

Ein aktuelles VSE als Grundlage zur Sicherung Ihres Geschäftserfolgs

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VM/VSE IT-Leiter Kolloquium

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Bad Reichenhall, Bayern



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	SNAP/SHOT*	z/VM
		z/VSE
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Zusammenfassung

Ein aktuelles VSE ist Grundvoraussetzung für eine erfolgreiche IT !

Ihr Betriebssystem und Ihr Körper haben eines gemeinsam: wenn Sie sich drum kümmern, es pflegen und hegen noch während es sich bester Gesundheit erfreut, dann wird es Ihnen dies danken durch lang anhaltende Gesundheit, wird robust und stark sein - was dann zu weniger Downtime, weniger ungeplante Shutdowns, und weniger andere unliebsame Überraschungen führen wird.

Dieser Vortrag handelt von den Konzepten der vorbeugenden Wartung und gibt Hinweise wie Sie diese in Ihrer IT dazu einsetzen können die für Sie beste Wartungsstrategie zu entwickeln.

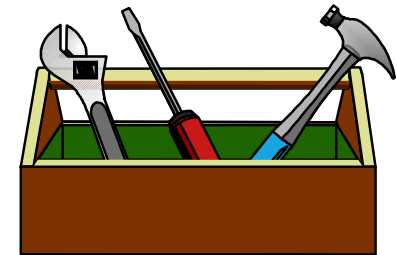
Inhalt

- Grundlagen um ein VSE System up-to-date zu halten
- Preventive service - corrective service
- Recommended Service Level und wie man es am besten einsetzt
- ShopzSeries für VSE Kunden
- System-Wartung über das Internet
- Aktuelle VSE-Service-Informationen auf dem Internet
- Hints and tips

Eine Kopie dieses Vortrags erhalten Sie auf der VSE Homepage:
<http://www-1.ibm.com/servers/eserver/zseries/zvse/>

Priority One: Keep your System on a Supported Level

- to make sure that support is available when you need it!



- Plan ahead sufficient time for release migration
- IBM announces end-of-service dates at least 12 month ahead
- Customers are informed by letter, and please check out the VSE home page
- From VSE/ESA 2.6 upward migration via FSU procedure possible
- Consult your software vendors for upgrades and specific information

End of Service Termine

	End of Marketing	End of Service
VSE/ESA 2.3	06-2000	31.12.2001
VSE/ESA 2.4	09-2000	30.06.2002
VSE/ESA 2.5	12-2001	31.12.2003
VSE/ESA 2.6	03-2003	31.03.2006
VSE/ESA 2.7	09-2005	28.02.2007
z/VSE 3.1	tbd	tbd

2.6 ist schon heute nicht mehr unterstützt, 2.7 folgt in 3 Monaten.

Migrieren Sie jetzt zu z/VSE 3.1 !

Extended Service Verträge

IBM recommends always to stay on supported releases!

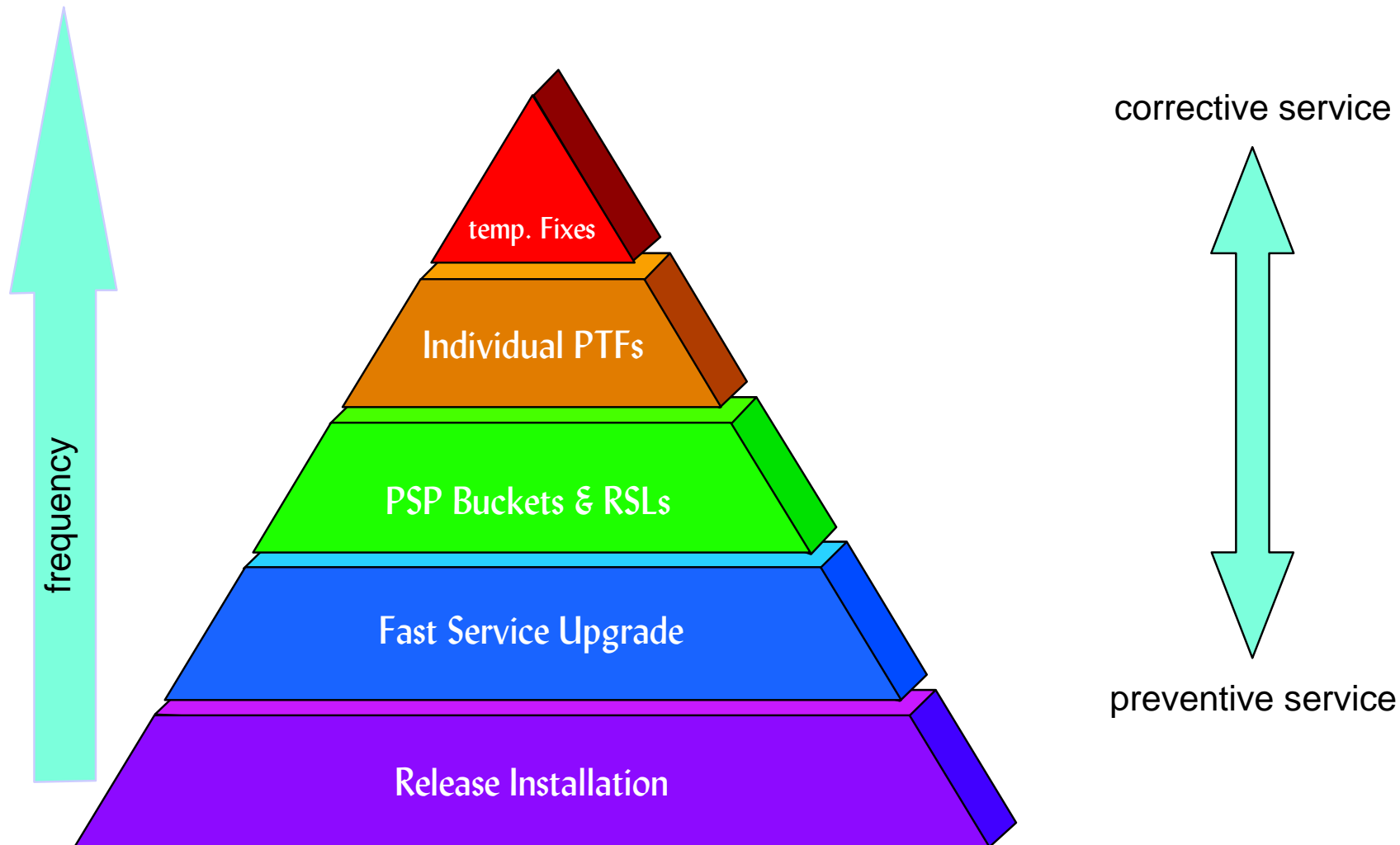
However, if you have a need to get defect support beyond the announced end-of-service date ...

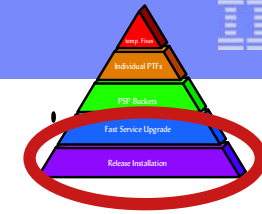
then IBM can offer you a service extension contract

- which is completely fee based
- IBM asks for a migration plan (max period is 2 years)
- contracts are offered by IBM Global Services
- some restrictions apply

Note: existing PTFs can still be downloaded from the IBM website!

Maßnahmen um Ihr System Up-to-Date zu halten



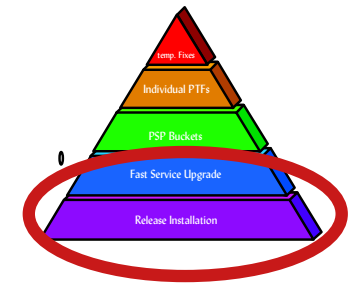


VSE Refresh Level

VSE Level	PTF Level	Verfügbar von	...bis
2.6.2.	10-2002	12-2002	09-2003
2.6.3.	06-2003	09-2003	11-2004
2.7.0.	12-2002	03-2003	09-2004
2.7.1.	06-2003	09-2003	03-2004
2.7.2.	01-2004	03-2004	11-2004
2.7.3.	09-2004	11-2004	09-2005
3.1.0	12-2004	03-2005	11-2005
3.1.1	09-2005	11-2005	20.07.2006
3.1.2	12.05.2006	21.07.2006	tbd.

