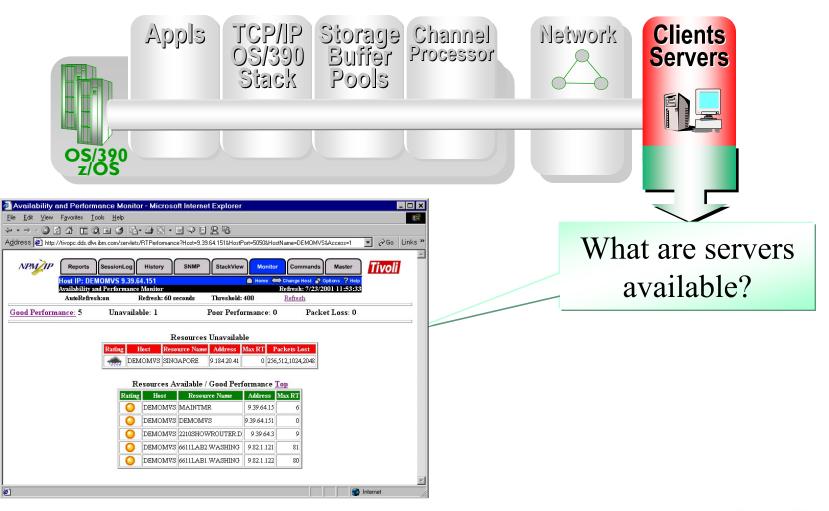
Cisco CIP







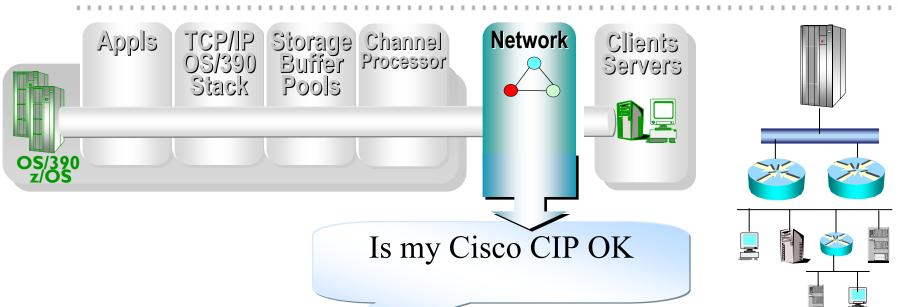
Servers in the Network







Router Analysis



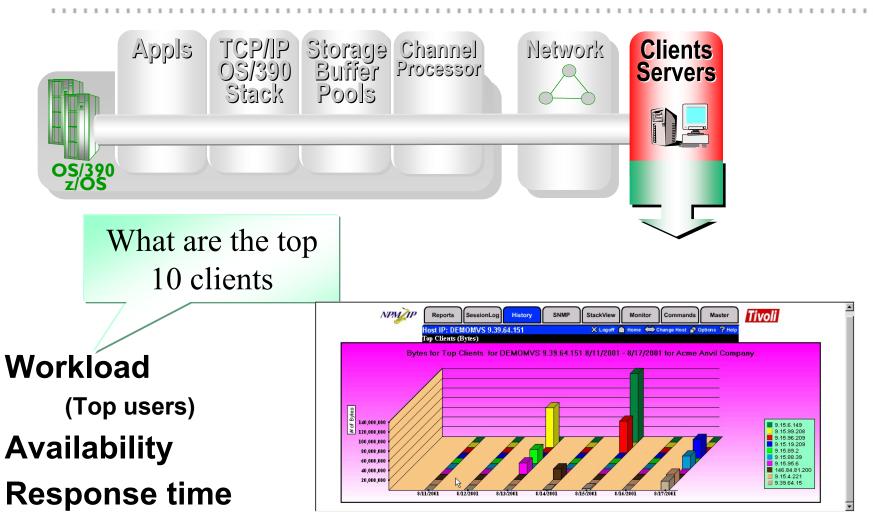
Cisco CIP, IBM2216,TN3270

- Total memory, free memory, CPU utilization
- Daughterboards
- Subchannels

	Index	Name	Total Memory	Fre	e Memory	CPU Util	ization 🕽	Fime Since Las	t Reset
	3	0	0	3		1		2	
	0	CIP slot 0	131.072		115.462		21	49days 171	02:47.00
index	Des	cription	Туре	MTU	Speed	AdminStatus	OperStatu	s LastChange)2:47.00
?	0		0	3	?	3	3	0	,2.4,.00
	TokenR	ing4/0/0	ISO88025-TokenRing	4,464	16,000,000	Up	Up	158days 0:19:06.61	
2	TokenR	ing4/0/1	ISO88025-TokenRing	4,464	16,000,000	Up	Up	0:01:53.73	
3	TokenR	ing4/0/2	ISO88025-TokenRing	4,464	16,000,000	Down	Down	0:01:28.04	
4	TokenR	ing4/0/3	ISO88025-TokenRing	4,464	16,000,000	Down	Down	0:01:28.04	
5	Serial4/1	./0	Unknown	1,500	1,544,000	Up	Up	33days 2:13:04.87	
6	Serial4/1	./1	Prop PTP Serial	1,500	1,544,000	Up	Up	31 days 2:39:12.54	
7	Serial4/1	./2	Prop PTP Serial	1,500	1,544,000	Down	Down	0:01:28.04	



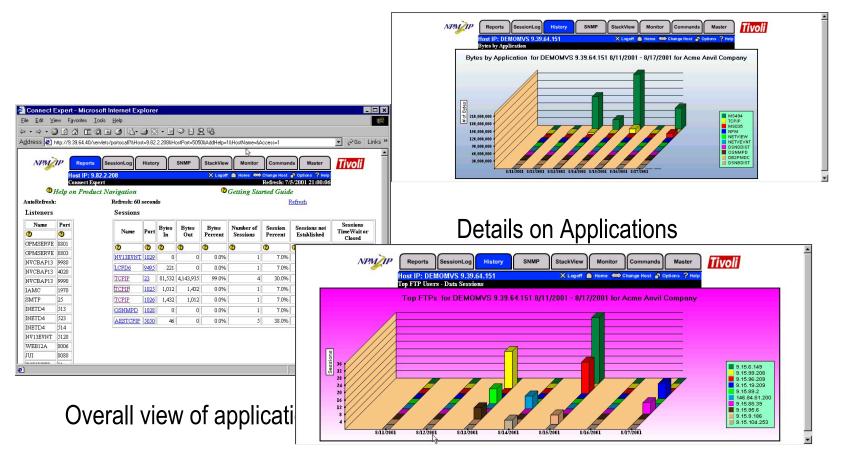
Top 10 Clients







Check the Status of Applications



Details on FTP





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See Details of FTP Transfer – Isolate User

