

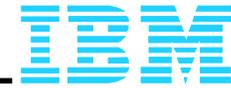
**IBM S/390 Service Update Facility -  
für VSE/ESA-Kunden  
sehr empfehlenswert!**

**Dagmar Kruse**

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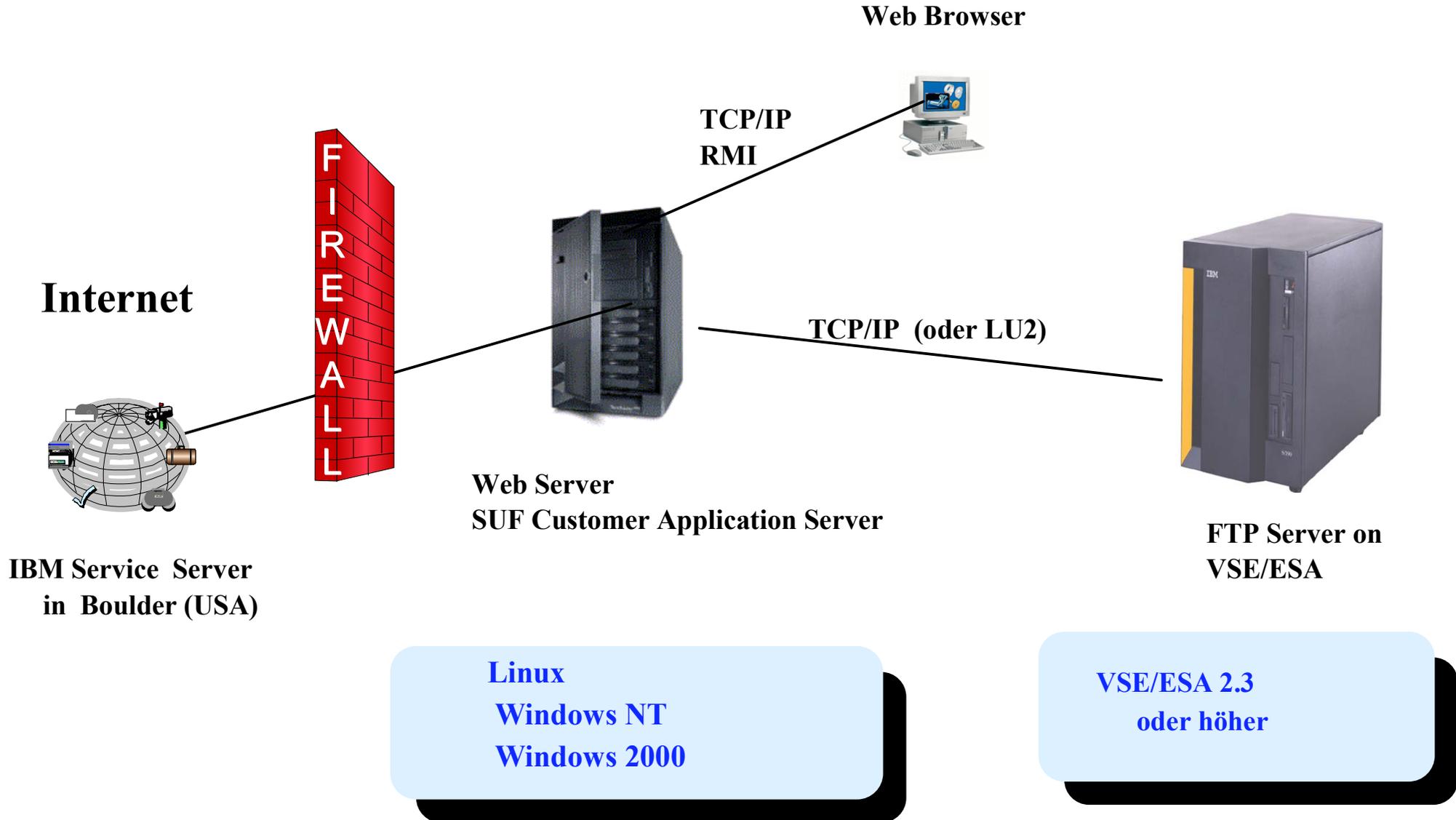
**IBM Systems Sales Technical Support , München**