- ▶ execute `splevel.proc` or 'sir' command to display the installed refresh level
- ▶ Refresh level VSE/ESA 2.7.3 or z/VSE 3.1.2 are current at this point in time
- ▶ always apply newest PTF bucket (PSP) and/or RSL on top
- ▶ check out the VSE home page for up to date service related news
- ▶ download the Program Directory from the VSE home page

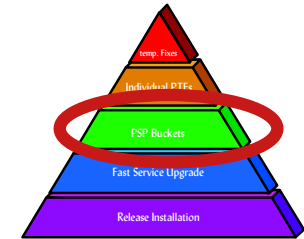
VSE Refreshes



- are a complete set of install tapes including base and optional products
- are to be used for
 - ▶ base installation (from scratch)
 - ▶ Fast Service Upgrade (FSU) of an existing system
 - from a previous release (limitations) to a new release
 - or to move to a higher refresh level within a given release
- have applied **all** PTFs available until cut off date
- have undergone a basic regression test by IBM
- are orderable until a new refresh level or new release becomes available

Use ShopzSeries to order a VSE refresh

<https://www14.software.ibm.com/webapp/ShopzSeries/ShopzSeries.jsp>

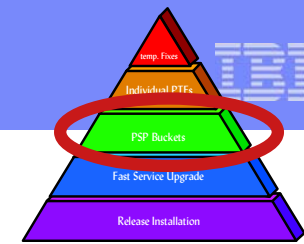


PSP Buckets

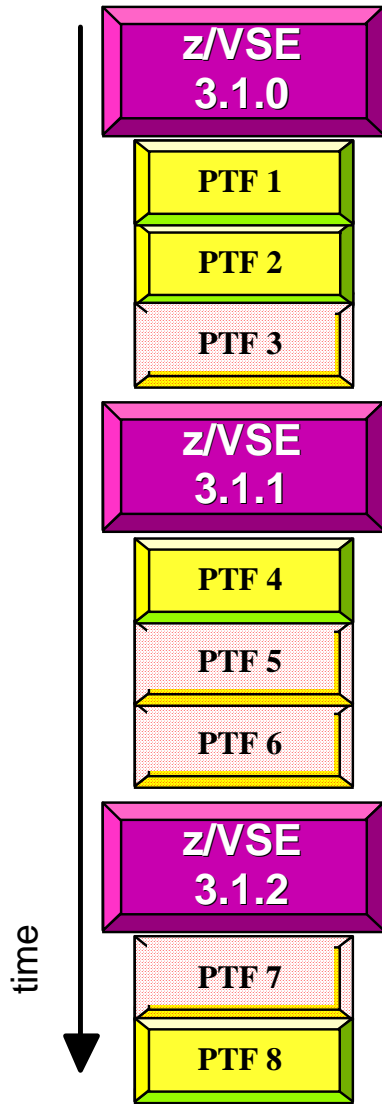
- are a list of PTFs solving High Impact or PERvasive (HIPER) APARs
- are available for each refresh level
- are permanently maintained and kept up to date by the product change teams
- are divided into subsets for the individual components
- can be ordered thru IBM service or via the Internet (see later in this pres.)
- are delivered as cumulative PTF tape(s) or file
- should be installed with the interactive user interface (IUI dialogs)

PSP bucket names (called UPGRADE) are related to the release and refresh level they are based on: e.g. ..., [VSEESA272](#), [VSEESA273](#), [ZVSE310](#), [ZVSE312](#)

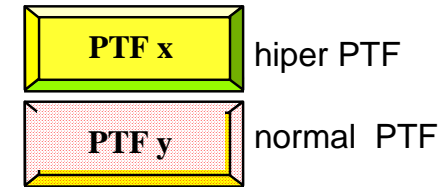
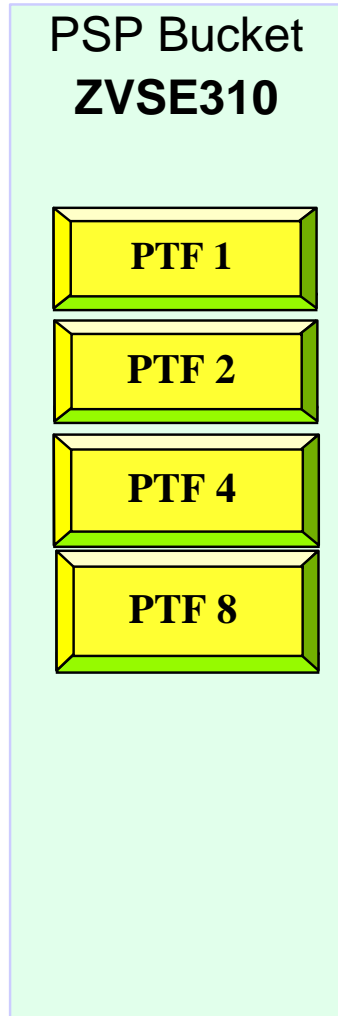
PSP = Preventive Service Planning



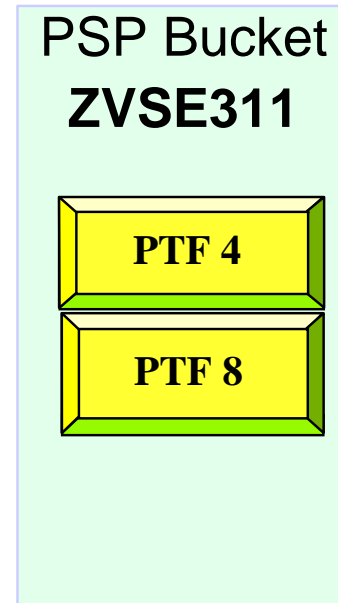
PSP Buckets and Refreshes - the Difference



goes on top of
z/VSE 3.1.0

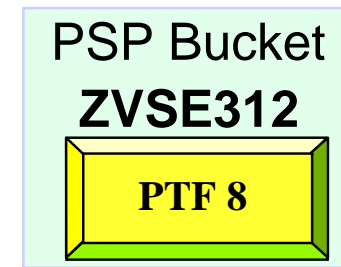


goes on top of
z/VSE 3.1.1

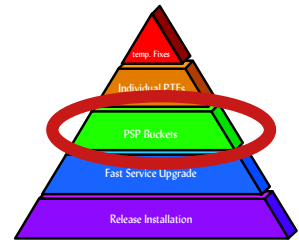


- Refreshes pick up all existing PTFs at build date
- PSP buckets pick up 'hiper' PTFs and their prerequisite PTFs only

goes on top of
z/VSE 3.1.2



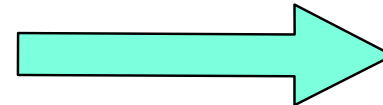
Structure of a PSP Bucket



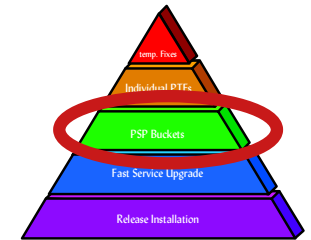
- There is a subset for each base- and optional product

 Select the subset you want to view.

UPGRADE	SUBSETS	ABSTRACT
zVSE310	chg/index	V. 3, R. 1, M. LEVEL 0 of z/VSE
zVSE310	HLASM/589	HLASM V. 1, R. 5, M. 0
zVSE310	ACCNTRL/H06	VSE/ACCESS CONTROL V. 1, R. 2, M. 1
...		
...		
...		
zVSE310	IBMLANG/81K	LE/VSE BASE V. 1, R. 4, M. 4
zVSE310	CICS/TS/B0P	CICS/VSE V. 4, R. 1, M. 1
zVSE310	ZVSE/81C	VSE Central Functions V. 7, R. 1, M. 0
zVSE310	DB2/4NN	DB2/VSE V. 7, R. 4, M. 0
zVSE310	VTAM/FE6	ACF/VTAM V. 4, R. 2, M. 0
zVSE310	BASESERVICE	<i>a list of all PTFs already applied to the base products</i>
zVSE310	OPTPSERVICE	<i>a list of all PTFs already applied to the optional products</i>



Sample: PSP Subset for 'IBMLANG/81K' of ZVSE310



DATE	APAR	PTF	VALID	COMMENTS	
14	06/06/21	PK25616	UK15022	1000	HIPER MSGCEE3200S AFTER LE/CICS
13	06/05/29	PK24733	UK14718	1000	HIPER USING STRNCPY() CAUSES
12	06/04/03	PK19351	UK11699	1000	HIPER C PROGRAM FREAD RETURNS
11	05/11/24	PK12695	UK07897	1000	HIPER CEEPIPI STORAGE LEAK
10	05/11/24	PK14309	UK08715	1000	HIPER SOS PROGRAM-CHECK LOOP
9	05/08/25	PK08993	UK05438	1000	HIPER MSGIGZ0027W "THE SORT
8	05/08/25	PK09837	UK06260	1000	HIPER AMODE PROBLEM WITH LE'S
7	05/06/21	PK01947	UK01734	1000	HIPER UPDATES FOR LE/VSE 1.4.4
.....					
.....					
2	05/04/05	PK01833	UK01854	1000	HIPER UPDATES FOR LE/VSE 1.4.4
1	05/04/05	PK01834	UK01608	1000	HIPER ABENDU4087 OR MSGCEE3200S

In PSP ZVSE311 this subset contains these 5 PTF only, because PTFs 1-9 are already applied to the 3.1.1 base. Subsequently bucket ZVE312 contains PTFs in lines 13 and 14 only.

