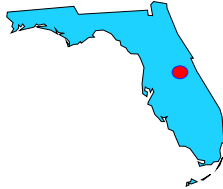


How to Use the VSE Support Structure

John Sutera

Manager VM/ESA and VSE/ESA S/390 System Center
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VM/ESA and VSE/ESA Technical Conference
Orlando, Florida, May 31-June 3, 2000
Session E87



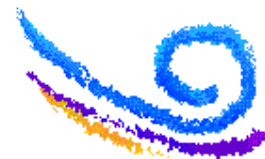
Special Notes

How to Use the VSE Support Structure

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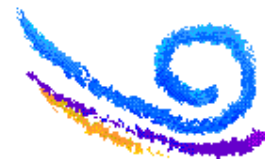
IBM Technical Support Structure Agenda

- ▶ IBM Technical Support Overview
 - Technical Support Priorities for 2000
 - Entitled Support from IBM
 - Customer and Business Partner Views
 - Resources
- ▶ IBM Level 2, Change Team, and Development
 - L1/L2 service structure & it's integration into development
 - What else you can do to accelerate problem resolution
 - Refreshes and PSP Buckets
 - End of service dates
 - LE enhancements

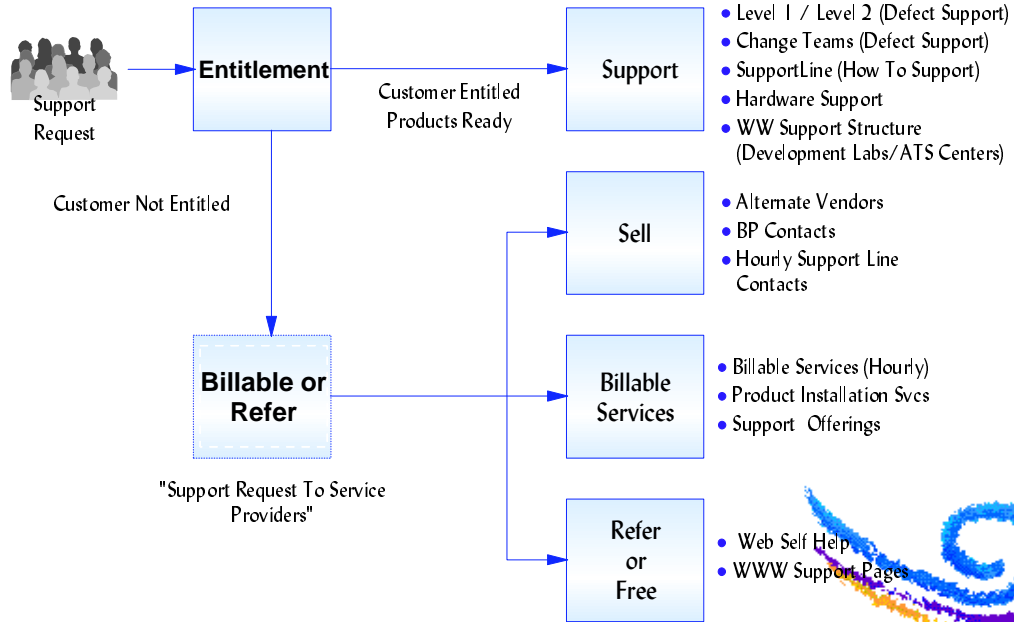


Technical Support Priorities for 2000

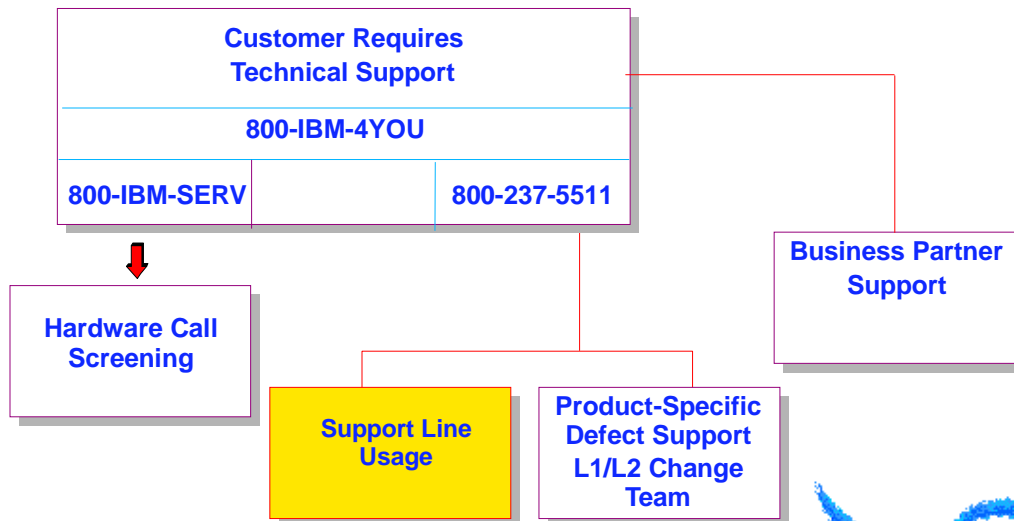
- ▶ e-Business
- ▶ Linux for S/390 on VM/VSE
- ▶ Remote Support for World Wide Coverage
- ▶ Business Partner Support
- ▶ Prevent Problems before they occur
- ▶ Easy Access to Information - Internet www.ibm.com
- ▶ Technical Skills Transfer



