

# System z Expo

October 13 – 17, 2008 – Las Vegas, Nevada



## Session Title: Communicating with IBM \*ShopzSeries

Session ID: zEG09

Speaker Name: Stev Glodowski

Authorized

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# Agenda

- **z/VSE Electronic Support**
- Service deliverables
  - Refresh, PSP, RSL, RSU ...
- How to help yourself in case of a problem
  - Search for APARs and PTFs
- ShopzSeries
  - Ordering service and products
  - Installing downloaded PTFs and products



# z/VSE Electronic Support

[www.ibm.com/VSE](http://www.ibm.com/VSE)

## e-Lab Support



# z/VSE – Global Team



## e-Lab Support – WHY ?

- Instant access to worldwide available skills
- Speed up problem solving
- Direct access to support team

# e-Lab Support - BASICS

- All zVSE customers are entitled to report suspected defects and request service via **SSR** (Software Service Request)
  
- Standard response time 2H / 4H / EoN
  - Off shift for Sev 1 (2H)
  - For Sev 1 call ISC in addition
  
- English only
  
- Electronic Service delivery only (except RSL)
  - Via Email, Shopz, z/VSE Homepage
  
- Start with US and Canada



## e-Lab Support - PROs

- Direct access to VSE Lab skill (world-wide)
- Shortest way to the expert
- Skip intermediate support levels
- Describe problem only once
  - No information loss as possible during voice communication
- No need to be available for phone calls
  - If required or requested then phone calls may be arranged

