



IBM IT Education Services

E35

Bob Sodan

CICS Hints and Tips

VSE Technical Conference

AGENDA

- **Introduction**
 - ▶ Why and how did we get here?
- **CICS Level 2 Support Center**
 - ▶ What are the different code areas, and who supports them?
 - ▶ What information should be given when you report a problem?
- **Known Problems**
 - ▶ What are the known APARs?
 - ▶ Why is the dump process the most difficult problem resolution piece?
- **The CICS Dump Process**
 - ▶ What are the different dump types and how do you generate them?
 - ▶ What are domains, and how do you format them for the Support Center?
 - ▶ How do you send the documentation to the Support Center?
- **ShopzSeries**
 - ▶ How can you order service for delivery to your site?
- **CICS Software Support Web Page**
 - ▶ What is the CICS Software Support Web Page?
 - ▶ How can you get access to the CICS Software Support Web Page?
 - ▶ What you need to do to work in the CICS Software Support Web Page
 - ▶ How do you search for known problems?

The CICS Level 2 Support Center Hints & Tips

- **Is it MVS or VSE?**
 - ▶ "Code is Code"
- **CICS Host**
 - ▶ FILE CNTRL/DATABASES(VSAM, IMS, DL/I, DB2), JOURNAL, TEMP STORAGE, MONITOR, STATS, SPOOLER, RECOVERY, DUMPS NOT PRODUCED, BACKOUT, RESTART, SHUTDOWN, TRANSIENT DATA, ANY AREA NOT COVERED ABOVE.
- **CICS TC**
 - ▶ SECURITY, MRO, AUTOINSTALL, WEB, BMS, ISC, FEPI, TERMINAL INTERFACE(BTAM,VTAM,LU62), STORAGE PROBLEMS, RESOURCE DEF'N, REPORT CONTROLLER, TABLE MANAGER, XRF.
- **Using the most effective keywords**
 - ▶ "I have a defect" or "My system is abending"
- **Keywords you don't use**
 - ▶ "How do I?" or "How to"

CICS Level 2 Support Center Notes

- The code for CICS/TS for VSE/ESA has been ported from CICS/MVS R410, CICS/TS for MVS R130 and CICS/TS for z/OS. The code being used is dependent on which function is being utilized. However, the machine code in the storage does not know the difference between, VM, MVS or VSE as an operating system.
- The CICS Level 2 Support Center is divided into two distinct areas: CICS Host and CICS TC. This separation attempts to align the most common code areas into the two support groups.
- There is no longer a Level 1 and Level 2 support structure. The Customer Service Center fields a call and based on our customer selections, they will direct a call to the correct CICS Level 2 group.
- The CICS Level 2 Support Center also answers fee based "how to" questions on separate queues. When a call comes on the SupportLine queue an entitlement check is done. If our customer is not entitled to SupportLine help they will be told they are not supported.

What did I get in the new package?

- **CICS Transaction Server for VSE/ESA - the new version of CICS**
- **CICS/VSE Version 2.3 - the coexistence release**
- **Report Controller - previously a priced feature of VSE/ESA**
- **CICS Universal Clients V3 - an enhanced replacement for the CICS Clients V2**
- **REXX for CICS - Development and execution of REXX programs for CICS**
- **CICS/DDM - access to CICS files from distributed systems such AS/400**

What did I get in the new package Notes

- **The migration path to the new CICS version is via the current release, CICS/VSE V2.3. To assist in a smooth migration, CICS/VSE V2.3 is provided as part of the new product package. It will be the coexistence release and will be supported for operation alongside the new version of CICS on the same VSE/ESA system image (the coexistence environment).**
- **CICS Transaction Server for VSE/ESA is delivered as a cost effective product package under one price.**

DFHIR3788 received when a Cancel is done

ABSTRACT: DFHIR3788 issued after a CANCEL of either a CICS/VSE R230 or CICS/TS for VSE/ESA partition has been done.

SYMPTOM: Message DFHIR3788 Unexpected failure (return code=X'6C', reason code=X'00') trying to establish connection to system "sysid" is received. This message reports a problem when CICS could not establish a link to system "sysid", even though system "sysid" is available for communication.