# S/390 Service Update Facility (SUF)

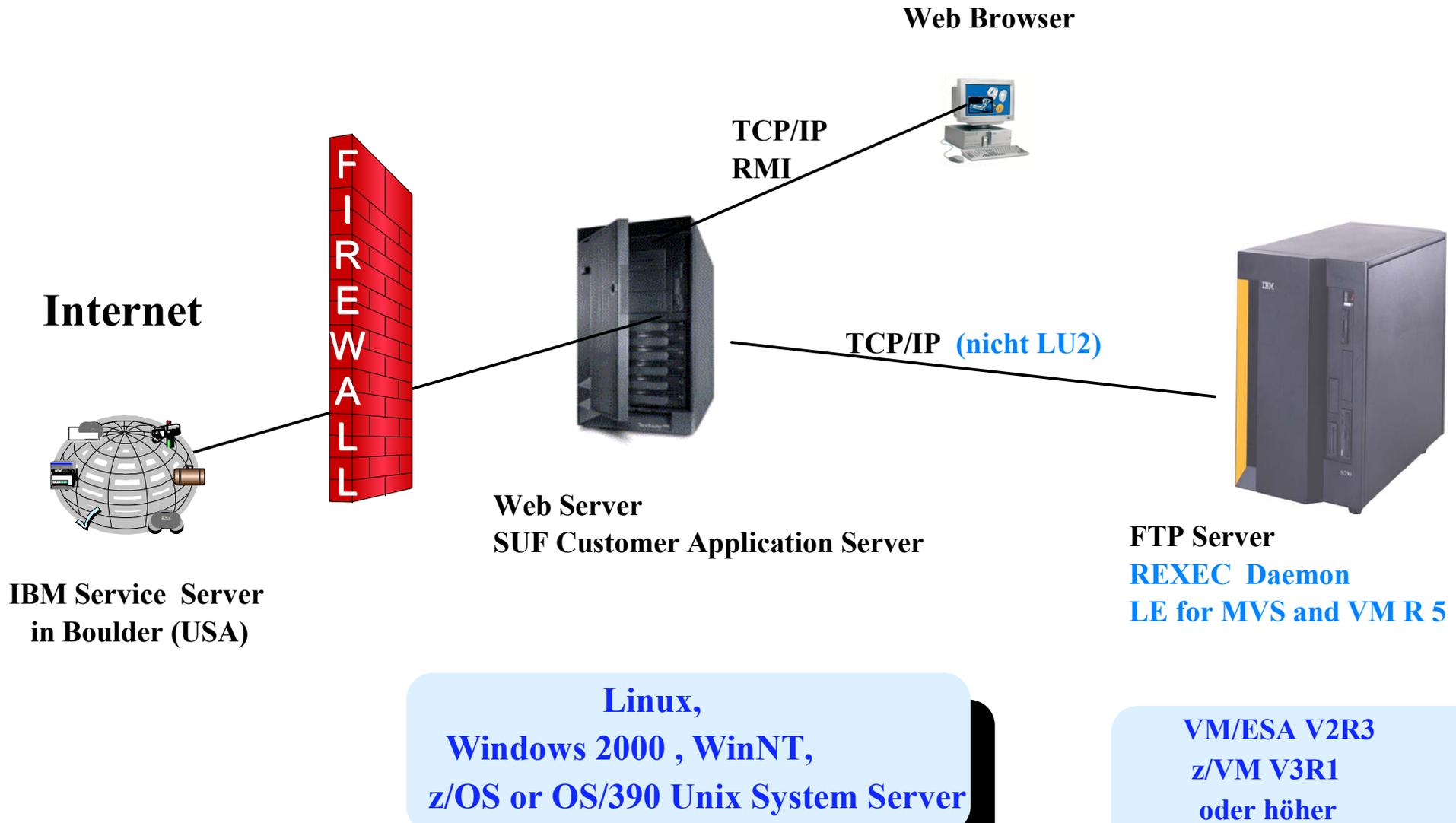


- ein **kostenfreies** Software Service Tool der IBM für S/390 ( z/VM, VM/ESA, VSE/ESA, z/OS, OS/390)
- über **Internet** (preventive/corrective) kann Service für die S/390 Plattform bestellt und empfangen werden
  - **PTFs sind innerhalb kürzester Zeit in Ihrem System inklusive Prerequisites und APAR Beschreibung !**
  - **Im Jahre 2002 wurde SUF von mehreren VSE-Kunden erfolgreich implementiert und für die Wartung genutzt**

# S/390 Service Update Facility (SUF) V3.1 für VSE/ESA



# S/390 Service Update Facility (SUF) V3.1 für z/VM



## Welcome to S/390 Service Update Facility!

To create a new user ID: enter your desired user name, desired password, and the corresponding Java RMI Registry port (default = 1099) and then click the Create New User button.

To login using an existing ID: enter your user name, password, and the corresponding Java RMI Registry port (default = 1099) and then click the Logon button.