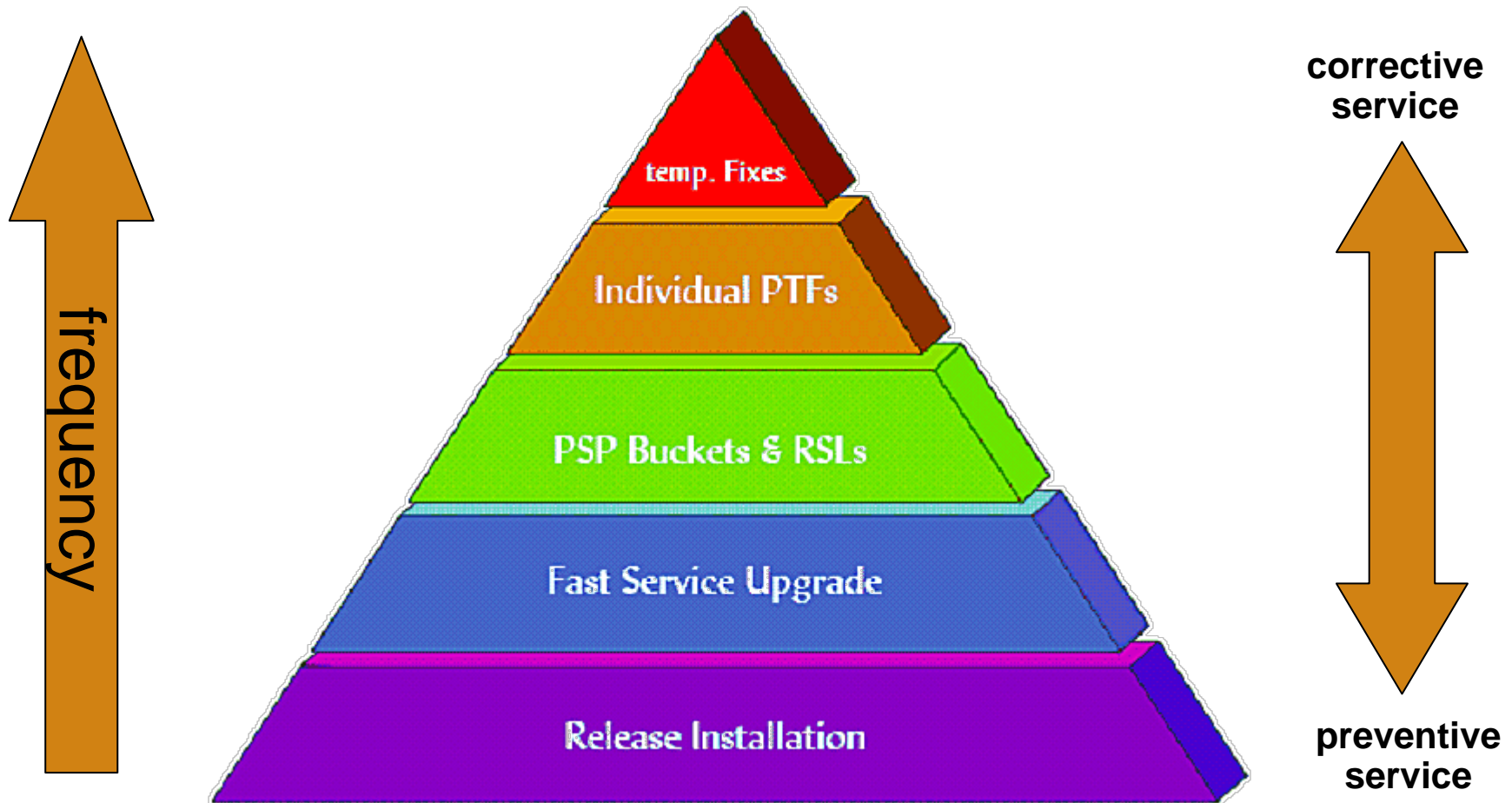




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# VSE service pyramid



The service pyramid for VM is similar, e.g. instead of FSU -> RSU

## Priority 1: Stay on a supported level

- Make sure that your system is always on a supported level
  - to get help and support from IBM when you need it
- Plan ahead sufficient time
  - for release or version upgrade
  - for PTF installation
- IBM announces End-of-Service dates at least 12 Month ahead
  - VSE: <http://www.ibm.com/servers/eserver/zseries/zvse/>
  - VM: <http://www.vm.ibm.com/techinfo/lpmigr/vmleos.html>
- Consult your software vendors for upgrades and specific information



## End-of-Service dates

Product	End of Marketing	End of Service
<b>z/VSE 4.1</b>	<b>October 31, 2008</b>	<b>April 30, 2010</b>
<b>z/VSE 3.1</b>	<b>May 31, 2008</b>	<b>July 31, 2009</b>
<b>VSE/ESA 2.7</b>	<b>September 30, 2005</b>	<b>February 28, 2007</b>
<b>VSE/ESA 2.6</b>	<b>March 14, 2003</b>	<b>March 31, 2006</b>
<b>VSE/ESA 2.5</b>	<b>December 14, 2001</b>	<b>December 31, 2003</b>

<http://www.ibm.com/servers/eserver/zseries/zvse/about/status.html>

Product	End of Marketing	End of Service
<b>z/VM 5.3</b>	-	<b>September 2010</b>
<b>z/VM 5.2</b>	-	<b>April 2009</b>
<b>z/VM 5.1</b>	<b>September 2006</b>	<b>September 2007</b>
<b>z/VM 4.4</b>	<b>March 2006</b>	<b>September 2006</b>
<b>z/VM 4.3</b>	<b>August 2003</b>	<b>May 2005</b>

<http://www.vm.ibm.com/techinfo/lpmigr/vmleos.html>

# VSE: Refreshes

- VSE Base Tapes + Optional Product Tapes
  - For Fast Service Upgrade (FSU) (**always possible for 2 follow-on releases**)
    - Upgrade from older releases Releases (e.g. VSE/ESA 2.7 -> **z/VSE 4.1**)
    - Refresh to a higher Level (e.g. z/VSE 4.1.0 -> **z/VSE 4.1.2**)
  - For base installation
- Contains all PTFs available until a cut off day
- have undergone a basic regression test by IBM
- are orderable until a new refresh level or new release becomes available

Product	End of Marketing	End of Service
<b>z/VSE 4.1.2</b> *June 2008	<b>October 31, 2008</b>	<b>April 30, 2010</b>
<b>z/VSE 3.1.3</b>	<b>May 31, 2008</b>	<b>July 31, 2009</b>
<b>VSE/ESA 2.7.3</b>	<b>September 30, 2005</b>	<b>February 28, 2007</b>
<b>VSE/ESA 2.6.3</b>	<b>March 14, 2003</b>	<b>March 31, 2006</b>