In the Interregion Communication Control Blocks in the CICS Data Areas manual, there is a list of the return codes and error qualifiers. The x'6C' equates to a qualifier of IRERRCCS and means "no secondary CCB was found for the primary system."

This abend has been triggered by different system actions.

In the first case, a hardware error happened on a communication controller. This caused a CICS/TS for VSE/ESA ICCF partition to hang up. There was no ability to issue any message or communications commands to the ICCF partition. At that point, the ICCF partition was cancelled and the MRO control blocks were bad. In the second case, the customer was testing and issuing the cancel command against a CICS/VSE R230 partition, and the MRO control blocks were corrupted.

At this point, the only way to recover is to recycle each CICS partition in the VSE/ESA system.

SOLUTION: Apar PQ72657 has been created to correct this problem.

CICS Dump Processing

- **Transaction Dumps**
- **CICS/VSE R230 Dumps**
- **CICS/TS for VSE/ESA Dumps**
- **EXTEND the VSE Dump Library**
 - ▶ 300 cylinders is the recommended size
- **The CICS Startup Job**
- **"I have a dump"**
- **Using Infoana to analyze a CICS/TS for VSE/ESA dump**
- **Sending the dump out to the CICS Level 2 Support Center**

CICS Dump Processing Notes

- **Transaction dumps are great for application use. However, the main drawback is storage areas we need to see are usually not included in the dump. One good point is the module load information.**
- **CICS/VSE dumps are business as usual. That is, we can receive the raw Idump, or the print of 0-end from the LISTQ output.**
- **There is a very large size difference between the CICS/VSE and CICS/TS dumps. Because of this it is extremely important to ensure the dump dataset is large enough to hold a complete dump.**
- **The information for extending the VSE dump library can be found in the VSE/ESA Hints and Tips for Release 2.6 and earlier. It is in Chapter 16 "Interactive Interface, System Files and Configuration", Page 305.**
- **Unlike CICS/VSE, the CICS/TS for VSE/ESA product is divided into 40 domains. Each of these domains has different formatting output options (levels). So, the domains CICS Level 2 support needs to have formatted is dependent on the type of failure you are getting. For most all of the abend errors received, the default Infoana formatting job will provide the documentation the CICS Level 2 Support people need to see as a start.**

Sample CICS startup Job

```
// JOB CICSICCF          CICS/ICCF STARTUP
// OPTION SADUMP=5      *****
// OPTION SYSDUMPC     ***** KEY PARAMETERS *****
// OPTION SYSDUMP      *****
// UPSI 11100000
// LIBDEF *,SEARCH=(PRD2.CONFIG,PRD1.BASED,PRD1.BASE,PRD2.PROD,
PRD2.SCEEASD,PRD2.SCEEASD,PRD2.DBASE,PRD1.MACLIBD,
PRD1.MACLIB),PERM
// LIBDEF DUMP,CATALOG=SYSDUMP.F2    *** KEY PARAMETER *****
// SETPARAM XNCPU="
// SETPARAM XMODEF2=AUTO
// SETPARAM XAPPLF2="
// SETPARAM XSPINIT="
// SETPARAM XENVNR="
// SETPARAM XSECP="
// EXEC PROC=$COMVAR,XNCPU
// SETPARAM XNCPU=1
EOP $COMVAR
// EXEC DTRSETP,PARAM='CPUVAR1;;SET XSTATF2=ACTIVE'
1S54I PHASE DTRSETP IS TO BE FETCHED FROM IJSYSRS.SYSLIB
1S55I LAST RETURN CODE WAS 0000
// EXEC PROC=CPUVAR1,XMODEF2,XAPPLF2,XSPINIT,XENVNR,XSECP
```