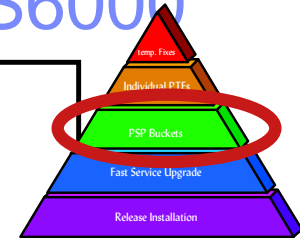
Order your PSP bucket via the Internet, or call the IBM support center.

see: <https://techsupport.services.ibm.com/server/390.psp390> (requires an id to sign in)

PSP Buckets for Hardware Support - Sample for DS6000

Select the subset you want to view.

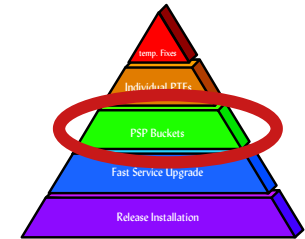
UPGRADE	SUBSETS	ABSTRACT
1750DEVICE	chg/index	Upgrade 1750DEVICE
1750DEVICE	1750MVS/ESA	DEVICE 1750
1750DEVICE	1750VSE/ESA	DEVICE 1750
1750DEVICE	1750VM/ESA	DEVICE 1750
1750DEVICE	1750TPF	DEVICE 1750



Service Recommendation Summary

DATE	APAR	PTF	VOLID	COMMENTS	
11	06/06/23	PK23164	UK15425	1000	CMD REJ (OR RC0) ON FLASH COPY W
10	05/12/01	DY46369	UD52881	1000	LVTOC SHOWS WRONG FREE SPACE INF
9	05/11/08	PK13189	UK08648	1000	LVTOC SHOWS WRONG FREE SPACE INF
8.	05/08/31	PK07247	UK04471	1000	HIPER ICK34125I ON PPRC PPRCOPY
7.	05/08/31	PK04960	UK03261	1000	CMD REJ REPORTED BY ICK34063I
6	05/07/29	DY46319	UD52791	1000	POTENTIAL PERFORMANCE DEGRADATIO
5	05/07/06	DY46388	UD52860	1000	POTENTIAL PERFORMANCE DEGRADATIO
4.	05/05/18	PQ95319	UQ95185	1000	NEW FUNCTION
3.	05/05/09	DY46208	UD52668	1000	1.SUPPORT FOR D/TDS6000 AND
2	05/03/11	PQ96706	UK00781	1000	NEW FUNCTION
1	04/12/10	DY46284	UD52744	1000	NEW FUNCTION





View PSP Buckets on the Internet

IBM Business Transformation Homepage | IBM Internal Help | IBM Standard Software Installer | main_pic_sub[1].jpg | Search the Web with Lycos

Country/region [select] | Terms of use

IBM Search

Home | Products | Services & solutions | Support & downloads | My account

Technical help database
Feedback

Technical help database

for mainframe Preventive Service Planning buckets

Search the preventive service planning database for specific installation tips, high impact or pervasive problems, and service recommendations. You will find information on both software and hardware for the zSeries family of servers. This data is updated daily. This release combines the original PSP390 and the enhanced PSP390 applications. You can now search for the contents of the PSP buckets and download their extract files from one location.

Enter search terms: Search assistance

Sort results by: Rank order
Last modified: All dates

Other search criteria:

Upgrade Name
 Upgrade Name
 Hardware Device Type
 Fmid:
 Component ID:
 Program ID:
 CLC:

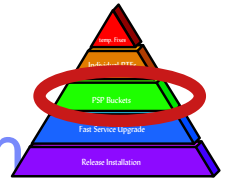
All Content
 Exclude extract files
 Extract files only

EPSPT host tool
 Instructions for downloading, installing, and using the EPSPT host tool.
 → Download
 → Install
 → Use

Other databases
 → Subscription services
 → Technical help database
 → Redbooks

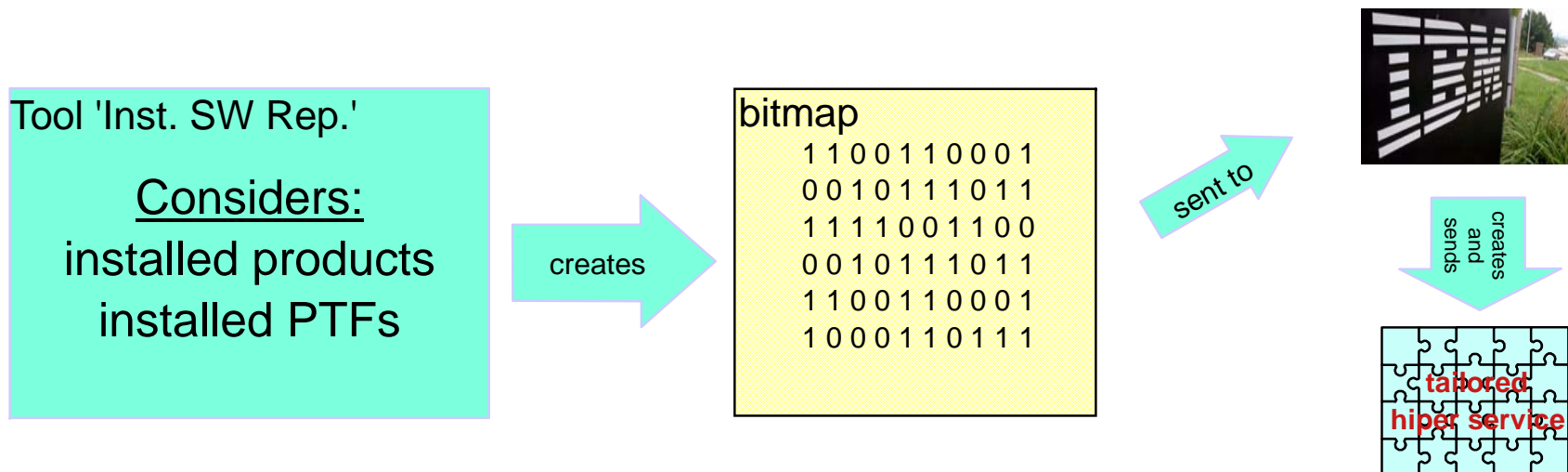
enter the Upgrade name here,
or use for device name

see: <https://techsupport.services.ibm.com/server/390.psp390> (requires an id to sign in)



Ordering Hiper Service exactly Tailored to your System

- to create a bucket of all hiper PTFs applicable to your current service level
- Download tool "Installed Software Report" from:
<http://www-1.ibm.com/servers/eserver/zseries/zvse/support/preventive.html>
- The tool creates a bitmap from the contents of your MSHP history file
- The bitmap is sent to the IBM distribution center via ShopzSeries
- The tailored PTF bucket will be retrieved via ShopzSeries

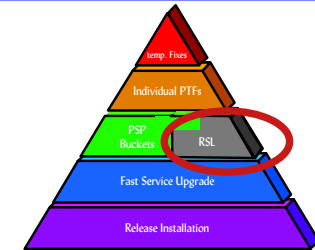


RSL*) for VSE/ESA and z/VSE

What is it?