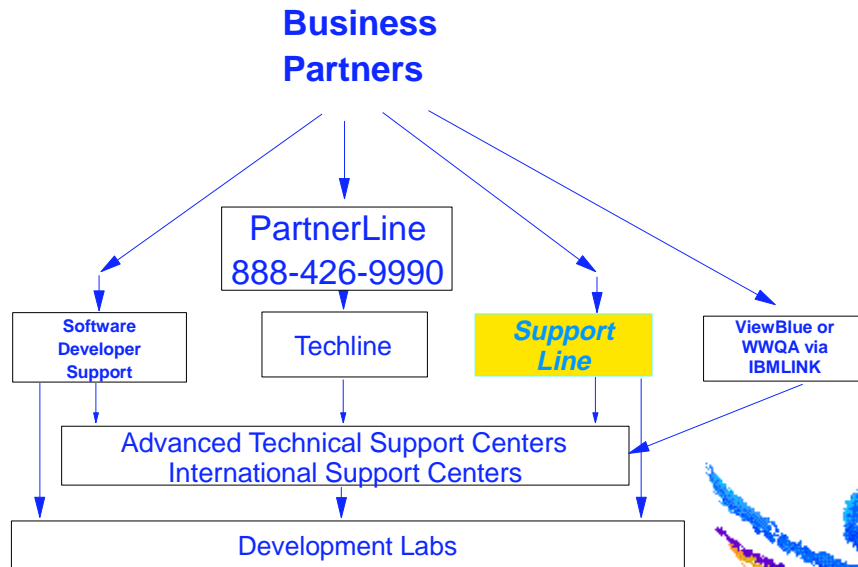
Year 2000 - Technical Support Hierarchy



Customer View of Technical Support

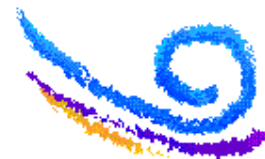


Business Partner View of Technical Support



Support Web Sites and Services

- ▶ IBM Teleconference Series
 - www.ibm.com/s390/events
- ▶ IBM Technical Conferences
 - <http://www.ibm.com/services/learning/conf/vmvse>
- ▶ IBM Learning Services
 - <http://www.ibm.com/services/learning>
- ▶ VSE Lehigh Forum
 - <http://listserv.lehigh.edu/lists/archives/vse-l/>



Washington System Center

VM and VSE System Personnel

o John Sutera - Manager

o Pamela Bryant

o Steve Gracin

o Dan Janda

o Jerry Johnston

o KC Jones

o Stan Jones

o Bob Leicht

o Rich Lewis

o Julie Liesenfelt

o Chuck Morse

o John Schnitzler

o Jon vonWolfersdorf

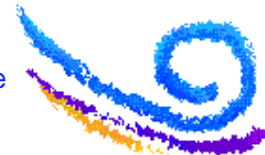
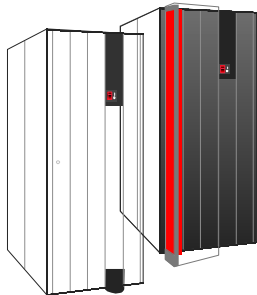
o Bill Worthington - San Jose - Storage