Sample CICS Startup Job Notes

- **SADUMP=n | ([n],m)** This option indicates the order or priority in which the partition and/or any owned data space should be dumped in a stand-alone dump. **SADUMP=n** controls the priority of the partition in the dump; **SADUMP=([n],m)** controls the priority (n) of the partition, if specified, and the priority (m) of any owned data space. Both n and m can be either 0 or 1 to 9:
 - 0** Indicates that this partition or data space should not be dumped when a stand-alone dump is taken. This is also the default.
 - 1 - 9** Indicates the priority of the partition or data space for inclusion in a stand-alone dump. When a stand-alone dump is taken, the partition or data space with the highest priority (starting from 9) is dumped first, then the one with the next lower priority, until all partitions or data spaces for which **SADUMP=0** has not been specified have been dumped (provided enough space is available on the dump device). Example:
 - ▶ F1... SADUMP=(5,3)
 - ▶ F2 ... SADUMP=4
 - ▶ F3 ... SADUMP=(,9)
 - ▶ Dumps: F3-owned data space(s), F1 partition, F2 partition, F1-owned data space(s)
- **SYSDUMP=NO|YES** **YES** indicates that dumps are to be written to the dump sublibrary which is active for the partition. The dump sublibrary must have been defined with the **LIBDEF DUMP** command. **SYSDUMP=NO** specifies that dumps are to be written to **SYSLST**. For compatibility reasons, the keyword may be entered as **SYSDMP**.
- **SYSDUMPC=NO|YES** **NO** has no effect on dump processing. **YES** indicates that the dump is ignored when the following two conditions are met: the dumps are to be written to the dump sublibrary and not to **SYSLST** (**SYSDUMP=YES** was specified) the dump sublibrary is full, in error or not defined. To avoid the dump being written to **SYSLST**, you must specify both **SYSDUMP=YES** and **SYSDUMPC=YES**. Note that if you specified **SYSDUMP=NO**, **SYSDUMPC=YES** has no effect.

Sending the dump to the CICS Level 2 Support Center

- **FTP**
- **Email**
- **Tape**

Send the dump ... notes

- **The most common means used by the CICS Level 2 Support to receive documentation is via FTP (File Transfer Protocol). This protocol provides for two modes of file transfer; ASCII and BINARY. The mode used depends on the type of dump output:**
 - ▶ RAW unformatted CICS/VSE dump from the dump library - BINARY
 - ▶ RAW unformatted CICS/VSE dump from the LISTQ - ASCII
 - ▶ Formatted CICS/VSE Infoana dump output - ASCII
 - ▶ RAW unformatted CICS/TS dump from the dump library - BINARY
 - ▶ RAW unformatted CICS/TS dump from the LISTQ - ASCII
 - ▶ Formatted CICS/TS Infoana dump output - ASCII
- **It is possible the CICS Level 2 Support person will want to receive formatted output via email. This output can be zipped using a tool like Winzip or PKZip and sent to the generic Level 2 Support address - CICSL2@US.IBM.COM. This should only be done when both Support and our customer agree to use email, and it is not the recommended procedure.**
- **Formatted output, or LISTQ output can be poffloaded to tape. RAW dumps can be offloaded using the IUI tape offload utility.**

FTP Procedures

PLEASE SEND YOUR DOCUMENTATION USING FTP VIA THE INTERNET.

1. CONNECT TO OUR FTP SITE: TESTCASE.SOFTWARE.IBM.COM
(OR 207.25.253.21) USER: ANONYMOUS PASSWORD: YOUR COMPLETE
E-MAIL ADDRESS.
2. IF YOU ARE SENDING A RAW DUMP CHANGE TO BINARY MODE.
3. IF THIS IS A FORMATTED DUMP/TRACE CHANGE TO ASCII MODE.
4. PLACE THE DATASET (NOT GREATER THAN 400 MB) IN THE
ns/toibm DIRECTORY USING THE PUT COMMAND.

(eg. PUT 'SYSDUMP.F4.DF500075' pmr87744.dump)

WHEN THE TRANSFER IS COMPLETE, UPDATE THE PROBLEM RECORD WITH:

- FILE NAME(S) - PLEASE PREFIX THE FILE NAME WITH YOUR PROBLEM
NUMBER (eg. PMR1234X.DUMP1)
- * FOR Q'S AND A'S ON TRANSFERRING DOCUMENTATION VIA FTP, SEE
- * [HTTP://TECHSUPPORT.SERVICES.IBM.COM/SUPPORT/S390](http://TECHSUPPORT.SERVICES.IBM.COM/SUPPORT/S390)
(UNDER PROB. MGT.)