# VM: Recommended Service Upgrade (RSU)

- List of recommended PTFs at specified cut off day
  - Contains not only HIPER PTFs
  - Only available for VM
  
- Updated 2-3 times a year
  
- Can be ordered from IBM Service or Internet
  - use RSU Number (e.g.. UM97520)
  - ShopzSeries: <http://www.ibm.com/software/shopzseries>
  - RSU Lists: <http://www.vm.ibm.com/service/rsu/>
  - Additional info: <http://www.vm.ibm.com/service/oi.html>
  - Will be shipped like PTF Service Envelope's

## VSE: Recommended Service Levels (RSLs)

- List of ALL available PTFs at specified cut off day
  - contains not only HIPER PTFs
  - **only available for VSE**
  
- Kept up to date on a 2-3 Month period
  
- Can be ordered from IBM Service or Internet
  - copy & paste PTF List into the service order (ShopzSeries)
  
- Will be shipped as PTF Tape's
  
- <http://www.ibm.com/servers/eserver/zseries/zvse/support/preventive.html#rs1>

## VSE: Recommended Service Levels (RSLs)

Service recommended for	PTF Order List	Cutoff Date									
z/VSE 4.1.1	<a href="#">Base Products</a> <a href="#">Optional Prod.</a>	<a href="#">PTFs 411B</a> <a href="#">PTFs 411O</a>	January 31, 2008								
z/VSE 4.1.0	<a href="#">Base Products</a> <a href="#">Optional Prod.</a>	<a href="#">PTFs 410B</a> <a href="#">PTFs 410O</a>	October 12, 2007								
z/VSE 3.1.3	<a href="#">Base Products</a> <a href="#">Optional Prod.</a>	<table border="1"> <thead> <tr> <th>Recommended service levels</th> </tr> </thead> <tbody> <tr> <td>PTF numbers November 30, 2005:</td> </tr> <tr> <td><b>z/VSE 3.1.1 base products</b></td> </tr> <tr> <td>(total size of RSL: 16.9MB)</td> </tr> <tr> <td>CICS Transaction Server for VSE/ESA 1.1.1 <b>UK07647 UK07656 UK07779 UK08223 UK08369 UK08567</b></td> </tr> <tr> <td>DITTO/ESA VERSION 1.3.0 <b>UK07731 UK08473</b></td> </tr> <tr> <td>EREP 3.5.0 <b>UD52922 UD52943 UD52946</b></td> </tr> <tr> <td>ICKDSF 1.17.0 <b>UK07981</b></td> </tr> </tbody> </table>		Recommended service levels	PTF numbers November 30, 2005:	<b>z/VSE 3.1.1 base products</b>	(total size of RSL: 16.9MB)	CICS Transaction Server for VSE/ESA 1.1.1 <b>UK07647 UK07656 UK07779 UK08223 UK08369 UK08567</b>	DITTO/ESA VERSION 1.3.0 <b>UK07731 UK08473</b>	EREP 3.5.0 <b>UD52922 UD52943 UD52946</b>	ICKDSF 1.17.0 <b>UK07981</b>
Recommended service levels											
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<b>z/VSE 3.1.1 base products</b>											
(total size of RSL: 16.9MB)											
CICS Transaction Server for VSE/ESA 1.1.1 <b>UK07647 UK07656 UK07779 UK08223 UK08369 UK08567</b>											
DITTO/ESA VERSION 1.3.0 <b>UK07731 UK08473</b>											
EREP 3.5.0 <b>UD52922 UD52943 UD52946</b>											
ICKDSF 1.17.0 <b>UK07981</b>											
z/VSE 3.1.2	<a href="#">Base Products</a> <a href="#">Optional Prod.</a>										
z/VSE 3.1.1	<a href="#">Base Products</a> <a href="#">Optional Prod.</a>										
z/VSE 3.1.0	<a href="#">Base Products</a> <a href="#">Optional Prod.</a>										