Recommended Service Level for VSE

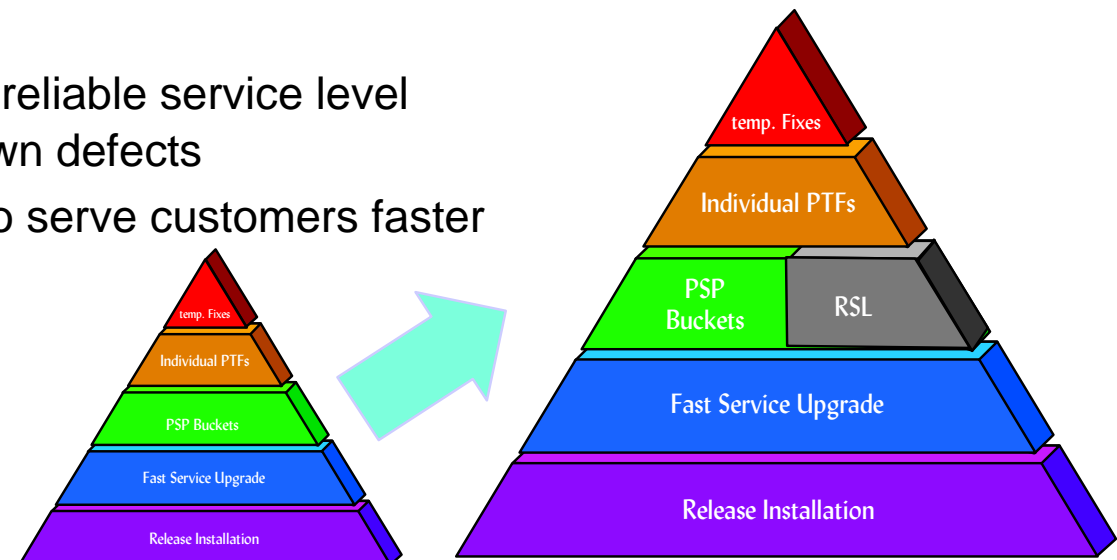
- ◆ all available PTFs at specified cutoff date
- ◆ cutoff date describes a defined APAR/PTF level
- ◆ monitored 6-8 weeks for PE (PTF in Error)
- ◆ a list of PTFs kept in PSP and on VSE Home Page
- ◆ standard PTF installation process

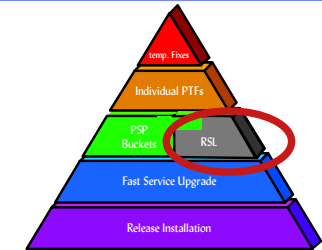


Why is it done?

- ◆ easy way to stay on current & reliable service level
- ◆ reduces re-discoveries of known defects
- ◆ helps IBM service personnel to serve customers faster

*) not to be confused with the RSU concept of z/OS





RSL for VSE/ESA and z/VSE

RSL - Rules

Define cutoff date **every 2-3 month** (sync. with refresh)

Create RSL **for all releases in service** on latest refresh level

Next refresh level = last RSL of previous refresh

Create 'final' RSL at EOS of a given release

RSL - Ordering

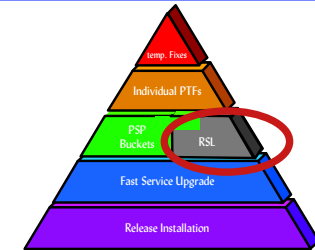
Order like a PSP from the IBM support center

Order electronically via Internet,

==> get PTF list via VSE Home Page

RSL for VSE/ESA or z/VSE

Currently available RSLs:

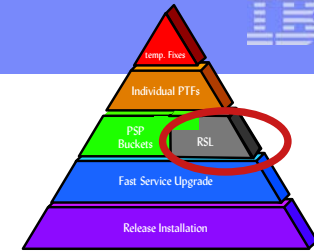


RSL-Name	Subsets
----------	---------

VSERSL312	→ RSLBASExxx
VSERSL311	→ RSLADxxx
VSERSL310	→ RSLAFPxxx
VSERSL273	→ RSLDBxxx
VSERSL272	→ RSLLANGxxx
VSERSL271	→ RSLNCPxxx
VSERSL270	→ RSLOTHERxxx
VSERSL263	→ RSLOLDxxx (if applicable)
VSERSL262	
VSERSL261	
VSERSL260	

xxx stands for 2.7.2, 2.7.3, ..., 3.1.1, etc...

For orderable releases we recommend to upgrade via FSU instead of 2 or more RSLs



RSL Subsets

<p><u>RSLBASExxx</u> <u>VSE Base Products</u></p> <p>ACF/VTAM, CICS/TS, CICS/VSE, DITTO, EREP, HLASM, ICKDSF, LE/VSE, TCP/IP, VSE Central Functions</p>	<p><u>RSLDBxxx</u> <u>Database Products</u></p> <p>DB2 Server, Data Restore VSE, Control Center VSE, DLI/VSE, DB2 VSAM Transparency, QMF /VSE</p>
<p><u>RSLADxxx</u> <u>Application Development</u></p> <p>MQSeries for VSE, SDF/CICS, SDF II VSE Base</p>	<p><u>RSLLANGxxx</u> <u>Language & Compiler</u></p> <p>VAGen Server VSE, IBM C for VSE, IBM PL/I VSE, IBM COBOL VSE, RPG II, CCCA VSE, High Level Language Assembler Toolkit VSE</p>
<p><u>RSLAFPxxx</u> <u>Adv. Function Printing</u></p> <p>PSF/VSE V2 Compatibility Fonts Base, AFP Font Coll. for VSE, PPFA/370, OGL/370</p>	<p><u>RSLNCPxxx</u> <u>Network Control</u></p> <p>ACF/NCP VSE, ACF/SSP VSE, x.25 NPSI, EP V1 for ACF/NCP</p>
<p><u>RSLOTHERxxx</u> <u>Other opt. Products</u></p> <p>IXFP/Snapshot VSE, DFSORT/VSE, GDDM/VSE, CICSVR/VSE, DITTO/ESA for VSE Japanese, ACLR/VSE</p>	<p><u>RSLOLDxxx</u></p> <p>Products or product releases no longer distributed in the next higher refresh level (x.x.x+1)</p>

RSL for VSE on the Homepage

The VSE home page contains a table like this one with links to the individual listings.

Service recommended for	PTF Order List	Cutoff Date
z/VSE 3.1.2	Base Products PTFs 312B	Sept. 30, 2006
	Optional Prod. PTFs 312O	
z/VSE 3.1.1	Base Products PTFs 311B	May 10, 2006
	Optional Prod. PTFs 311O	
z/VSE 3.1.0	Base Products PTFs 310B	Sept. 20, 2005
	Optional Prod. PTFs 310O	
VSE/ESA 2.7.3	Base Products PTFs 273B	Sept. 30, 2006
	Optional Prod. PTFs 273O	
VSE/ESA 2.7.2	Base Products PTFs 272B	Sept. 20, 2004
	Optional Prod. PTFs 272O	
VSE/ESA 2.7.1	Base Products PTFs 271B	Jan. 26, 2004
	Optional Prod. PTFs 271O	
VSE/ESA 2.7.0	Base Products PTFs 270B	Jun. 30, 2003
	Optional Prod. PTFs 270O	
Out of Service releases		
VSE/ESA 2.6.3	Base Products PTFs 263B	May 31, 2006
	Optional Prod. PTFs 263O	
VSE/ESA 2.6.2	Base Products PTFs 262B	Jun. 30, 2003
	Optional Prod. PTFs 262O	
VSE/ESA 2.6.1	Base Products PTFs 261B	Oct. 21, 2002
	Optional Prod. PTFs 261O	
VSE/ESA 2.6.0	Base Products PTFs 260B	Apr. 16, 2002
	Optional Prod. PTFs 260O	
VSE/ESA 2.5.2	Base Products PTFs 252B	Dec. 31, 2003
	Optional Prod. PTFs 252O	



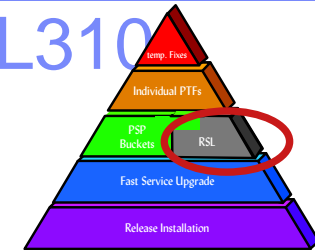
see next page



APAR lists (pdf files)

see: <http://www-1.ibm.com/servers/eserver/zseries/zvse/support/preventive.html#rsl>

Sample: Subset for Base Products of VSERSL310

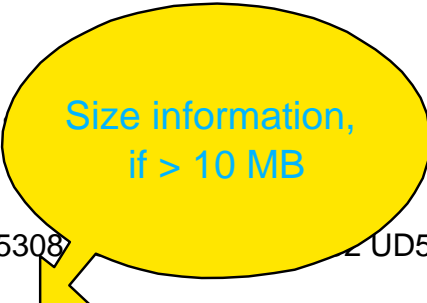


z/VSE 3.1.2 Base Products

PTF numbers September 30, 2006:

(total size of RSL: 30.3MB)

CICS Transaction Server for VSE/ESA 1.1.1
UK15924 UK16475 UK17054 UK17162 UK17995 UK1



ACF/VTAM VERSION 4.2.0
UD53070 UD53071 UD53072 UD53073 UD53082 UD53083 UD53084 UD53085 UD53086 UD53087 UD53088 UD53089 UD53090 UD53091 UD53092 UD53093 UD53094 UD53095 UD53096 UD53097 UD53098 UD53099 UD53100 UD53101 UD53102 UD53103 UD53111