🖉 FTP Server Log - Microsoft Internet Explorer					- 🗆 🗙						
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07/05/2001 10:10:15.39 FTP Cmd=QUIT ,User=MOY ,Arg=								s=Yes&Rep	ortName=Selected+User+-+	Detail+List 🔻	∂Go Links »
07/05/2001 10:08:32.65 FTP Cmd=RETR ,User=MOY , Arg= 1 07/05/2001 10:08:32.55 FTP Cmd=PORT ,User=MOY , Arg=9						,,,,					×
07/05/2001 10:08:20.87 FTP Login, User=MOY	N	MIP	Reports S	essionLog	History		StackView	Moni	or Commands M	faster	ivoli
07/05/2001 10:08:20.84 FTP Cmd=PASS ,User=MOY ,Arg= 07/05/2001 10:08:19.36 FTP Cmd=USER ,User= ,Arg=ma			t IP: DEMO	MVS 9 39	64 151			Home	🖚 Change Host 🗗 Option		I VOII
07/05/2001 10:08:17.18 FTP Open Connection, IP=9.82.1.84,					or 9.24.34.211			- Home	Contailinge freede UP option	a E naib	
	1										
	Count	Date (mm/dd/yyyy) Start) Time	End Time	Data Set Name	Member	Total Bytes	Return Code	Return Code Description	Transmit Time	Abnormal End
	1	3/6/20	01 9:17:19.68	9:17:19.70	LIZH.PTF.TEMP	UW76858	4,994	250	Requested file action okay, completed.	0:00:00.02	-
k	2	3/6/20	01 9:17:20.51	9:17:28.05	LIZH PTF.TEMP	UW99330	587,043	250	Requested file action okay, completed.	0:00:07.54	-
Done											
P Done											
	Done									🛃 Interr	
	E Done										11