User Name

Password

RMI Port

Store this user name and RMI port as the default

Logon to BUF

Create New User

Clear Fields

Disconnected.

## Welcome to S/390 Service Update Facility!

All of the hosts you have defined in your user profile are shown in the tree below.

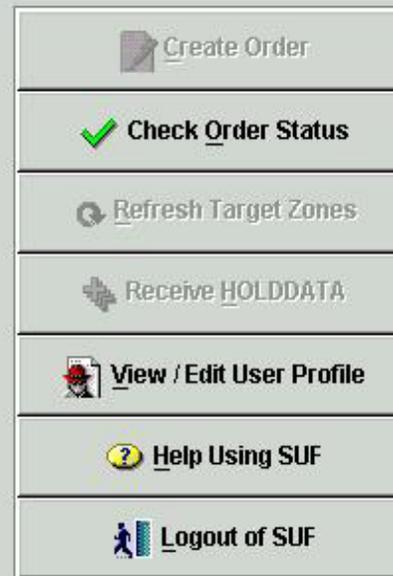
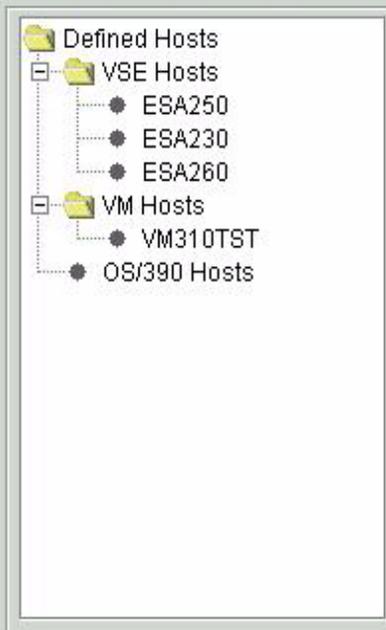
To create an order: highlight the OS/390 target zone(s) or VM or VSE host you wish to service and click Create Order.

To view the status of existing orders, click Check Order Status.

To refresh a target zone list, highlight the desired OS/390 host and then click Refresh Target Zones.

To define additional hosts for service, or to edit other user profile information, click View / Edit User Profile.

For additional help, click Help Using SUF. When you're finished using SUF, click Logout of SUF.



Please select the type of service you wish to order for host: ESA250

- Preventive Service       Corrective Service       PE / HIPER Reachahead

Enter the PTFs or APARs you wish to receive:

UQ1234

- All values specified denote PTFs       All values specified denote APARs

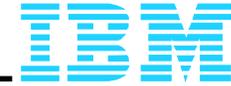
Preferred delivery method:       Alternate:

- Process orders when created  
 Process orders between  and

- N/A
- 12am
- 1am
- 2am
- 3am
- 4am
- 5am
- 6am

**Building Order Panel.**

# Ablauf einer PTF-Bestellung für VSE



## *SUF Customer Application Server*

- holt Servicestand vom VSE-System
  - Send MSHP-Job SUFPROD (RETRACE PRODUCTS)
  - Send MSHP-Job SUFPTF (RETRACE PTFS)
    - Die Jobs laufen im BG, nach Listings wird gepollt
- schickt Bestellung & Retrace-Info nach Boulder
- erhält PTFs von Boulder, wenn verfügbar
- schickt PTFs an VSE-System
  - wird dort auf **Platte** oder Band gespeichert
  - wird **nicht** sofort installiert
- Installation später über II Dialog (1422)

SUF Setup Help | **User Profile** | Host Profile | Order Delivery Options

## SUF User Profile

Enter the User Name and Password you wish to use to log in to SUF with below. You must also provide your company's name, your IBM customer number, and the country where you are located.

SUF User ID

suf0409

SUF Password

\*\*\*\*\*

Re-type SUF Password

\*\*\*\*\*

Company Name

M Deutschland GmbH

Customer Number

0993475

Customer Location

Germany

Delete User Profile

Done with Setup!

Cancel Changes

Retrieving order details.

### VSE Host Profile Setup

Host Nickname

ESA250

User ID

SUFVSE

Password

\*\*\*\*\*

Retype Password

\*\*\*\*\*

TCP/IP Address or Name for this host

9.23.37.162

Communication Type

TCP / IP

LU2

Install From

Disk

Tape

Tape Address

Serial Number

955703

Program Number

5690VSE

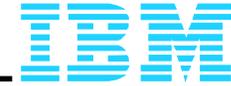
Add / Update Host

Cancel

Delete Host

Retrieving order details.