The PTF list can be copy & pasted into a service order in ShopzSeries



## Preventive Service Planning (PSP Buckets)

- List of PTFs that solve „High Impact or Pervasive“ (HIPER) problems
- Available for every refresh level
  - e.g. zVSE313, zVSE412...
- Are permanently maintained and kept up to date by the product change teams
- are divided into subsets for the individual components and hardware devices
  - e.g.. IBMLANG/75K, 2086DEVICE
- Can be ordered from IBM Service or Internet
  - use PSP name plus subset (e.g. zVSE313 - BASESERVICE)
  - ShopzSeries: <http://www.ibm.com/software/shopzseries>
  - List: <https://techsupport.services.ibm.com/server/390.psp390>
- Will be shipped as PTF Tape's or Service Envelop's

## Comparison of the service deliverables

	Refresh	RSU	RSL	PSP	PTF
What is it	<b>Complete Product (includes all PTFs)</b>	<b>List of recommended PTFs at a cut off day</b>	<b>List of ALL PTFs at a cut off day</b>	<b>List of selected PTFs (HIPER)</b>	<b>Official Fix for a code problem (APAR)</b>
When is it available	<b>Every 6-12 Month, usually for the newest release</b>	<b>Updated 2-3 times a year</b>	<b>Every 2-3 Month</b>	<b>Is constantly kept up to date</b>	<b>Will be created when a fix is available</b>
When should it be installed	<b>For base install or Fast Service Upgrade (FSU)</b>	<b>Preventive to stay on an current level</b>	<b>Preventive to stay on an current level</b>	<b>After a refresh installation and preventive to avoid HIPER problems</b>	<b>To fix a certain problem</b>

# Service recommendations

- It is essential to have a preventive maintenance strategy
- Install the latest Refresh
  - every 12 Month
- If you are on a current refresh level:
  - Install the newest RSL
    - every 6 Month
  - Install the newest PSP Bucket
    - every 3 Month
    - also order the hardware bucket when you install new hardware



# Service recommendations

- When migrating onto a new release or version:
  - Order and install the latest refresh level
  - Order and install the newest RSLs and PSP buckets for this refresh
  - Also consult your Software Vendors 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
  - Before production cutover have a fallback plan in place
  
- When you migrate to a new hardware
  - Order and install the corresponding hardware buckets before you migrate to the new hardware
  - Before production cutover have a fallback plan in place

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## How to help yourself in case of a problem

- What to do if you encounter a problem ???
  - What did change since it worked the last time? Make sure you carefully document every change!
  - Change back all changes step by step. Do you still encounter the problem?
  - Is the problem reproducible? If yes, what do you do to force the problem to occur? Try different variations.
  - Collect information about the problem
    - When exactly does it occur? What is the trigger?
    - What is the result of the problem? Error message, Dump, Hardwait, Loop, Performance loss, ...
    - Which products or components are affected?

# How to help yourself in case of a problem

- Is this already a known and fixed problem?
  - Search the APAR database
    - <https://techsupport.services.ibm.com/server/zseries.srchBroker>
    - Keywords: Message number, symptom, ...
  - VSE: APAR Lists available for each release and component on the VSE support page
    - <http://www.ibm.com/servers/eserver/zseries/zvse/support/corrective.html>
  - VSE Hot Service News:
    - <http://www.ibm.com/servers/eserver/zseries/zvse/support/index.html#news>
- Call IBM Support
  - IBM L1 searches internal problem database and/or passes the problem to the L2 team

# Search under Corrective Service

## Service and support

### Latest VSE/VSAM 8.1 APARs for z/VSE V4.1

#### Introduction Preventive Corrective Problem Mgmt.

- General
- Advanced functions (AF)
- **VSAM**
- POWER
- Interactive interface & ICCF
- REXX
- CICS Transaction Server
- VSE Connectors
- TCP/IP
- DL/I
- Language Environment (LE)
- VSE VTAPE

Last update: July 31, 2008

z/VSE V4.1 | z/VSE V3.1 | Unsupported releases

### VSE/VSAM

→ [Details about VSE/VSAM](#)

→ [

#### Important news

↓ ]

↓ ]

↓ ]