VSE Central Functions 7.1.0 **(total size of PTFs: 17.4MB)**

VSE/SP UNIQUE CODE
UK14212 UK15825 UK16411 UK16727

VSE/POWER
UD53028 UD53040 UD53093

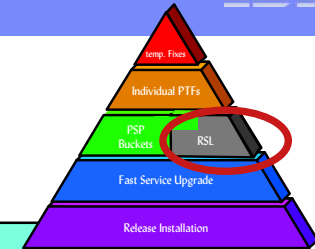
VSE/VSAM
UD52961 UD52962 UD52963

VSE/AF
UD53002 UD53004 UD53014 UD53024 UD53027 UD53030 UD53031 UD53032 UD53033 UD53034 UD53035 UD53036 UD53037 UD53038 UD53039 UD53040 UD53041 UD53042 UD53043 UD53044 UD53045 UD53046 UD53047 UD53048 UD53049 UD53050 UD53051 UD53052 UD53053 UD53054 UD53055 UD53056 UD53057 UD53058 UD53059 UD53060 UD53061 UD53062 UD53063 UD53064 UD53065 UD53066 UD53067 UD53068 UD53069 UD53070 UD53071 UD53072 UD53073 UD53074 UD53075 UD53076 UD53077 UD53078 UD53079 UD53080 UD53081 UD53082 UD53083 UD53084 UD53085 UD53086 UD53087 UD53088 UD53089 UD53090 UD53091 UD53092 UD53093 UD53094 UD53095 UD53096 UD53097 UD53098 UD53099 UD53100 UD53101 UD53102 UD53103 UD53104 UD53105 UD53106 UD53107 UD53108 UD53109 UD53110 UD53111

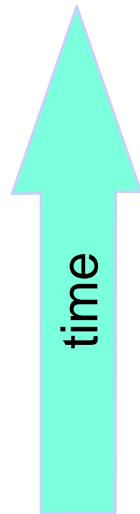
OSA/SF
UK14608

VSE Connector
UK14888 UK15946 UK17908

Copy the PTF numbers *) from this page and paste it into the electronic ordering page.
<https://techsupport.services.ibm.com/server/390.elecptforder>
 *) other text is being ignored by order process



RSL Update Dates



RSL	RSL Cut-Off	RSL Available	Comments
273, 312	09/30/2006	11/17/2006	
273, 312	07/31/2006	09/15/2006	
263, 273, 311	05/12/2006	07/21/2006	GA 3.1.2
263, 273, 311	03/31/2006	05/15/2006	
263, 273, 311	01/31/2006	03/17/2006	
263, 273, 311	11/30/2005	01/13/2006	
263, 273, 310	09/20/2005	11/25/2005	GA 3.1.1
263, 273, 310	07/31/2005	09/16/2005	
263, 273, 310	05/31/2005	07/15/2005	
263, 273, 310	03/31/2005	05/13/2005	
263, 273	01/31/2005	03/04/2005	GA 3.1.0
263, 273	11/30/2004	01/14/2005	
263, 272	09/20/2004	11/19/2004	GA 2.7.3

This table shows the RSL updating principle:

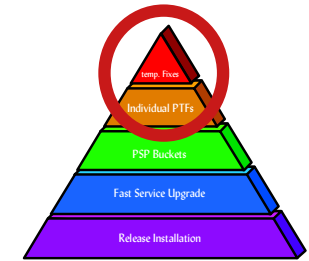
A certain RSLs is being updated until a new refresh level for the given release comes out.

The final RSL of a certain level contains the same service level as the new refresh.

When a release goes out of service, a final, frozen RSL (e.g. 2.5.2, 2.6.3) stays available.

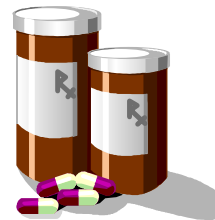
Availability is about 6-8 weeks after PTF cut-off.

Single PTFs and APAR Fixes - Corrective Service



■ Single PTFs....

- ▶ to correct an actual defect or problem permanently
- ▶ solves one or multiple APARs
- ▶ PTF numbers are for one release only
- ▶ order via Internet or by opening a PMR with IBM
- ▶ come on a tape or electronically
- ▶ could require requisite PTFs as well
- ▶ Installation via MSHP/UII

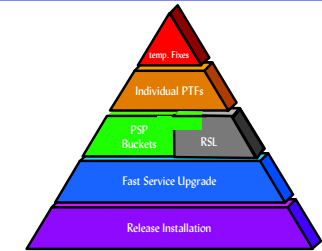


■ APAR fixes

- ▶ temporary correction of a defect
- ▶ provided by an IBM support ctr while a PTF is not available
- ▶ usually being replaced by a PTF at a later time.
- ▶ format is zap or user module
- ▶ installed by use of MSHP/UII
- ▶ are customised for individual PTF levels

APAR = Authorized Problem Analysis Report (description of an individual defect)

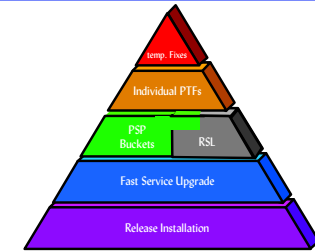
PTF = Program Trouble Fix (solution to an APAR consisting of a module or phase replacement unique for an individual release)



Comparison of VSE Service Deliverables

	Refresh	RSL	PSP	PTF
What is it	complete product with integrated PTFs; level documented in the system	List of all PTFs available at cutoff date; monitored 6-8 weeks for PE, level identified by date of list	selected PTFs mainly for HIPER APARs; changes continuously	'official' fix for a code defect documented in an APAR
When is it available	every 6-12 month; usually for the newest release	every 2-3 month	continuously	continuously
When to order/install	for base install or level upgrade (FSU)	preventively to stay current between refreshes, avoid known problems	after refresh installation and preventively to avoid HIPER problems	to fix a certain problem

Samples for Selecting Preventive Maintenance with Release Migration

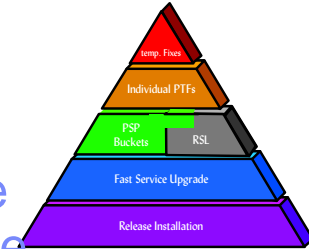



Installed: VSE/ESA 2.6.x or 2.7.x and moving to z/VSE 3.1.2

Install Refresh 3.1.2	→	VSE/ESA 3.1.2 (FSU)
+ RSL 3.1.2	→	latest RSL
+ PSP 3.1.2	→	latest hiper service

Samples for Selecting Preventive Maintenance 1

by staying on the same VSE Release




 Installed: z/VSE 3.1.0


Install Refresh 3.1.2	→	z/VSE 3.1.2
+ RSL 3.1.2	→	latest RSL
+ PSB 3.1.2	→	latest hiper service

or

Install RSL 3.1.1	→	z/VSE 3.1.2 level
+ RSL 3.1.2	→	latest RSL
+ PSB 3.1.2	→	latest hiper service


 Installed: z/VSE 3.1.1

Install RSL 3.1.1	→	z/VSE 3.1.2
RSL 3.1.2	→	latest RSL
+ PSB 3.1.2	→	latest hiper srv


 Installed: VSE/ESA 2.7.1 + PTFs

Install Refresh 2.7.3	→	VSE/ESA 2.7.3 ¹⁾
+ RSL 2.7.3	→	latest RSL
+ PSB 2.7.3	→	latest hiper service

1) if you have a refresh tape available
if not, then install RSL271, RSL272 and RSL273 instead

 Installed: VSE/ESA 2.7.3 + PTFs

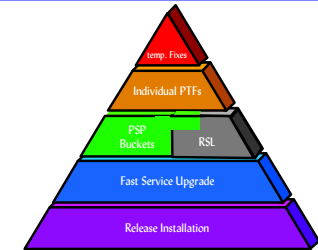
Install RSL 2.7.3	→	latest RSL
+ PSB 2.7.3	→	latest hiper service

 Installed: VSE/ESA 2.7.1

Install RSL 2.7.1	→	VSE/ESA 2.7.2
+ RSL 2.7.2	→	VSE/ESA 2.7.3
+ RSL 2.7.3	→	current RSL
+ PSP 2.7.3	→	latest hiper srv

Preventive Service Recommendation

- It is essential to have a preventive maintenance strategy
- Develop it according to your own needs
- Consider these aspects:
 - ▶ overall system complexity
 - ▶ workload and size of your system
 - ▶ growth of transaction rates, batch workload, file sizes
 - ▶ change activities
 - ▶ new hardware coming in
 - ▶ new applications, or changes to current ones



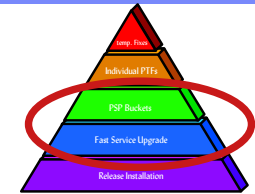
Suggestions for a healthy system:

- regular maintenance reduces the risk for rediscoveries of defects
- plan the time for maintenance cycles well ahead

and the benefit is:

- ➔ makes sure that the number of PTFs to apply is kept small to solve a sudden and unexpected defect
- ➔ avoids that an extensive upgrade has to be done under pressure

Preventive Service Recommendations



Install the latest **REFRESH**

- every 12 month
- but not later than 24 month

if you are on the latest Refresh Level

Install the latest **RSL**

- every 6 month
- but not later than 12 month
- in addition order the newest PSP bucket shortly before upgrading to get the hottest fixes as well.