ShopzSeries Support site

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

- **Access CICS Support 24x7 via the CICS support page**
- **Order PTFs via a link from its associated APAR**
- **Receive an email when APARs close (Subscribe to APAR)**
- **View CICS HIPER APARs when upgrading related products**
 - **HIPER fixes needed for CICS will be in the cross product dependencies section of the Preventative Service Planning (PSP) bucket for the prod being upgraded**
- **Order software products and maintenance via ShopzSeries**
 - **Refresh service cannot be ordered through CICS Level 2 Support**
 - **Link from the CICS support page to the ShopzSeries website**
 - **Contact IBM DIRECT at 1-800-426-2255 if unable to place your order via web**
 - **Contact ShopzSeries Support at 1-877-426-2784 if you experience prob using the ShopzSeries website**

ShopzSeries

***** Flash *** Flash *** Flash *** Flash *** Flash *** Flash *** Flash**

Your calls, surveys and feedback are very important to the IBM ShopzSeries team. We want to ensure we meet your service expectations if you experience problems or delays with product orders. The hot line number posted on the website is being replaced effective immediately with 1-877-426-2784. This new support number is staffed to respond to your inquires on Authentication, Licenses and Entitlement, Sales Inquires and Price Quotes, Questions about your product orders. For all other questions a RETAIN Problem Management Record will be opened and queued to the IBM technical support center in Boulder, CO.

***** Flash *** Flash *** Flash *** Flash *** Flash *** Flash *** Flash *****

eSupport Hints & Tips

- **The URL for the CICS support page has changed**
 - ▶ <http://www-3.ibm.com/software/htp/cics/support>
- **Different ids and passwords are required for different IBM websites**
- **The CICS Support Page has a new and improved look**
- **Non-CICS documents/APARs are not returned when searching the CICS support page**
- **Searches on IBMLink do not return the same results as searches on the CICS support page**
- **If selecting option 2 of the advanced search page, select multiple components to ensure all CICS documents are retrieved**

eSupport Hints & Tips Notes

- <http://www-3.ibm.com/software/htp/cics/support> is the new URL for the CICS support page. It replaced <http://www.ibm.com/software/ts/CICS/support>. Currently, you will be redirected to the new URL if you enter the old URL. Eventually the old URL will no longer exist. So, please start using the new URL.
- Information on purchasing IBM Operational Support Services contracts can be found at the following url: <http://www.ibm.com/services/its/us/mus19d1.html>
- Currently, different userids and passwords are needed for different IBM websites (i.e. entitled content, ShopzSeries, and IBMLink...). An IBM requirement exists to provide a single signon. Until this is complete, you may want to register for each function using the same userid and password.
- The new and improved look for the CICS support page will combine Self Help into two categories (APARs and Technotes), Support Topic Areas will be added (administration, configuration, installation, and security), a link to download the CICS Infocenter will be added, and End of Service will be renamed Product Life Cycle. In the future, we are planning to create separate pages for CICS Servers, Connectors, and Tools.
- Searches done on the CICS Support Page will NOT return non-CICS APARs or documents. Go to the support pages for the related products or do a general search from <http://www.ibm.com/software/support>.
- There are over 1000 new documents which have been published on the web within the last 2 years. IBMLink does not have access to these items. There are also some Q&A items which are not on the web. So, currently it may be necessary to search both the web and IBMLink to see all items.
- If selecting option 2 of the advanced search page, use the cntl key and your left mouse button to select multiple components. To ensure that all CICS documents are retrieved select at least "CICS", "CICS HOST", and " CICS Transaction Server". Eventually, "CICS" and "CICS HOST" will be rolled into "CICS Transaction Server".