o Chris Sims

o Jim Reynolds

o Jim Savoie

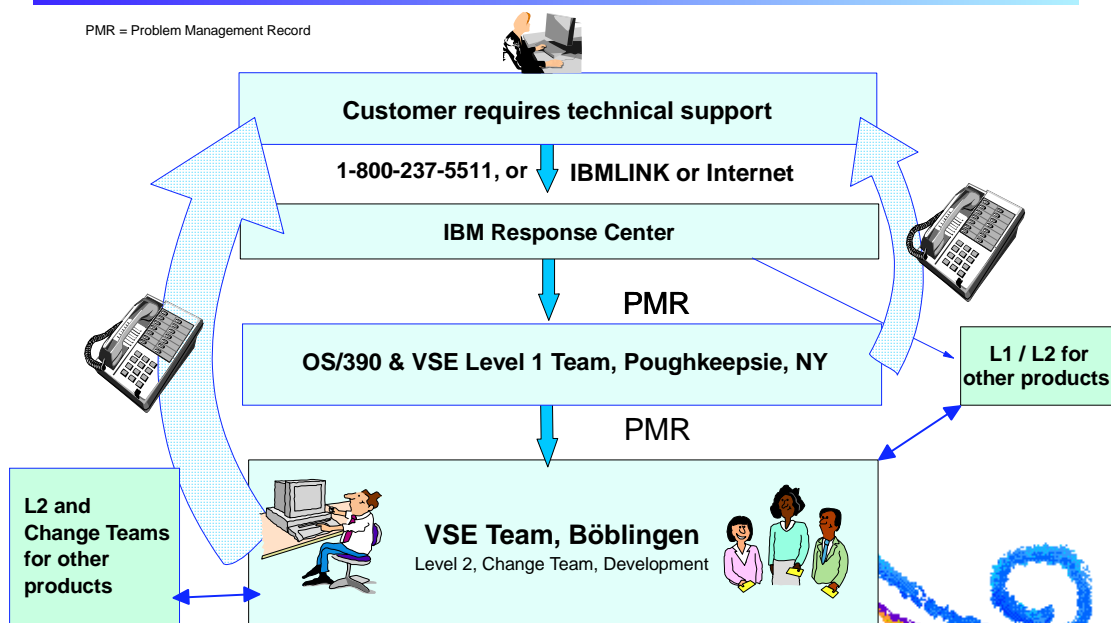
o Judy Vadnais



How Your Call is Processed

How to Use the VSE Support Structure

PMR = Problem Management Record



About the Team

How to Use the VSE Support Structure

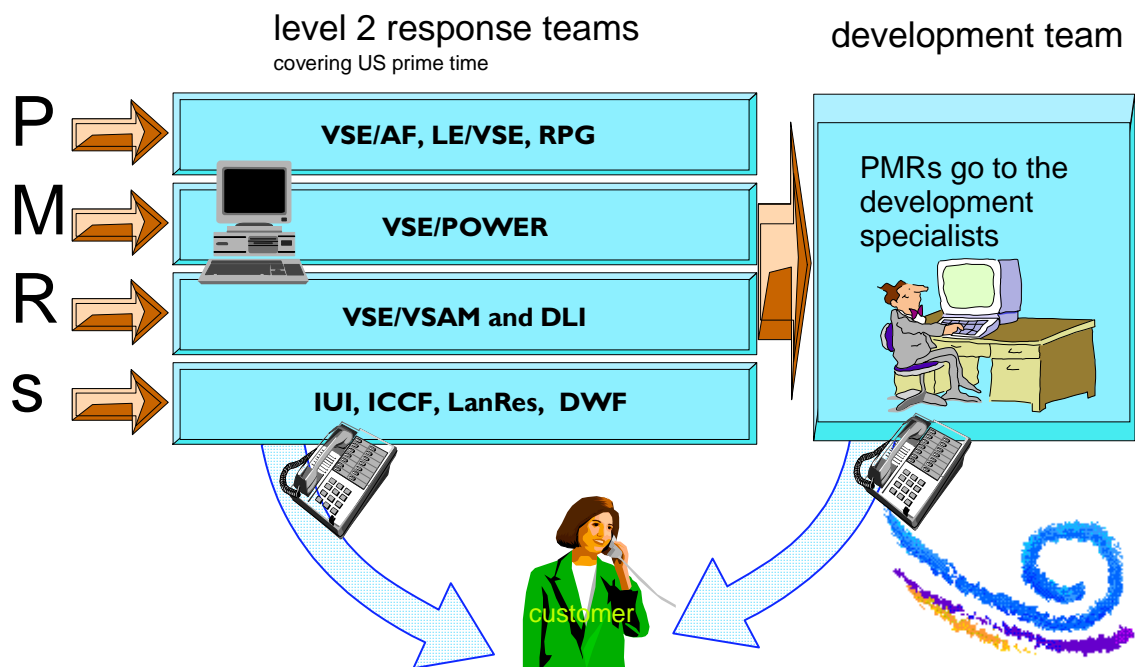
- × All VSE developers do the US level 2 and change-team work
- × Development skills are instantly available for customer support
- × Direct feedback from the customer improves the product
- × Level 2 operation covers US prime time (8:00 am to 5:00 pm)
- × Specialists can work on your problem while you sleep
- × L2 organised into 4 sub groups (AF / POWER / VSAM / IUI)
- × In addition, some of us work from the US

× Customer satisfaction is our most important goal



How the VSE Team Works on Your Problem

How to Use the VSE Support Structure



Before Calling IBM ...

How to Use the VSE Support Structure

have the following information ready:

- × define the problem as specifically as you can
- × identify the failing product/component as close as possible
- × the version/release/APAR level you have installed
- × steps which led to the failure if applicable
- × any changes you have made before
- × any messages or other symptoms
- × a list of vendor products installed on the system
- × the phone number (time) where you can be reached
- × a feeling for the business impact or severity of the problem (see backup charts)



How to Send Us Dumps and Information

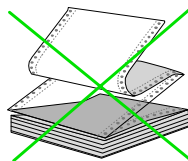
How to Use the VSE Support Structure

FAX: 1-800-426-4308 or 011-49-7031-288-707



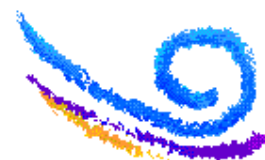
- always put the PMR number on the cover page
- please use white paper without stripes
- watch the ribbon of your printer
- leave margins

Dumps: send **tapes** to:



IBM Corporation
522 South Road
Bldg. 710-Tape Librarian / DG Tapes
Poughkeepsie, NY 12602
U.S.A.

- put PMR number on tape/package
- (from there electronic transmission to Germany)



Sending Dumps and Information via the Web

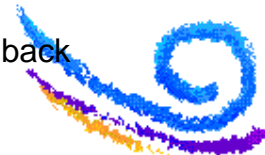
How to Use the VSE Support Structure

Email: for additional info or small amount of text data only
the L2 rep gives you an email id

Internet: [ftp testcase.software.ibm.com](ftp://testcase.software.ibm.com)



- ✦ use for existing PMRs only
- ✦ a L2-rep has requested the data
- ✦ send data, specially dumps always binary
- ✦ if ASCII, make sure CRLF ends each record
- ✦ a level 2 rep can send you detailed instructions
- ✦ see detailed instructions in the back



Using the Internet for Problem Reporting and Service

How to Use the VSE Support Structure

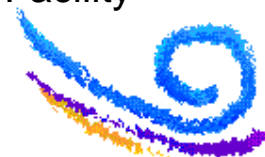
<http://techsupport.services.ibm.com>

- ✦ submission of PMRs via the Internet
- ✦ answer comes back to your Internet id
- ✦ please do not use for severity one problems

Service your system via the Internet



- ✦ query closed (and open) APARs
- ✦ ordering PTFs
- ✦ customize your system update via the Service Update Facility



Service Upgrade Facility (SUF) - VSE/ESA

How to Use the VSE Support Structure

Service your system over the Internet

VSE "Deliverables"