Install the **PSP bucket** *)

- every 3 month
- but not later than 6 month
- order the hardware bucket when installing new hardware
- as an alternative to solve an encountered software defect

*) or better: use the tailored hiper service ordering via ShopzSeries as outlined before.

Always check out the VSE web page before installation!

Before upgrading, also check with your third parties for their corresponding service levels, please!

Recommended Steps when going to a New Release

sequence of activities

- Order the current refresh level and install it on your test system
- If there is already an RSL for that refresh then order and install it as well
- Also order and install the latest PSP bucket
- Check with your third parties for their corresponding service levels
- Have a testing period to make sure everything runs well as it did before
- Order and install the newest PSP bucket again 2-3 weeks before production cutover and check with your software vendors again
- Check out the VSE web pages *) for newest service information
- Regression testing
- Before production cutover have a fallback plan in place
- Production cutover



*) <http://www-1.ibm.com/servers/eserver/zseries/zvse/>

What can VSE Customers use ShopzSeries for?

- Order z/VSE Operating System Package
 - ▶ for Base install
 - ▶ Fast Service Upgrade (FSU)
 - ▶ ShopzSeries will check for existing Licenses
- Order Optional Products for z/VSE
 - ▶ choose from a large product catalog
- Order z/VSE Service Packages
 - ▶ Individual PTFs (list of PTFs e.g. RSL)
 - ▶ PTFs for individual APARs
 - ▶ Critical service (Hiper/PE Fixes)
- View your License Inventory

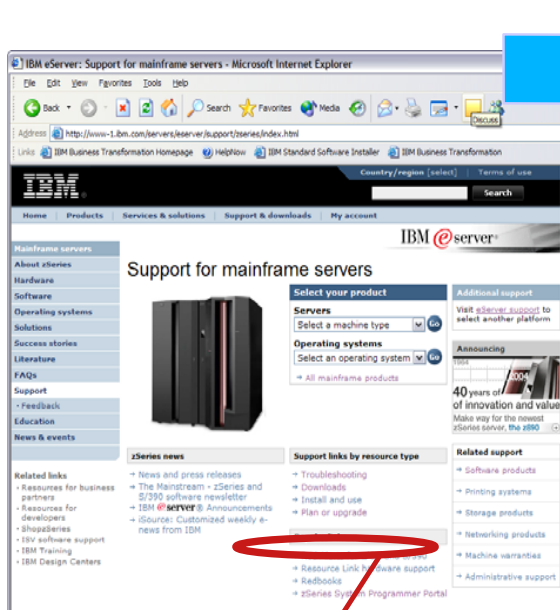
Register for ShopzSeries usage well ahead ! (about 1 week)

Visit the ShopzSeries Web site at: <http://www.ibm.com/software/shopzseries>
(Requires an ID to sign in)

Retrieving APARs/PTFs over the Internet

http://www-1.ibm.com/servers/eserver/support/zseries/index.html

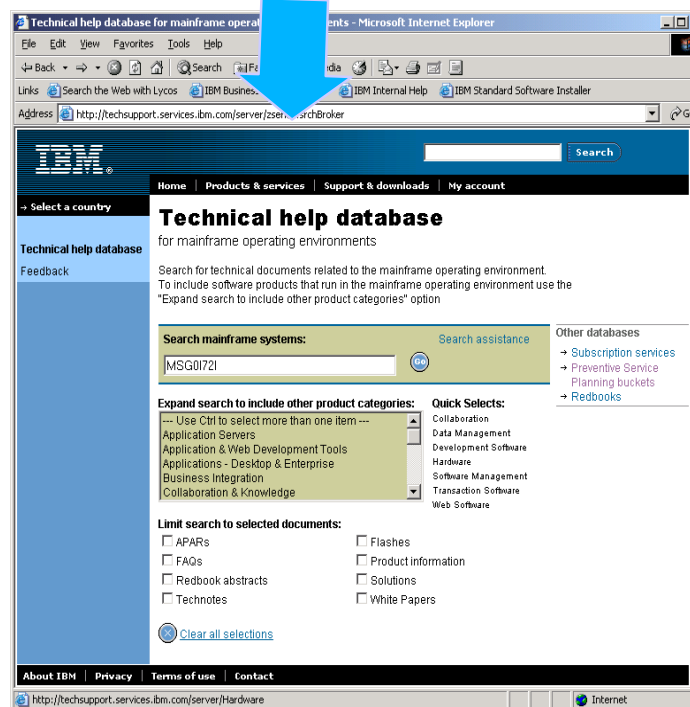
or via: www.ibm.com >> Support & downloads >> Support by product - Servers >> Mainframe servers



zSeries System Programmer Portal

For most functions a log-in is required. The id can be created online.

>> Resolving Problems
>> APAR with PTF ordering



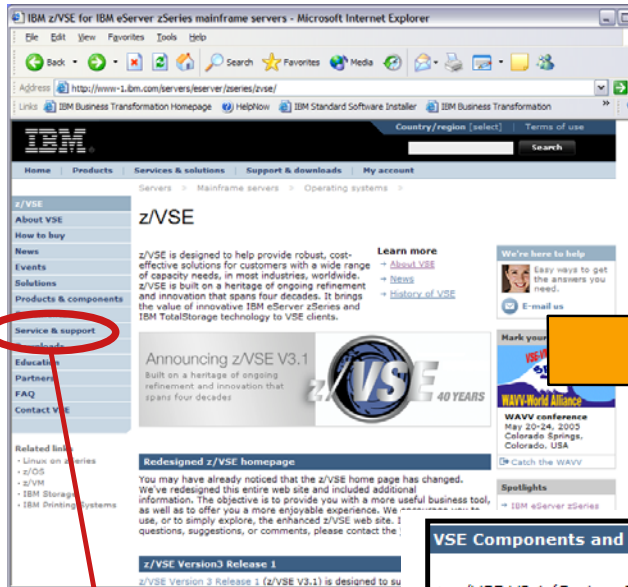
Searches in complete IBM APAR database.

Once the APAR is found:

- select the PTF for your release and submit the order
- You will be informed via e-mail about status and how to retrieve the package from an ftp server
- ordering and download available 24x7
- Installation instructions are available via the VSE home page

Use also for ordering RSLs or PSBs

Viewing the Latest Service Related Information



Service and Support

- ### VSE Components and products
- z/VSE V3.1 (System Package) 5609-ZVS
 - VSE Central functions 7.1.0 5686-CF7 containing:
 - VSE/SP Unique Code 5686-CF7-01
 - VSE/POWER 5686-CF7-03
 - VSE/VSAM 5686-CF7-05
 - VSE/AF 5686-CF7-06
 - VSE/AF MSHIP 5686-CF7-07
 - VSE/AF Info/Analysis 5686-CF7-08
 - VSE/AF IOCP 5686-CF7-09
 - VSE/ICCF 5686-CF7-10
 - VSE/FastCopy 5686-CF7-11
 - REXX/VSE 5686-CF7-12/16
 - VSE/OLTEP 5686-CF7-13
 - OSA/SF 5686-CF7-30
 - VSE Connectors 5686-CF7-35
 - Language Environment (LE) 5686-CF7-32/33
 - EREP 3.5.0 5656-260
 - ICKDSF 1.17.0 5747-DS2
 - DITTO/ESA for VSE 5648-099
 - High Level Assembler 1.5.0 5696-234
 - CICS Transaction Server 1.1.1 5648-054
 - AC/VTAM 4.2.0 5686-065
 - TCP/IP for VSE/ESA 1.5 5686-A04
 - DB2 V7.3 Server for VM&VSE 5697-F42
 - DLI/T DOS/VSE 1.10 and DLI/T VSE 1.11 5746-V

Service and support

Introduction Preventive Corrective How to order

Under 'Corrective' you will find links to specific service information for the individual components: e.g. list of APARs and PTFs with a short description in chronological order.

Here you find the latest hot service news!