# Benutzen der S/390 SUF Applikation



- Starten des WebServers
- Starten des S/390 SUF Customer Application Servers:
  - *SUFServer* (Batch-Datei)
- Starten des WebBrowsers mit URL:  

*' http://ipaddr/suf/html/suflogon.htm '*
- ( 1.Benutzung: 'SUF User Profile' anlegen mit '[Create New User](#)')
  - User Logon
  - ( 1. Benutzung: '[Help Using SUF](#)' ausdrucken)
  - PTFs bestellen mit '[Create Order](#)'
    - alte PTFs werden im PTF.FILE überschrieben.

# Informationen zu S/390 SUF

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- neue S/390 SUF Version 3.1.1 (seit Juli 2001)
  - Java 2-fähig
  - leichter zu implementieren, besser im Handling und stabil
- S/390 Server Update Facility Homepage:  
*[www.ibm.com/S390/suf](http://www.ibm.com/S390/suf)*
- S/390 Server Update Facility User's Guide Version 3.1.1.12
  - VSE Collection, Disc 1 und 3 , Dez. 2001 bzw. März 2002
  - Download von S/390 SUF Homepage
- zusätzliche 'Hinweise zur Installation' erhalten Sie von  
[Dagmar Kruse: dkruse@de.ibm.com](mailto:dkruse@de.ibm.com)

# S/390 Service Update Facility (SUF)



**Damit können Sie 'corrective Service' (PTFs)  
einfach und schnell in Ihr S/390 - System bringen!**

- kostenloser IBM Software Service für S/390
- keine kostenpflichtigen Zusatzprodukte erforderlich

**Nutzen Sie es !**

*Bei Fragen hilft Ihnen gerne*

*Dagmar Kruse : [dkruse@de.ibm.com](mailto:dkruse@de.ibm.com)*

# Anhang mit praktischen Hinweisen



Voraussetzungen für Service Update Facility

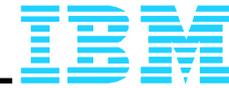
Installation der einzelnen Komponenten

TCP/IP Definitionen im VSE/ESA

Wie sind APARs im Internet zu finden ?

# VSE/ESA: Voraussetzungen

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## ■ VSE Host

- ▶ ab VSE/ESA 2.1 möglich
- ▶ für 'Apply PTF' von der Platte: VSE/ESA 2.4 und höher
- ▶ TCP/IP for VSE ( FTP Kommunikation)

## ■ SUF Application Server

- ▶ HTTP Server (wie IBM HTTP Server v. 1.3.1.2);
- ▶ JDK/JRE 1.1.8 or höher (Linux: ab JRE 1.2.2)
- ▶ S/390 SUF Customer Application Server V3.1

## ■ Workstation, um eine Bestellung abzusetzen (Client)

- ▶ Java2-fähiger WebBrowser  
(Netscape 3.0, MS Internet Explorer 4.0 oder höher)
- ▶ ab Sun Java 2 Plugin Version 1.3

# Installation des Application Servers



(1)

## Software:

- WebServer (z.B. IBM HTTP Server V.1.3.12.2.)
- S/390 SUF Customer Application Server
- Java Runtime Environment 1.1.8 oder höher (Windows)
  - Java Runtime Environment 1.2.2 oder höher (Linux)
- TCP/IP-Verbindung zum S/390-System
- FTP-Verbindung zum Internet über Firewall

# Installation des Application Servers



## (2) Hinweise:

Auf Groß- / Kleinschreibung achten!

– *WebServer:*

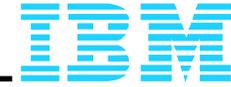
- Pfad zum SUF-Directory in 'httpd.conf' angeben:  
z.B. ' alias /suf/ "c:/Suf" ' (Win NT)  
' alias /suf/ /opt/suf ' (Linux)

– *S/390 SUF Customer Application Server V.3.1.:*

- kostenlose Registrierung auf S/390 SUF Homepage
- Runterladen von *sufv31.zip*

.....

# Installation des Application Servers



## (3) – *S/390 SUF Customer Application Server V.3.1:*

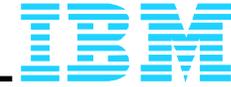
.....

- Installation/Konfiguration:
  - Setzen des 'classpath' für '*setup.class*'
  - '*java setup*' für GUI-Installation
  - '*java setup -o /opt/suf*' für Batch-Installation
- Die Installation kann jeder Zeit wiederholt werden !
  