▶ Corrective Service

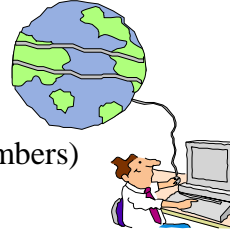
- Specified PTFs (by PTF or APAR numbers)
- Plus all requisites

▶ Preventive Service

- System refresh may be ordered (delivered via physical media)

▶ Hipers, PE Fixes

- **NEW** - you may order just HIPERs or PE Fixes service not already installed



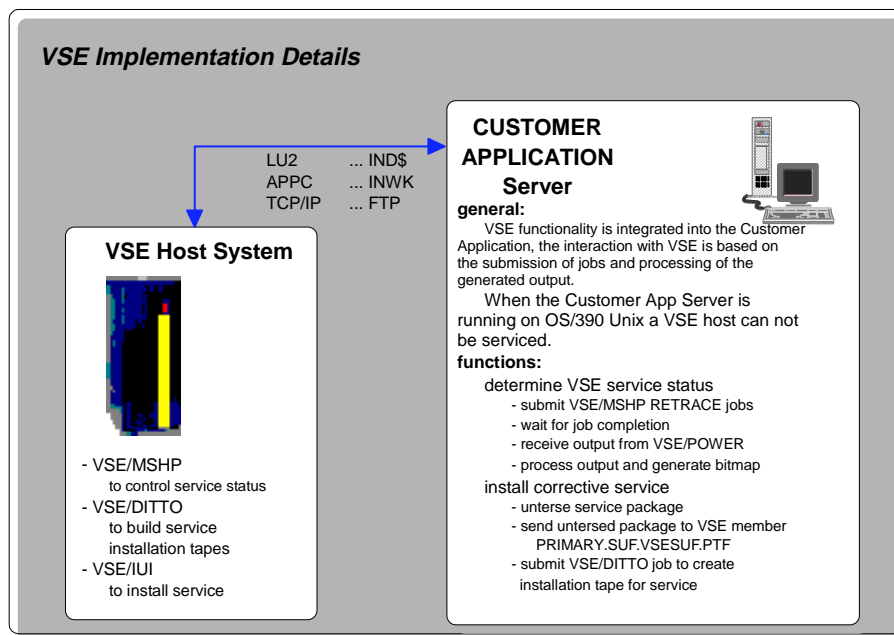
Go to www.ibm.com/s390/suf and sign up



SUF - VSE Implementation

How to Use the VSE Support Structure

VSE Implementation Details



IBM VSE/ESA - Netscape

Back Forward Reload Home Search Netscape Print Security Stop

Location: http://www9.s390.ibm.com/vse/

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Search

VSE/ESA

Welcome. Thousands of customers worldwide, in all sizes, in all industries, rely on VSE's robust, cost-effective batch and on-line transaction processing. Pay special attention to how VSE can fit into an overall e-business strategy for your company. With VSE as a core part of your IT infrastructure, you can be as competitive as you want to be.

News

VSE/ESA V2.5 Product Announcement

VSE/ESA V2.5 was previewed on February 25, 2000. This new release will deliver:

- Enhanced interoperability between VSE and WebSphere Application Server through e-business connectors
 - Access to VSE resources including VSAM, POWDR, Libraries, ICCF and the console
 - DB2-based connectors to access VSAM and DLI
- OCS Web Support/3270 Bridge
- Traditional
 - More dynamic classes
 - VSAM LSR hashing
 - FlashCopy (ESS) support
 - VSAM exploitation of HTTP/SnapShot

Spotlights

Enroll now to the VSE/ESA and VSE/ESA Technical Conference 2000 in Orlando - Click here for the final agenda.

Linux IBM announces formal support for Linux for VSE/ESA

Link of the Month

IBM Web Application Servers

Services and Support

IBM VSE/ESA Support - Netscape

Back VSE/POWER home page Search Netscape Print Security Stop

Location: http://www9.s390.ibm.com/products/vse/support/support.htm

IBM Partners

How to Buy

Get More

Contact VSE

Are you ready for e-business?

Worldwide

Choose a Region

IBM Worldwide

Search Authorized Problem Analysis Reports (APARs). Some Hints and Tips information is also included.

- Information in German**
Please use this link if you want to check information in German language.
- VSE/ESA performance documents**
Latest VSE/ESA performance information and tips how to enhance system performance!
- Service Update Facility**
Download customized fix packages or order them on standard physical media.
- Publications**
 - VSE/ESA Internet Library**
An unbelievable variety of topics and information, covering more aspects of VSE/ESA than you ever imagined.
 - VSE/ESA Redbooks**
The "how-to" of "how-to" books, written by very experienced IBM professionals from all over the world.
- VSE-L Discussion List**
Discussion group for IBM's VSE Operating System.
- VSE/ESA General Support Information**
- VSE/ESA Component Specific Information**
 - VSE Subsystem Framework
 - VSE Interactive User Interface (IUI)
 - VSE Frontend
 - BEEX VSE
 - TCP/IP for VSE/ESA
 - VSE/VSAM
- VSE/ESA Technical Reference Library**
Various technical documents dealing with VSE/ESA.
- Vendor information for VSE/ESA V2.4**

VSE/POWER home page - Netscape

IBM

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VSE/POWER

VSE/POWER is the spooling system of VSE/ESA. As such it performs the following functions:

- It reads jobs from various input devices, including an RJE workstation, and stores them in the input queue (RDR queue).
- It starts jobs from the input queue in one of the partitions which it controls.
- It stores output from various jobs in one of the output queues (LST, PUA, or XMT) or on tape and, if required, controls the writing of it on a printer.
- On request, it transfers spooled output to a subsystem in another partition. The subsystem then can print, display, or punch this output.
- It maintains a transmit queue for jobs or output to be transmitted to another node.