Hot service news

March 17, 2006 **Recommended Service Levels upgraded to the January 31, 2006 level.**

February 9, 2006 **With z/VSE 3.1.1, initial installation may fail, first IPL goes into a loop:**
 A few users experienced problems with the initial installation of z/VSE V3.1.1. For technical details and a local fix see [here](#) (PDF, 8KB). As a result, we developed a solution (APAR [DY46515](#)). We applied the APAR and **replaced the z/VSE V3.1.1 tapes at the distribution centers as of February 8.**
 z/VSE V3 customers fall into three groups:

1. If you ordered z/VSE V3.1.1 before February 8, and successfully installed the system, the fix does not apply to you.

The VSE Health Checker Tool

VSE Health Checker - Data loaded from: ZVSE 3.1_2005_04_28_16.46.25.xml - Timestamp: Apr 28, 2005 4:46:17 PM

File Selected Configuration Help

Storage Below | Storage Above | CDSA / SDSA | RDSA / UDSA | ECDSA / ESDSA | ERDSA / EUDSA

Area	Size (KB)	Size (MB)
Free GETVIS-24	2580	2.51
Used GETVIS-24 w/o DSA	3564	3.48
Free DSA	3328	3.25
User DSA (UDSA)	256	0.25
Readonly DSA (RDSA)	512	0.50
Shared DSA (SDSA)	512	0.50
CICS DSA (CDSA)	512	0.50
Partition Program Area	4	0.00

Job Name	NN1CICF2	Peak DSA Size	1792 KB
Phase Name	DFHSIP	Peak DSA Used	1084 KB
Part. Begin Addr.	500000	DSA Limit	5120 KB
Storage Prot.	Active	Max. Ever Used GETVIS-24	8688 KB —

Note: issue a GETVIS nn,RESET after CICS startup to get a correct max_ever_used_24 value.

ZVSE 3.1

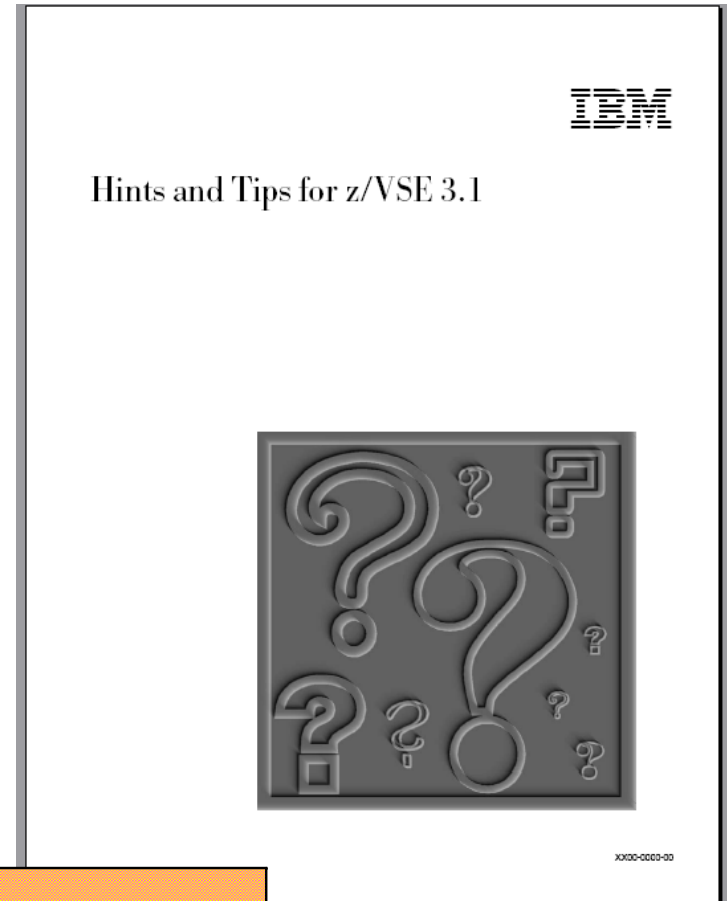
Get it from the VSE home page >> Downloads >> Connectors
<http://www-1.ibm.com/servers/eserver/zseries/zvse/downloads/>

... more useful Information ...

▶ see our issue of



▶ **VSE Hints & Tips** (Edition September 2006)



download as PDF file from the VSE homepage:

<ftp://ftp.software.ibm.com/eserver/zseries/zos/vse/pdf3/zvse31/hint8mm3.pdf>

Danke für's Zuhören!

Fragen

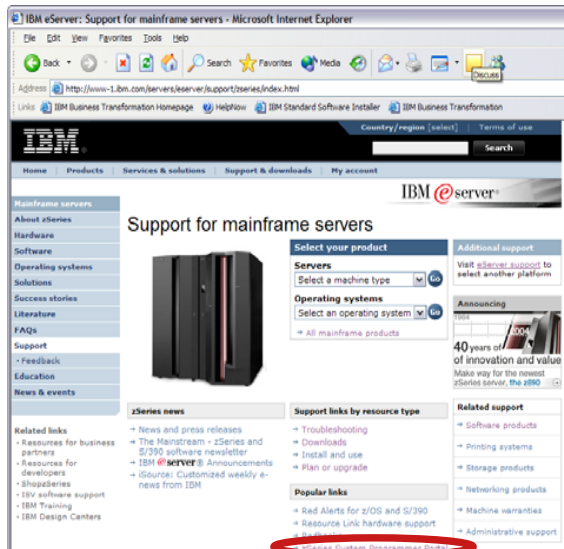


jetzt ... oder später an zierl@de.ibm.com

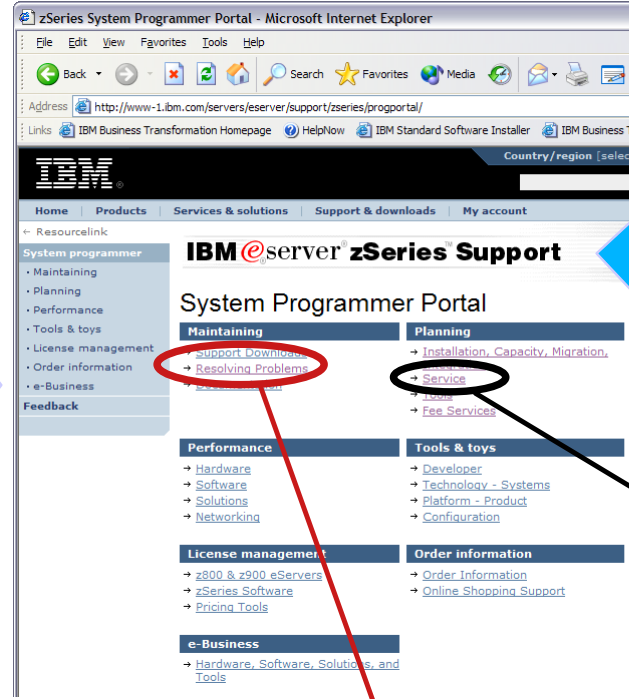
Retrieving APARs/PTFs over the Internet

http://www-1.ibm.com/servers/eserver/support/zseries/index.html

or via: www.ibm.com >> Support & downloads >> Support by product - Servers >> Mainframe servers



zSeries System Programmer Portal



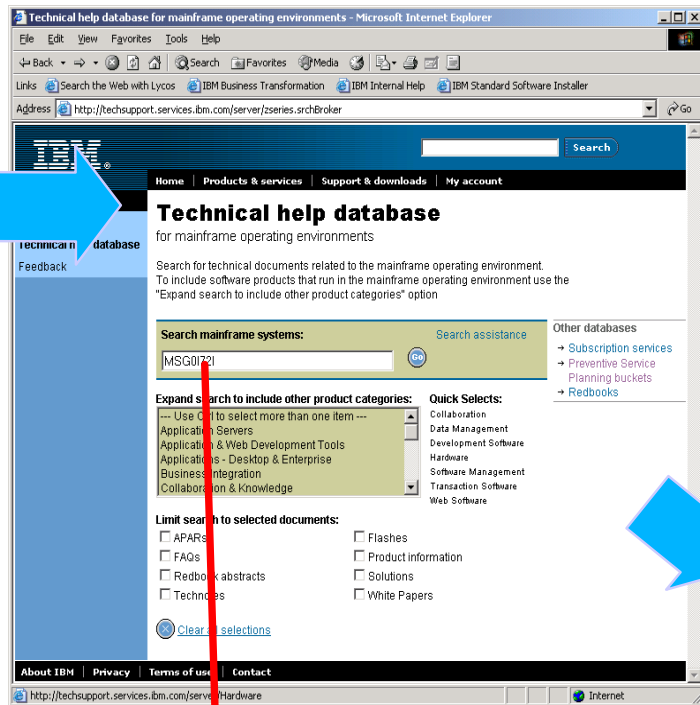
Resolving Problems



APAR with PTF ordering

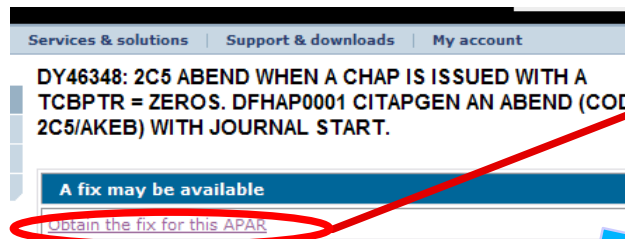
Select 'Service' under 'Planning' to view PSP Buckets

For most functions a log-in is required. The id can be created online.