eSupport Features & Benefits

Initiative	Purpose/Features	Benefits
Personalization	<p>Provide customizable views of technical support and services websites with a goal to deliver customization capabilities based on user type, account profile & user preferences.</p> <p>Features personalized web views and self-help.</p>	<p>Allows the CICS systems programmer to be concerned with only technical content they want to see, allowing them to have a more targeted self-help experience.</p>
Automatic Language Translation	<p>Provide dynamic translation of technical content into one of eight languages.</p>	<p>Provides the ability for the CICS user to read technical information in their natural language. Eventually add this feature to our problem submission system (phase II).</p>

eSupport Features and Benefits

Initiative	Purpose/Features	Benefits
Advanced Search	Improved customer search experience when searching for technical content, known problems, software fixes, etc. Features the ability to search across multiple technical databases rather than a single repository.	Provides the ability for customers to quickly and easily find solutions for their business needs and answers to their technical questions
Improved Navigation	Provide customers with logical and quick access to technical content to resolve their problems. Features zoned areas within web page highlighting key areas of interest (Problem Submission, Entitled search, Quicklinks, etc.)	Faster problem resolution and ability to find consistent results from various paths into the technical repositories.

eSupport Features and Benefits

Information on IBM Software Support including:

- Recent changes
- Planned updates
- Site tours for:
 - Software Support Overview
 - New User Registration
 - My Software Support Personalization
 - Passport Advantage Problem Submission
 - Searching

can be found at the following url:

<http://www.ibm.com/software/support/whatsnew.html>

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Search software support

Enter product names, search terms, phrase, error code or APAR number

Optionally, limit results

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 Download (Fixes, Patches)
 Learn (Manuals, White Papers, etc.)

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[→ Advanced search for software support](#)

Products A to Z

Access a **product's support page**:

#	A	B	C	D	E	F	G	H
I	J	K	L	M	N	O	P	Q
R	S	T	U	V	W	X	Y	Z

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CICS

Welcome to our new and improved IBM Software Support site!

We have updated our look and feel, Problem Submission, Personalization (My Support) and Language Translation. [Explore](#) our new design, or read all the details in [What's New!](#)

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- Online Publications (Newsletters, Periodicals)
- Product information
- Redbooks
- White papers
- CICS training and certification

Plan

- Preventive Service Planning (PSP)
- Product LifeCycle
- Techdocs - Presentations & Tools, Sizings, Customer Support Plans and more
- VSAM RLS Planning and Implementation
- S/390 Coupling Facility Structure Sizing Tool

Communicate

- All Forums/Discussion Groups
- CICS User Groups
- Transaction Servers and Tools eNews
- Search390.com

InfoCenter

- Provides fast, online centralized access to product information

- IBM Consolidated Service Test and RSU
- z/OS Information Wizards
- International Technical Support Contacts
- z/OS Support
- VSE/ESA Services and Support
- Search TechTarget®

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- **Submit and track problems (See our online help at www.ibm.com/software/support/help.html)**
- **Search for known problems in the APAR database**
- **Post a question on a discussion forum**
- **Download product updates, fixes and tools**
- **Access product publications, technical articles, white papers and Redbooks**
- **Collaborate online with IBM to solve a system problem (with Electronic Onsite Support)**
- **Personalize Support pages to create your own MySupport site**

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- [CICSplex System Manager](#)
- [TXSeries for Multiplatforms V5](#)
- [TXSeries for Multiplatforms V4.3](#)

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CICS Transaction Server for VSE/ESA

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CICS Host

Limit by product : Downloadable files

2003-5-23
[CICS SupportPac CA1M : SOAP for CICS](#)

Frequently asked questions

2003-5-27
[Is High Performance Java, HPJ, required in CICS TS R620?](#)

2003-4-28
[PSP Buckets - How to find them on the Web](#)

2003-3-20
[CICS TS R530 Compatibility with z/OS 1.4](#)

→ [4 more frequently asked questions](#)

Hints and tips

2003-7-9
[EXEC CICS DOCUMENT SET](#)

Technical Support Search

1. Enter keyword(s) (required):

For best results, enter multiple keywords (ex: thinkpad t20 modem drivers)

2. Limit search to :

 CICS Host

Flashes

2003-5-7
[Where to go for CICS TS Information Center support?](#)

Solutions

2003-9-29
[CICS@ goes short on storage \(SOS\) at emergency restart](#)

2003-9-29

Welcome, Robert

[Sign out](#) to end this session or to sign in as a different user


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Limit by type of support:

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[Start a new technical support search](#) | [Search results assistance](#)

Limit search results by categories below

☞ Items marked with this symbol are available to customers who have purchased an IBM Passport Advantage Software Maintenance Agreement. Read about this support program [here](#).