VSE/POWER APars and PTFs listed per release:

- [APARs and PTFs for VSE/POWER 6.4 \(VSE/ESA 2.4\)](#)
- [APARs and PTFs for VSE/POWER 6.3 \(VSE/ESA 2.3\)](#)
- [APARs and PTFs for VSE/POWER 6.1 \(VSE/ESA 2.2\)](#)

More information can be found in:

- [New Functions Since VSE/POWER 6.3](#)
- [Information and Links](#)
- [Development Contact: Mail to VSE/POWER Team](#)

IBM VSE/POWER 6.4 APARs - Netscape

IBM

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VSE/POWER Version 6.4 APARs

APARs and PTFs for VSE/POWER Version 6.4, 5686-06603-45C(modules), -45G(macros)

Latest APAR is on top of this list, sorted by Close Date.

- PTFs in error are marked with PE
- LEVELSET PTFs supersede all previous PTFs since previous LEVELSET PTF, and have the previous LEVELSET PTF as pre-requisite.

APAR Date	PTF	Contents
HYPER CV45414 20060511	LEVELSET UD51403 UD51405	<ol style="list-style-type: none"> 1. DP23 TRACK FMT error for VSE/POWER: Account File followed by message IGT8.ACCOUNT SUPPORT FUNCTION TERMINATED. Next start of VSE/POWER fails with message DP23 TRACK FMT error followed by message IGT8 VSE/POWER CANNOT CONTINUE, RC=0002. 2. FCANCEL pathname does not enable DBLKOP cushion for cancelled allocation writer task(s). 3. Support new JCL OPTION SUSHIP introduced with APAR DV45423 to skip *\$ SJI statements while Job Control is in DOTO mode and new option is set.
HYPER CV45413 20060504	UD51386	<ol style="list-style-type: none"> 1. VSE/POWER terminates with message IGOO CC=20 at address x'00000000' during POPLOAD BACKUP/PICKUP/SAVE for labeled tape.
HYPER CV45424 announced	UD51380 UD51384	<ol style="list-style-type: none"> 1. When the VSE/POWER TCB chain is destroyed, debugging is difficult, because damage may have

Some Hints & Tips which Make Help Easier

How to Use the VSE Support Structure

- Always do 'Store Status' before taking a standalone dump
- Dump format
 - ▶ option 'SADUMP' is set for all system related partitions (and 3rd party partitions)
 - ▶ raw dumps (dump libs) are our preferred format
 - ▶ printed dumps sometimes lack information and can't be used by our analysis tools
- Data tapes sent to us should be in IBM format (no 3rd party formats please)
- Note complete message numbers and text with return and reason codes
- 'EXEC PROC=SPLEVEL' tells about the installed refresh level
- 'SIR' command displays the APAR level of the supervisor
- Have a list of all installed third party system management software ready
- Please have a PMR opened before sending us any material
- Be aware that a severity one call reported offshift causes a callout
- Make sure you can be reached on the listed phone number, specially in severity one situations, crucial for offshift calls, alternatively give the rep a different number and/or time you can be reached.
- Give us your email id if you have one, for additional communications



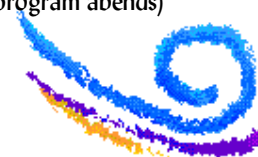
Problems Related to non-IBM Software

How to Use the VSE Support Structure

Why is this so crucial in the VSE environment:

- third party system management products often
 - ▶ place hooks in IBMs code to intercept IBM functions
 - ▶ intercept supervisor calls to gain control
 - ▶ modify IBM internal control blocks
 - ▶ replace IBM provided program phases with their own and rename the IBM phase to something else
 - ▶ force bypass of checks or lock mechanisms
- IBM usually does not know about these 'non-interfaces' and cannot do much about it
- in numerous cases the sensitivity of these modifications is not always completely understood
- even tested by the vendor up front, in several cases the code breaks e.g.
 - ▶ when system is under stress, or in multiprocessing environments
 - ▶ when third party products from different sources try to intercept or place hooks at the same place
 - ▶ when IBM supplied PTFs unintentionally remove or change such 'interfaces' (e.g. sometimes just fixes, or new development)
 - ▶ when a condition occurs which can't be handled by the third party code
- often the error appears like IBM code is broken (hard/ soft waits, loops, program abends)

A significant number of VSE PMRs are caused by problems in vendor products.



PSP Buckets

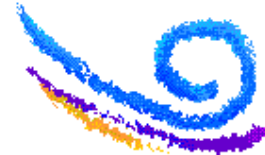
How to Use the VSE Support Structure

Preventive Service Planning Bucket

selection panel of available products/components:

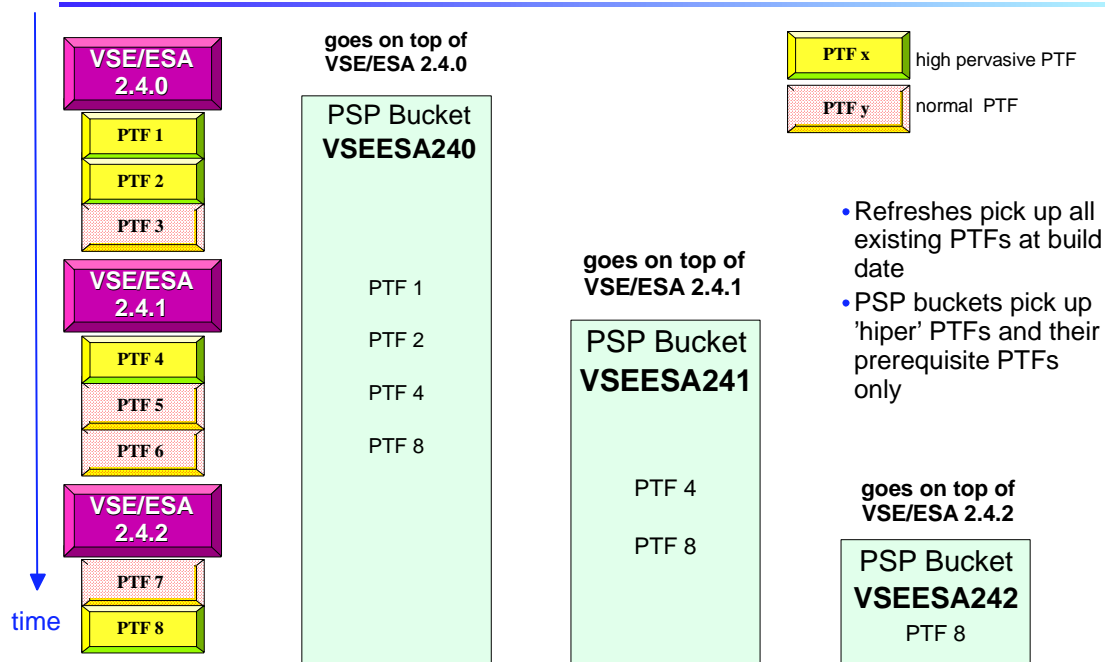
ENTER UPGRADE/SUBSET IDS UPGRADE ID ==> VSEESA232 LIST SUBSET IDS(Y/N): Y				
N CHG/INDEX	N ACCNTRL/H06	N ALERT/S00	N ALERT/S04	N BASESER-232+
N BASESERVICE	N BTAM/I08	N C/VSE/1FY	N CCCA/1JS	N CICS/14V
N CICS/14W	N CICS/14X	N CICSDDM/A10	N CICSVR/A10	N COBOLMLE/1JQ
N DB2/H15	N DB2/VSAM/514	N DITTO/260	N DLI/DB5	N DSNX/E62
N DTVSE110/1G8	N DWF/38R	N EP/CH6	N DB2/1JM	N EP/F12
N EP/I59	N EREP/E00	N GDDM/1EA	N GDDMIMD/1FG	N GDDMIVU/1FF
N GDDMPGF/1F5	N HLASM/189	N IBMCOBOL/18M	N IBMLANG/1DS	N IBMPLI/18P
N ICKDSF/1G0	N LANRES/385	N NCP/VSE/CH0	N NCP/VSE/D34	N NETVIEW/3AA
N NETVIEW/3AB	N NETVIEW/3BA	N NETVIEW/3BB	N NETVIEW/3II	N OCCF/16V
N OGL/370/A05	N OPTI/1IY	N OPTPSERVICE	N OSA/SF/3G7	N PLIMLX/1JR
N PPSA/370/A03	N PSF/DC0	N QMF/1HJ	N RPII/O42	N SDF/B27
N SORT/34A	N TCPIP/1IP	N VAGEN/1JI	N VISLIFT/1FR	N VSEESA/35C
N VTAM/FE6	N WORKDESK/35I	N X25/NPSI/B60	N X25/NPSI/CJ0	N QMF/1JT
N NCP77/77F	N MQSERIES/1KG	N ACF/SSP/47F	N IXFP/35P	N X25/NPSI/9E0

- ✓ gives you a cumulative tape with important PTFs based on your installed system refresh level.
- ✓ Select the products/components you have installed



PSP Buckets and Refreshes

How to Use the VSE Support Structure



Refresh versus PSP Bucket Installation

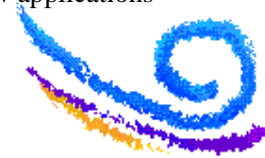
How to Use the VSE Support Structure

- ▶ REFRESHES contain all PTFs up to a certain date and increase the service level of the system and are installable preferably via Fast Service Upgade process (FSU), or alternatively via base install
- ▶ PSP buckets contain high pervasive service only
- ▶ however most PTFs for the system kernel (selected others as well) are added to the PSP bucket at a later time
- ▶ PSP bucket descriptions contain important service information - please check!
- ▶ watch the available workfile space before installing large buckets at once

▶ Install a Refresh (FSU) when ... ▶ Install the PSP bucket when ...

- | | |
|--|---|
| <ul style="list-style-type: none">▪ your system is very backlevel <u>and</u>▪ you plan to install new hardware▪ you want to add new applications▪ you have other reasons to upgrade | <ul style="list-style-type: none">▪ your system is on the latest refresh level <u>and</u>▪ you plan to install new hardware▪ you want to add new applications |
|--|---|

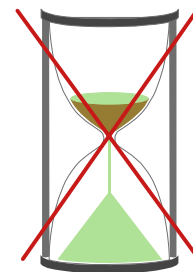
Before upgrading, also check with your third parties for their corresponding service levels, please!



What Happens with Y2K Relevant Service

How to Use the VSE Support Structure

Y2K is over,
however



- ▶ YR2000 flag for APARs will be used until year end 2000 if a Y2K date related problem will show up
- ▶ PSP bucket YR2000VSE is no longer updated since 03/2000 however it will be kept until year end 2000



Service Structure for IBM TCP/IP for VSE

How to Use the VSE Support Structure

IBM TCP/IP for VSE (VSE/ESA 2.3 & higher)

- ▶ developed and maintained by Connectivity Systems Inc.