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How NPM/IP Reduced the Time

 One tool checked many aspects of system

Alerts on response time rather than user 'alerts'

OS/390 internals

Servers in session with OS/390

Routers carrying traffic to the OS/390

Routers and other channel attached devices

Presents details on FTP that was the culprit in this case

Operations could then cancel the offending FTP transfer



Problem solved





Problem: Monitored System Unavailable

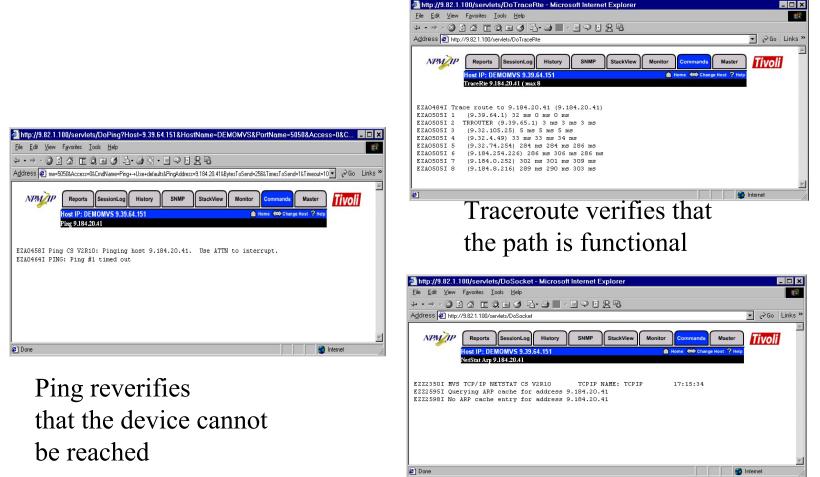
- Monitored system is unavailable
- Is the system down or is there a problem in the path?

🎒 Availability a	and Perfo	rmance Monit	or - Microso	ft Interne	et Explorer				-	
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Is the System Down or Not?