- Internet-Verbindung zu Boulder testen: *TestCon* (Batch-Datei)
- evtl. Installation wiederholen
  
- Verbindung zum VSE-System

# TCP/IP-Konfiguration im VSE-System

- FTP Daemon starten (z.B. DEFINE `FTPD`,ID=`SUFFTP`)
- USER anlegen
  - DEFINE `USER`,ID=`SUFVSE`,PASSWORD=`xxxxxx`
- Zugriff auf
  - VSE/POWER queues
    - DEFINE FILE,PUBLIC=`'POWER'`,TYPE=`POWER`
  - PTF-Speicherung auf Band:
    - DEFINE FILE,PUBLIC=`'PRIMARY'`,DLBL=`PRIMARY`,TYPE=`LIBRARY`
    - zunächst Speicherung in `PRIMARY.SUF`
    - dann Kopie auf Band mit Ditto-Job (`SUFTAPE`)
  - PTF-Speicherung auf Platte (ab VSE/ESA 2.4)
    - SAM-ESDS-Datei `'PTF.FILE'` im `VSESPUC` vordefiniert
    - DEFINE FILE,PUBLIC=`'PTF.FILE'`,DLBL=`IJSYSPF`,TYPE=`ESDS`

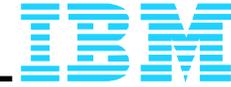
# Wo finde ich PTFs bzw. APARs ? (1)



## für einzelne VSE/ESA-Komponenten

- VSE-Homepage: *www.ibm.com/vse*
- Service and Support
- unter 'Technical Support Items':  
    VSE/ESA Component Specific Information
- Selktion der Komponente

# Wo finde ich PTFs bzw. APARs ? (2)



## für alle S/390 Programme

- VSE-Homepage: *www.ibm.com/vse*
- Service and Support
- unter 'Technical Support Items': IBM S/390 Support Portal
- Troubleshooting
  - General APAR database (kostenlos ohne Registrierung, APARs der letzten 5 Jahre )
  - PSP buckets (kostenlos mit Registrierung)

Troubleshooting - Netscape

File Edit View Go Communicator Help

Back Forward Reload Home Search Netscape Print Security Stop

Bookmarks Location: <http://techsupport.services.ibm.com/server/hav?fetch=zts> What's Related



Home | Products & services | Support & downloads | My account

→ Select a country

← Products & services

**Servers**

Solutions

Server Support

- Planning
- Problem Solving
- Fixes
- Library
- Education
- Services
- Sitemap
- Feedback

Developers

News

Events

How to buy

**IBM @server zSeries Support**

**Troubleshooting**

- **Error messages**  
Search error message and recovery information.
- **General APAR database**  
Search closed Authorized Problem Analysis Reports (APARs).
- **Enhanced APAR database**  
Search open and closed Authorized Problem Analysis Reports (APARs).
- **PSP buckets**  
Search the preventive maintenance planning database for timely support information.
- **Service bulletins and advisories**  
Stay informed with the latest problem resolution information.

**Related services**

- Report problems
- Fixes
- Documentation
- Application and middleware support
- Linux development and porting server

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Document: Done

Database search results - Netscape

File Edit View Go Communicator Help

Back Forward Reload Home Search Netscape Print Security Stop

Bookmarks Location:  What's Related



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→ Select a country

←Products & services

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Database Search

To perform another search in the same database(s), enter your query string below and search again.

?

**Search Results**

Documents **1 - 20** of 27 displayed by **Proximity**. Display limit is 100.

- \*\*\*\* **Abstract:** [PQ56496: RECEIVE MESSAGE DFHTM1780 WHEN ATTEMPTING TO RUN DFH0STAT AFTER INSTALLING SUPPLIED GROUP DFH\\$STAT, ALSO RECEIVE AEZD.](#)  
**Date** 02/02/26 **Database:** Closed Networking Software APARs
- \*\*\*\* **Abstract:** [PQ50696: DFH0STAT OUTPUT DOES NOT REFLECT THE CORRECT STATISTIC NUMBERS](#)  
**Date** 01/12/11 **Database:** Closed Networking Software APARs
- \*\*\*\* **Abstract:** [PQ20881: DFH0STAT DOESN'T PRINT REMOTE DATA TABLE STATISTICS CORRECTLY](#)  
**Date** 99/01/04 **Database:** Closed Networking Software APARs
- \*\*\*\* **Abstract:** [PQ21007: DFH0STAT FILE REPORT HAS BROWSE UPDATES AND BROWSE REQUESTS UNDER THE WRONG HEADINGS](#)  
**Date** 99/01/02 **Database:** Closed Networking Software APARs
- \*\*\*\* **Abstract:** [PQ18025: DFH0STAT DOESN'T PRINT REMOTE DATA TABLE STATISTICS CORRECTLY](#)  
**Date** 98/12/02 **Database:** Closed Networking Software APARs

Document: Done