When license is acquired from IBM (VSE/ESA 2.3 and higher only), then

- ▶ L1 service is provided by the IBM-S/390 L1 team
- ▶ L2 is provided by CSI for customers in the USA
- ▶ L3 is provided by CSI for all customers world wide
- ▶ CSI provides service packs, IBM puts them into PTFs

Terms and conditions of service are according to IBM standards.



Service Structure for CA-Top Secret for VSE

How to Use the VSE Support Structure

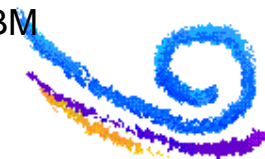
CA-Top Secret for VSE V1R3 (for VSE/ESA 2.4)

- ▶ licensed from Computer Associates International Inc.
- ▶ developed and maintained by Computer Associates Int. Inc

When license is acquired from IBM (VSE/ESA 2.4 only), then

- ▶ L1 service is provided by the IBM-S/390 L1 team
- ▶ L2 is provided by CAI for customers in the USA
- ▶ L3 is provided by CAI for all customers world wide
- ▶ PTFs are provided by CAI as well

Terms and conditions of service are according to IBM standards.

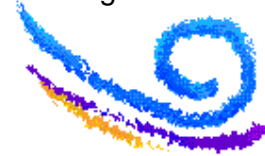


News about the Latest VSE/ESA Refreshes

How to Use the VSE Support Structure

VSE/ESA	PTF level	Available	End of Mktg
2.3.2	03/09/1999	04/1999	03/2000
2.3.2+	02/03/2000	3/17/2000	06/30/2000
2.4.2	04/2000	06/2000	4Q/2000
2.5.0	new level	4Q/2000	tbd

- ▶ always execute `splevel.proc` to find out the installed level
- ▶ '2.3.2+' replaced level '2.3.2'. The VSE base has been uplevelled, optional products are on the original 2.3.2 level.
- ▶ PSP subset `BASESER-232+` documents this new level
- ▶ VSE/ESA 2.4 will go away with the availability of VSE/ESA 2.5.0
- ▶ dates for VSE/ESA 2.5 are proposed and may be subject of change



Recommendations about Refreshes

How to Use the VSE Support Structure

- ▶ Order Refresh tapes VSE/ESA 2.3.2+ now,
 - if your installed level is not on a current level,
 - and you have no plans to move to 2.4 or 2.5 soon.
- ▶ Order Refresh Tapes VSE/ESA 2.4.2 now,
 - if you are still on the original level 2.4.0.
 - if you want to put VSE/ESA 2.4. into production soon



End of Service Dates

How to Use the VSE Support Structure

	End of Marketing	End of Service
VSE/ESA 1.4	12/31/1999	01/31/2001
VSE/ESA 2.1/2.2	12/1997	01/31/2001
VSE/ESA 2.3	06/30/2000	12/31/2001
VSE/ESA 2.4	4Q/2000 *	tbd

* with the availability of VSE/ESA 2.5



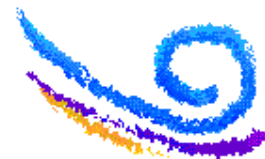
Future Improvements in LE Serviceability *

How to Use the VSE Support Structure

- ▶ **Hybrid Service Approach (phase replacement where possible)**
 - To avoid "PHASE" relink failures e.g. EXTRN's or wrong OBJs while applying LE/VSE PTFs ...
- ▶ **Unique naming Conventions (LE COBOL batch & CICS)**
 - To support robustness of product, demarcate from previous developments such as VS COBOL II, decrease amount of "errorprone link options" in migration or customization environments.
- ▶ **Decoupling user-objects from IBM initialization Phases**
 - Reduced snap-out of user-customized modules (such as run-time options or exits) via IBM service e.g. when replacing LE/VSE initialization phases. By decoupling, IBM phases remain in shipped state and stay clean! This is also expected to reduce LE/CICS interface problems such as recovery loops etc.
- ▶ **Other serviceability enhancements**

In addition, VSE/ESA 2.5 will ship a new LE base with all PTFs integrated.

* Plans may be subject to change.



Hints & Tips and More

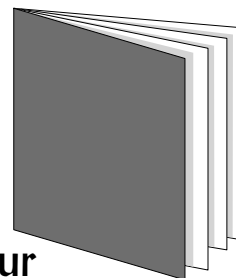
How to Use the VSE Support Structure

What's new in VSE service?



VSE Hints & Tips

(download from the VSE homepage)



Let's discuss your experiences and your recommendations.



Useful Backup Information

How to Use the VSE Support Structure

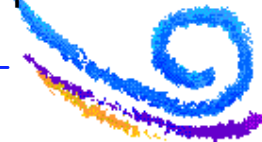
- Choosing the right severity, and our response criteria
- Accessing the IBM service internet FTP server
- Scope of product warranty service
- Useful IBM websites