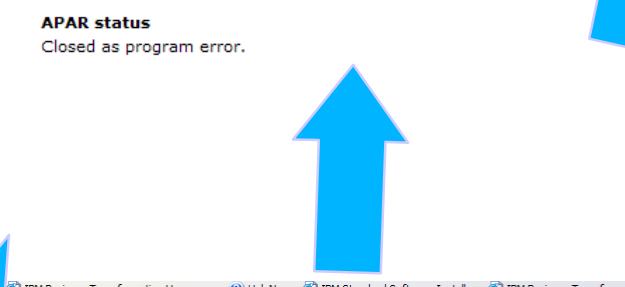


search argument:
CICS 2C5

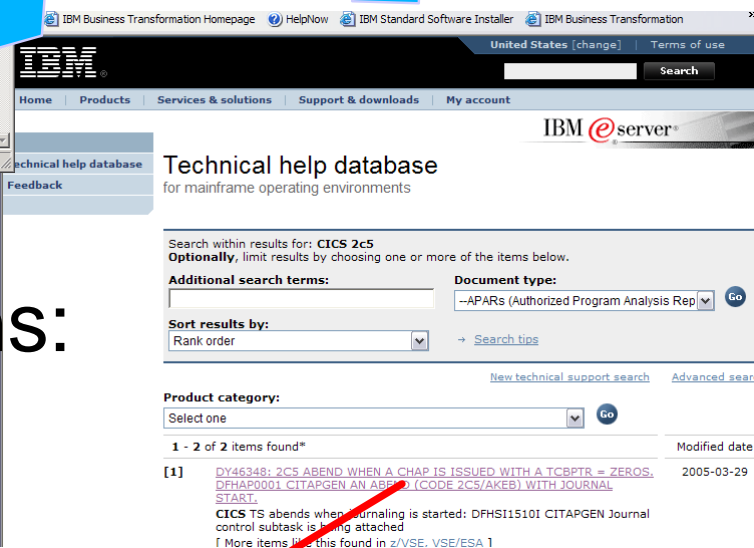
returns:



Obtain the fix for this APAR



Applicable component levels
R65C PSY UD52786 UP05/03/21 | 1000
R75C PSY UD52787 UP05/03/21 | 1000



Abstract: DY46348: 2C5 ABEND WHEN A CHAP IS ISSUED WITH A TCBPTR = ZEROS. DFHAP0001 CITAPGEN AN ABEND (CODE 2C5/AKEB) WITH JOURNAL START.

- Select the PTF for your release
- >>click 'Electronic delivery'
- >> specify if you want prerequisites, superseded, PE shipped as well.
- >> continue
- >> submit
- You will be informed via e-mail about status and how to retrieve the package from an ftp server

```

COERVER = 30-STATUS
SOURCE = EMAIL
COERNBR = 390160439
CNTYNBR = 000
FRMNODE = BLDISDMC
FRMUSER = R370ACK
TO_NODE = NONE
TO_USER = NONE
SHDATE = 20050511104842
TEXT = Data sent via "INET". To retrieve your service:
TEXT =FTP to: ptf.boulder.ibm.com
TEXT =Log on using userid "owcanf"and password
xxxxx
TEXT = Enter the following FTP commands:
TEXT = cd /390160439/c568606606
TEXT = ascii f 80
TEXT = get ftp0439.txt
TEXT = get elst0439.txt
TEXT = binary f 80
TEXT = get eptf0439.bin
TEXT = --or--
TEXT = To retrieve your service using a web browser:
TEXT = Enter the following URL:
TEXT = ftp://owcanf:xxxx@ptf.boulder.ibm.com/390160439/c568606606
TEXT = Click on: ftp0439.txt to view the FTP count file.
TEXT = Click on: elst0439.txt to view the Packing List file.
TEXT = Click on: eptf0439.bin to download the PTF file.
TEXT = To save the FTP count file or Packing List file to your
TEXT = workstation, view the file and use the commands supported
TEXT = by your browser to save the file to disk.
TEXT = You may copy the files to a floppy and/or upload the files
TEXT = to your host. Upload files with a '.txt' extension in text
TEXT = mode and files with a '.bin' extension in binary mode. The
TEXT = same modes should be used when transferring files through
TEXT = intermediate computer systems.
TEXT = Note: The ftp0439.txt file contains byte counts to
TEXT = match against the FTP byte count for each file.
TEXT =
TEXT = Package contained 2 fixes with 61 Kilo-bytes of data
TEXT = Total amount of data shipped was 61 Kilo-bytes
TEXT = SDF Order# B6089849 was Shipped at 10:48:31 05/11/2005
TEXT =
TEXT = PTF# Reason Listed Status CLC
TEXT = -----
TEXT = UD52634 PREREQ of UD52787 <<< Shipped >>> 75C
TEXT = UD52787 ORDERED <<< Shipped >>> 75C
NBRDATA = 0046

```

You receive such an e-mail with detailed instructions how to download the PTF file.

File ftpxxxx.txt contains the exact byte count
File elstxxx.txt contains the PF cover letter
File eptfxxx.bin contains the PTFs

```

Command Prompt - ftp ptf.boulder.ibm.com
Microsoft Windows XP [Version 5.1.2600]
(C) Copyright 1985-2001 Microsoft Corp.

C:\Documents and Settings\Administrator>ftp ptf.boulder.ibm.com
Connected to inetsd01.boulder.ibm.com.
220
-----
220 inetsd01 FTP server (Version wu-2.6.2(4) Custom Thu Feb 12 14:27:47 MST 2004
) ready.
User (inetsd01.boulder.ibm.com:(none)): owcanf
331 Password required for owcanf.
Password:
230 User owcanf logged in. Access restrictions apply.
ftp> cd /390160439/c568606606
250 CWD command successful.
ftp> get ftp0439.txt
200 PORT command successful.
150 Opening ASCII mode data connection for ftp0439.txt (3321 bytes).
226 Transfer complete.
ftp> 3362 bytes received in 0.27Seconds 12.45Kbytes/sec.
ftp> get elst0439.txt
200 PORT command successful.
150 Opening ASCII mode data connection for elst0439.txt (13284 bytes).
226 Transfer complete.
ftp> 13448 bytes received in 0.67Seconds 20.04Kbytes/sec.
ftp> binary f 80
200 Type set to I.
ftp> get eptf0439.bin
200 PORT command successful.
150 Opening BINARY mode data connection for eptf0439.bin (60880 bytes).
226 Transfer complete.
ftp> 60880 bytes received in 1.22Seconds 49.86Kbytes/sec.
ftp> -

```

Check the Byte-Count of the downloaded PTF-File!

Transferring and Installing the PTF into the VSE System

via TCP/IP (recommended)

- from the PC via TCP/IP ftp to VSE into predefined VSAM file 'IJSYSPF'
 - the VSAM file has to be defined in TCP/IP:
 - DEFINE FILE, TYPE=ESDS,IJSYSPF,PUBLIC='IJSYSPF'
 - transfer using parameters ['binary'](#), ['quote site recfm f'](#) and ['quote site lrecl 80'](#)
- install the PTFs via the IUI dialogs
 - service medium is 'disk'

alternatively:

via a VTAPE

or via Host Transfer File (HTF), or into a library member

Warning!

- loading PTF files directly into the POWER reader gives fatal results:
 - PRE and CO requirements are not necessarily fulfilled due to any sequence
 - PTF data containig POWER-JECL will be interpreted by POWER
 - indirect PTF installation is not possible

find detailed instructions in: <http://www-1.ibm.com/servers/eserver/zseries/zvse/documentation/edelivery.html#ftp>
or via VSE home page >> Service&Support >> How to order >> How to apply PTFs from the Internet

IBM Defect Support Statement and more



Program Services support for most zSeries products includes problem support for suspected defects in IBM code and publications via telephone (voice), and electronic access. This support is available until such time as it is withdrawn with at least 12 months notice via an IBM announcement letter. IBM will provide remote technical specialists necessary to resolve defects in the majority of our mainframe products at no additional cost to you. Support for high severity problems is available 24 hours a day, 7 days a week.

Download from:

<http://techsupport.services.ibm.com/guides/handbook.html>