	1 - 9 of 9 items found	Modified date
[1]	Running DMF CICS statistics using batch DFHSTUP, program check occurs When running the statistics utility program, DFHSTUP to print CICS statistics data recorded on Data Management Facility (DMF) Data Handler data sets, the following message is issued: 0S03I PROGRAM CHECK INTERRUPTION - HEX LOCATION xxxxxxxx - INTERRUPTION CODE 10 - SEGMENT-TRANSLATION EXCEPTION . The report is correctly built, but during the writing of [More items like this found in Host Transaction Processing] [This item's topic: Maintenance]	2003-04-22
[2]	PQ69509: DMF HANGS AFTER RECEIVING DFHDF1016 DATA MANAGEMENT FACILITY WILL TERMINATE. SHUTDOWN OPTION IS NORMAL.	2003-09-12

Advanced Search Results ... contd

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Running DMF CICS statistics using batch DFHSTUP, program check occurs

Solution

Problem

When running the statistics utility program, DFHSTUP to print CICS statistics data recorded on Data Management Facility (DMF) Data Handler data sets, the following message is issued:

```
0S03I PROGRAM CHECK INTERRUPTION - HEX LOCATION xxxxxxxx -
INTERRUPTION CODE 10 - SEGMENT-TRANSLATION EXCEPTION
```

The report is correctly built, but during the writing of the last page a program check occurs.

Cause

[The statistics utility program](#), DFHSTUP, is used to prepare and print reports offline, using the CICS statistics data recorded on **DMF** Data Handler data sets.

[The job steps are:](#)

1. Unload the DMF data set (or data sets) containing the CICS statistics to process.
2. Run the statistics utility program to sort, format, and print the statistics data.

Document information

Product categories:

Software

Host Transaction Processing

CICS Host

OEM

Operating system(s):
VSE, VSE/ESA

Software Version:
RB0P

Reference #:
1108313

IBM Group:
Software Group

Modified date:

eSupport Search Hints & Tips

- **Search terms are not case sensitive**
- **"AND" searches for all the words and is assumed**
 - ▶ **Shutdown hung**
- **"OR" searches for any of the words**
 - ▶ **hang OR hung**
- **"*" at the end of a search string can be used as a wildcard**
 - ▶ **dfhap1203***
- **Quotes around a phrase searches for an exact match**
 - ▶ **"unresettable event"**
- **"NOT" before a word excludes any items containing the word**
 - ▶ **websphere NOT studio**
- **Multiple search terms and special keywords may help narrow your search**
 - ▶ **kix* 5697e9300 r200 JVM "unresettable event" NOT pinned**
- **The advanced search page builds your search string for you**
- **Special words AND, OR, and NOT must be capitalized**

eSupport Search Hints & Tips Notes

- **The advanced search page allows you to combine techniques. It builds a search string using Boolean logic. You can build such a string yourself in any keyword search box or let the advanced search page do it for you.**
- **Special keywords... to narrow down your search**
- **564805400 (compid for CICS/TS 1.1.1)**
- **568602601 (compid for CICS/VSE 2.3)**
- **R14X (Release for CICS/VSE 2.3)**
- **R14V (Release for CICS/VSE 2.3)**
- **RB0P (Release for CICS/TS 1.1.1)**
- **RCxx (Return Code xx)**
- **RSNxxx (ReaSoN code xxx)**
- **ABENDxxxx (Abend code xxxx)**
- **kixinfo (CICS information items)**
- **cpsmpddb (items for CPSM and other CICS tools)**
- **kixdcf* (items related to other products)**
- **kixdcfzos14 (items related to migration to zos 1.4...)**
- **Direct links to migration information based on the component or release of a product and CICS, z/OS, VSE...etc.. will be available in the future**

SUMMARY

- **The CICS Level 2 Support Center is ready and willing to help all our customers with their problems**
- **The biggest challenge to your problem resolution is ensuring the correct documentation is received**
- **The next toughest challenge is getting the documentation to the CICS Level 2 Support Center**
- **ShopzSeries**
- **The CICS Product Support Center**