May 16, 2007 **'IDC2950I INVALID FORMAT STRUCTURE' on MASTERCATALOG LISTCAT**

For a detailed description please see [IDC2950I INVALID FORMAT STRUCTURE](#) (PDF, 24KB)

APAR Date	PTF	Contents
<a href="#">DY46943</a> 2008/06/25	UD53371	0C4 Pgm Check When Processing a Dummy USB Entry After AIX Failed to OPEN
<a href="#">DY46942</a> 2008/06/24	UD53370	Performance Degredation with Certain Applications
<a href="#">DY46918</a> <a href="#">DY46836</a> 2008/05/21	UD53365	<ul style="list-style-type: none"> <li>• LOOP Between CICS/TS and VSE/VSAM Attempting to Retry Exclusive Control Error</li> <li>• Program Check in IKQAIKX Attempting Journaling on Alternate Index</li> </ul>
<a href="#">DY46913</a> 2008/05/21	UD53354	RESTORE Hang After Secondary Allocation Failure by Specifying a High Number of Data Buffers
<a href="#">DY46859</a> 2008/05/21	UD53356	SNAP13 for Redirector
<a href="#">DY46899</a> 2008/04/18	UD53345	Skip SDUMP for Invalid RBA Case if RBA Came from Application

<http://www.ibm.com/servers/eserver/zseries/zvse/support/corrective.html>



# Example – Search with Message number

- The following message occurs:  
**L151I UNEXPECTED RETURN CODE FROM MACRO/MODULE GETVIS  
 IN MODULE INLPOPEN PHASE \$IJBLBR - RC = X'10'**

**Technical help database**  
for mainframe operating environments

Search for technical documents related to the mainframe operating systems. To include software products that run in the mainframe operating environment, select a product group of products using the "Expand search to other product categories" or "Quick Select" options below.

**Search mainframe systems:**

**Sort results by:**

**Expand search to other product categories:**  
 --- Use Ctrl to select more than one item ---  
 Application Servers  
 Application & Web Development Tools  
 Applications - Desktop & Enterprise  
 Business Integration  
 Collaboration & Knowledge

**Quick Selects:**  
 All Categories  
 Collaboration  
 Data Management  
 Development Software  
 Hardware  
 Software Management  
 Transaction Software  
 Web Software

**Limit search to selected documents:**

<input checked="" type="checkbox"/> APARs	<input type="checkbox"/> Flashes
<input type="checkbox"/> FAQs	<input type="checkbox"/> Preventive service planning
<input type="checkbox"/> Product information	<input type="checkbox"/> Redbook abstracts
<input type="checkbox"/> Solutions	<input type="checkbox"/> Technotes
<input type="checkbox"/> White Papers	

**Technical help database**  
for mainframe operating environments

Search within results for: **L151I VSE**  
**Optionally**, limit results by choosing one or more of the items below.

**Additional search terms:**

**Document type:**

**Sort results by:**  [Search tips](#)

**Product category:**

1 - 2 of 2 items found\*

		Modified date
[1]	<a href="#">DY46349: LIBRM GETS L151I UNEXPECTED RETURN CODE FROM MACRO/MODULE GETVISIN MODULE INLPOPEN PHASE</a> LIBRM gets MSGL151I UNEXPECTED RETURN CODE FROM MACRO/MODULE GETVIS IN MODULE INLPOPEN PHASE \$IJBLBR - RC = X'10'. [ More items like this found in <a href="#">z/VSE, VSE/ESA</a> ]	2005-10-07
[2]	<a href="#">DY46209: LIBRM GETS L151I UNEXPECTED RETURN CODE FROM MACRO/MODULE GETVISIN MODULE INLPOPEN PHASE</a> LIBRM gets MSGL151I UNEXPECTED RETURN CODE FROM MACRO/MODULE GETVIS IN MODULE INLPOPEN PHASE \$IJBLBR - RC = X'10'. [ More items like this found in <a href="#">z/VSE, VSE/ESA</a> ]	2005-08-25

<https://techsupport.services.ibm.com/server/zseries.srchBroker>

# Example – Search results

**DY46209: LIBRM GETS L151I UNEXPECTED RETURN CODE FROM MACRO/MODULE GETVISIN MODULE INLPOPEN PHASE \$IJBLBR - RC = X'10'**

## A fix may be available

[Obtain the fix for this APAR](#)

### APAR status

Closed as program error.