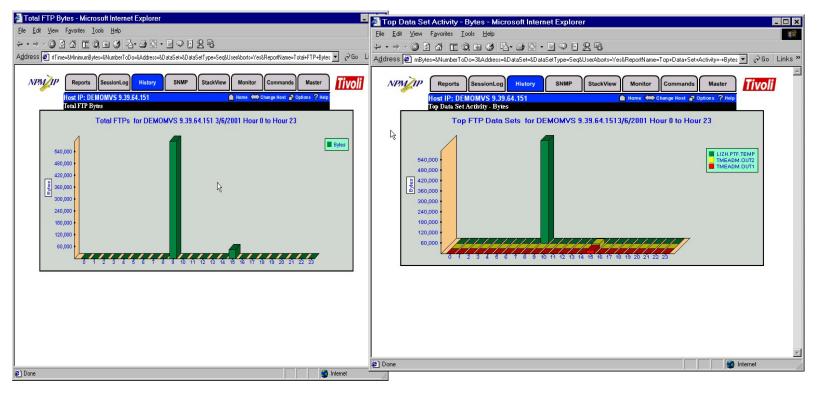


Netstat ARP verifies device unreachable





Problem: Users Complain of FTP Failures



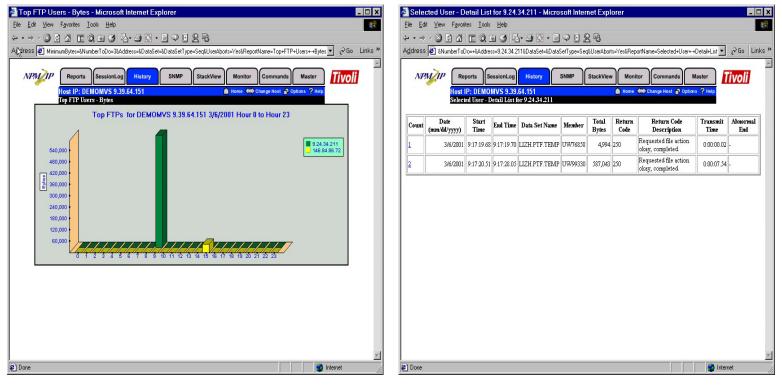
Total FTP by Bytes

FTP Data Sets





FTP Details



FTP Users

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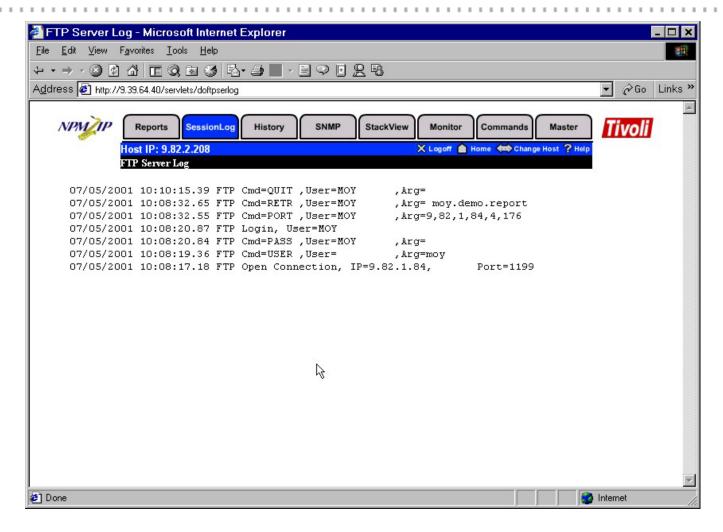
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FTP Server Log







Items Important to Management

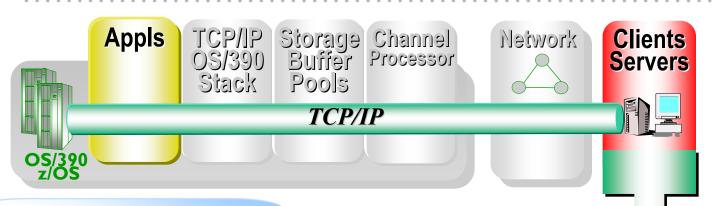
- Service Levels
- Response Time
- Alerting
- Overall Status





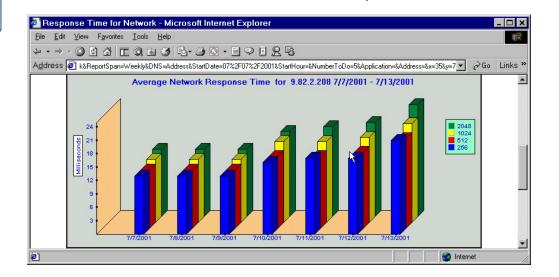


Services levels



Am I meeting my service levels?

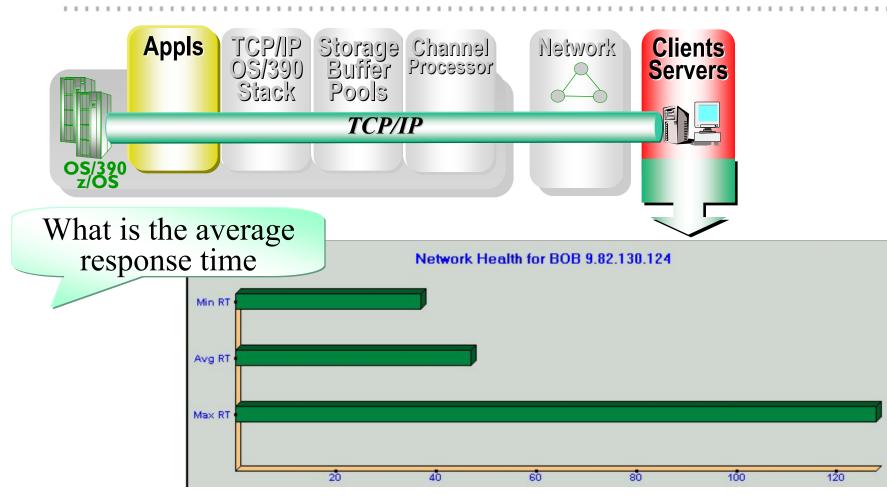
Response time Network capacity Auto traceroute