Choosing the Right Severity

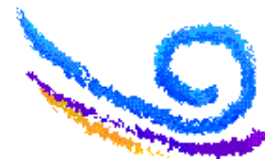
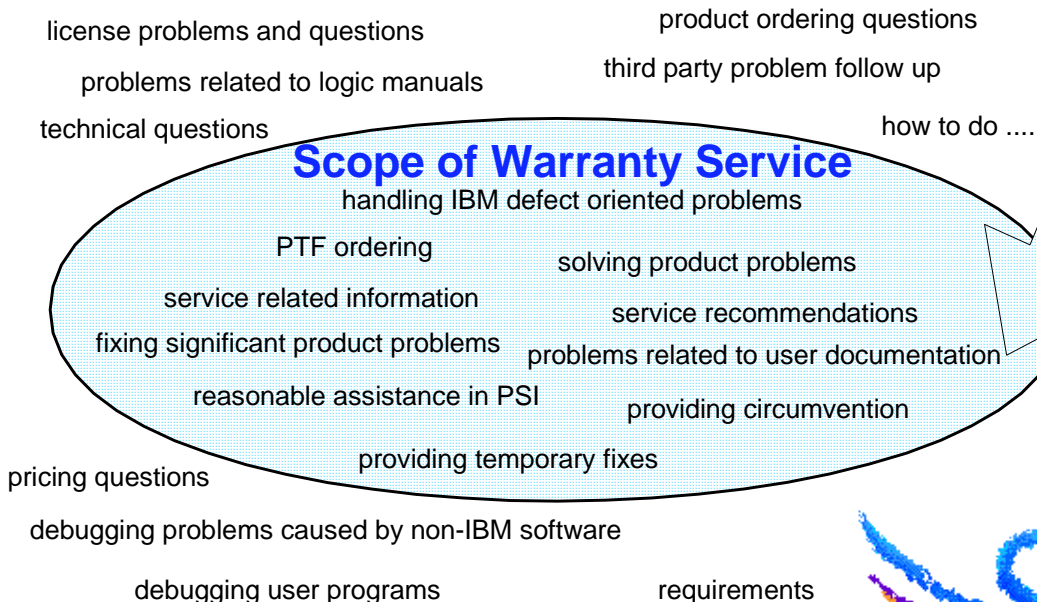
How to Use the VSE Support Structure

- Severity 1:** **Critical business impact** indicates the inability of the customer to use the program resulting in a critical impact on operations. This condition **requires an immediate solution.** *Response within 2 business hours*
- Severity 2:** **Significant business impact** indicates that the program is usable but is severely restricted. *Response within 4 business hours*
- Severity 3:** **Some business impact** indicates that the program is usable with less significant features (not critical to operations) unavailable. *Response by end of next business day*
- Severity 4:** **Minimal business impact** indicates that the problem causes little impact on operations or that a reasonable circumvention to the problem has been implemented. *Response by end of next business day*



Inside and Outside of Product Warranty Service

How to Use the VSE Support Structure



Making Use of the Internet for Latest Information

How to Use the VSE Support Structure

www.ibm.com/support	IBM's software support home page
www.ibm.link.ibm.com	IBM service link access
techsupport.services.ibm.com	Service handbook, service phone numbers, S/390, AS/400, RS/6000, etc...
techsupport.services.ibm.com/support/S390	S/390 APAR databases, PTF download, submitting problems to IBMs
www.s390.ibm.com	IBM S/390 homepage
www.s390.ibm.com/suf	S/390 service upgrade facility homepage
www.s390.ibm.com/vse	IBM VSE/ESA homepage
www.s390.ibm.com/le_vse	IBM LE for VSE 1.4 homepage

Accessing the IBM Service Internet FTP Server - I

How to Use the VSE Support Structure

Customers can submit test cases, configuration files, traces and other softcopy information to VSE technical support representatives via an FTP server that is available on the Internet. IBM support representatives can also provide information back to the customer via this server.

DO NOT SEND FILES TO THIS SERVER UNLESS YOU HAVE ALREADY OPENED A PROBLEM RECORD WITH THE SUPPORT CENTER, AND THE SUPPORT REPRESENTATIVE WORKING ON THE PROBLEM HAS REQUESTED THE DATA. To contact IBM support and speak to a technical support representative, customers should call 1-800-992-477. During the Getting Started period of support, a subsequent toll call may be required.

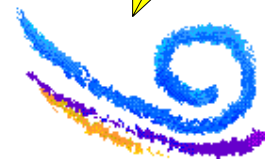
SUBMITTING INFORMATION TO IBM

The support representative will tell you what file name(s) to use. You will have the ability to send a file but not update/delete it (PUT/MPUT command). If an update to an existing file is required a new name must be used. It is recommended that the PMR (Problem Management Report) number be used somewhere in the file name. Be sure to specify "type ascii" for text files (e.g. formatted DUMPs, console logs, ...) and "type binary" for binary file transfer (unformatted DUMPs) when using the "put" command. If you are uncertain specify "type binary" by default.

NOTE: You can use the "ping" command to verify that the FTP server is available. Type "ping testcase.software.ibm.com".

1. Access the server: "ftp testcase.software.ibm.com [enter]" or "ftp 198.17.57.67 [enter]"
2. Userid: "anonymous [enter]"
3. Password: your Internet e-mail address [enter]
4. Sub-directory: /vse/toibm "cd vse [enter] cd toibm [enter]"
5. Send a file to server: "put <filename> [enter]" **do not ZIP**
6. Disconnect from the server: "quit [enter]"

You will not be able to receive information from this directory (GET/MGET command). Data in this directory will be removed after 7 working days.



Accessing the IBM Service Internet FTP Server - 2

How to Use the VSE Support Structure

... continued

OBTAINING INFORMATION FROM IBM

The support representative will tell you which file name(s) to download. Be sure to specify "type ascii" for text files and "type binary" for binary files.

You will have the ability to receive information from (GET/MGET command) but not send information (PUT/MPUT command) to this directory.

Access the server: "ftp testcase.software.ibm.com [enter]" or "ftp 198.17.57.67 [enter]"
Userid: "anonymous [enter]"
Password: your Internet e-mail address [enter]
Sub-directory: /vse/fromibm "cd vse [enter] cd fromibm [enter]"
Receive a file from server: "get <filename> [enter]"
Disconnect from the server: "quit [enter]"

Data in this directory will be removed after 7 working days.