Network Health







Response Time Alerting

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🗧 Set Performance / Availa		etscape	\mathbf{k}		_ [
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NPM/IP Reports	SessionLog	History SNMP	StackView Mo	onitor Comma	nds Master	
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resources to start or stop alerting			Alerting	Threshold	Alerting	
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9.39.64.10	9.39.64.10	AFSERV1.DEMOPKG.	off	0	off	
9.39.64.101	9.39.64.101	9.39.64.101	on	100	on	
9.39.64.102	9.39.64.102	9.39.64.102	off	0	off	
9.39.64.103	9.39.64.103	9.39.64.103	on	100	on	
9.39.64.104	RES901W		PK=20		TH=15	TIME=22:4
9 39 64 105	AES902W	IP=9.184.20.69	NOT R	ESPONDING	TIME=22:42	2:13
	AES901W	IP=9.184.19.57			TH=100	TIME=22:4
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Overall Status

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0	3	Name	Port	Bytes In	Bytes Out	Bytes Percent	Number of Sessions	Session Percent	Sessions not Established	TimeWait or Closed
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GPMSERVE	8803		1029	0	0	0.0%	1	7.0%	0	0
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GPMSERVE NVCBAP13 NVCBAP13 NVCBAP13 IAMC SMTP	9980 4020 9990 1970 25	NV13EVNT LCFD6 TCPIP TCPIP TCPIP	<u>9495</u> 23	221 81,532	0 4,143,935	0.0%	1	7.0%	1	0
GPMSERVE NVCBAP13 NVCBAP13 NVCBAP13 IAMC SMTP INETD4	9980 4020 9990 1970 25 513	NV13EVNT LCFD6 TCPIP TCPIP	9495 23 1025	221 81,532 1,012	0 4,143,935 1,432	0.0% 99.0% 0.0%		7.0% 30.0% 7.0%	1	
GPMSERVE NVCBAP13 NVCBAP13 IAMC SMTP INETD4 INETD4	9980 4020 9990 1970 25 513 523	NV13EVNT LCFD6 TCPIP TCPIP TCPIP OSNMPD	9495 23 1025 1026	221 81,532 1,012 1,432	0 4,143,935 1,432 1,012	0.0% 99.0% 0.0% 0.0% 0.0%		7.0% 30.0% 7.0% 7.0% 7.0%		
GPMSERVE NVCBAP13 NVCBAP13 IAMC SMTP INETD4 INETD4 INETD4 INETD4	9980 4020 9990 1970 25 513 523 514	NV13EVNT LCFD6 TCPIP TCPIP TCPIP OSNMPD	9495 23 1025 1026 1028	221 81,532 1,012 1,432 0	0 4,143,935 1,432 1,012 0	0.0% 99.0% 0.0% 0.0% 0.0%		7.0% 30.0% 7.0% 7.0% 7.0%		0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
GPMSERVE NVCBAP13 NVCBAP13 IAMC SMTP INETD4 INETD4 INETD4 INETD4	9980 4020 9990 1970 25 513 523	NV13EVNT LCFD6 TCPIP TCPIP TCPIP OSNMPD	9495 23 1025 1026 1028	221 81,532 1,012 1,432 0	0 4,143,935 1,432 1,012 0	0.0% 99.0% 0.0% 0.0% 0.0%		7.0% 30.0% 7.0% 7.0% 7.0%		0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0





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NetView Performance Monitor for TCP/IP

Finally...

Effective Performance Management

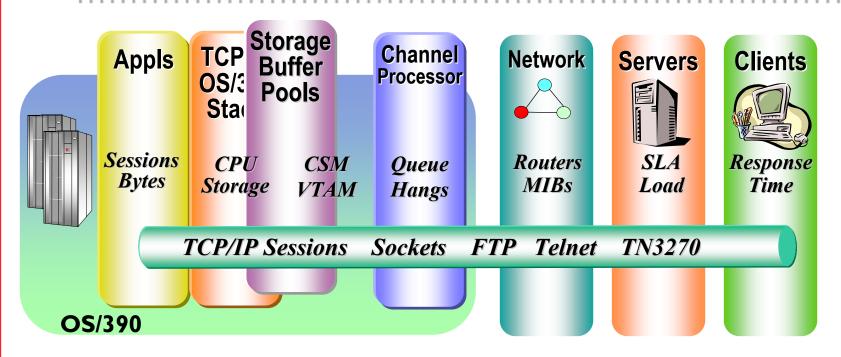
for

z/OS & OS/390 TCP/IP enterprise networks!!!





Tivoli NPM/IP - End to End



Product number: 5698-PMI Discussion forum: http://groups.yahoo.com/npmip Web site: http://www.tivoli.com