### Error description

LIBRM gets MSGL151I UNEXPECTED RETURN CODE FROM MACRO/MODULE GETVIS IN MODULE INLPOPEN PHASE \$IJBLBR - RC = X'10'. GETVIS RC X'10' means "maximum number of subpools exceeded".

### Local fix

### Problem summary

```
*****
* USERS AFFECTED: LIBRM in 7x24 partition.
*
* PROBLEM DESCRIPTION: MSGL151I UNEXPECTED RETURN CODE
*
* RECOMMENDATION:
*****
LIBRM gets MSGL151I UNEXPECTED RETURN CODE FROM MACRO/MODULE
GETVIS IN MODULE INLPOPEN PHASE $IJBLBR - RC = X'10'.
GETVIS RC X'10' means "maximum number of subpools exceeded".
This occurs in a never ending partition using LIBRM macros
in different subtasks. The Librarian uses subpool IDs built
of the string 'INLC' or 'INLG' concatenated with the task
identifier (TID). The subpool ID is not freed at end of task.
Therefore the maximum of 128 subpools is exceeded after some
time.
```

### Problem conclusion

For partition GETVIS requests the TID is no longer part of the subpool ID.

### Temporary fix

### Comments

#### APAR information

APAR number	DY46209
Reported component name	VSE/AF SVR BAM
Reported component ID	568606606
Reported release	65C
Status	CLOSED PER
PE	NoPE
HIPER	NoHIPER
Submitted date	2005-02-03
Closed date	2005-03-22
Last modified date	2005-08-25

APAR is sysrouted FROM one or more of the following:

APAR is sysrouted TO one or more of the following:  
UD52738 UD52739 [DY46349](#)

#### Modules/Macros

INLPGVFW

#### Fix information

Fixed component name	VSE/AF SVR BAM
Fixed component ID	568606606

#### Applicable component levels

R65C PSY [UD52738](#) UP05/05/03 I 1000  
R75C PSY [UD52739](#) UP05/05/03 I 1000

- PTF can be ordered using this link
- Or copy & paste it into a ShopzSeries order

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## What is ShopzSeries ?

- IBM's productivity tool for planning and ordering zSeries software
  
- With ShopzSeries you can:
  - order tailored product and service packages for z/OS, z/OS.e, z/VM and VSE/ESA, z/VSE
  - review your software licenses in all of these environments
  - plan for future upgrades.
  
- URL:
  - <http://www.ibm.com/software/shopzseries>

# IBM ShopzSeries - Sign in

IBM Software ShopzSeries - Microsoft Internet Explorer

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

United States [change] | Terms of use

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## ShopzSeries

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- order tailored product packages,
- order tailored service packages,
- review your software licenses, and
- plan for future upgrades.

You can learn more about ShopzSeries by reading the online [users' guide](#), or better yet, relax and watch the instructional [video clips](#).

[Sign in](#)

**Note:** Products acquired from Candle (e.g. OMEGAMON XE for z/OS) currently have limited support in ShopzSeries.

- Service for these products may be ordered here through ShopzSeries.
- To download code for these products to which you are entitled through your Subscription and Support agreement and which are not in the ShopzSeries product catalog, [click here](#).
- For general information about these products, including information on how to order use entitlements, [click here](#).
- For other helpful hints, [click here](#).

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- Change password
- Forgot password?

**My ShopzSeries**

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- Register

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- The IBM-ID is free of charge and can be registered within minutes
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 Access level: Submitter  
 First name: Ingo  
 Last name: Franzki  
 E-mail address: ifranzki@de.ibm.com  
 Phone number: +49 (0)7031-16-4648  
 Country: Germany  
 Company: IBM  
 Customer numbers\*: 997734  
 • e.g. 1234567  
 • one per line

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To update system nicknames, enter the nicknames below.

**Hardware systems for customer number 997734**

Aggregation	Nickname	Designated machine / Description		
		Type-model	Serial no.	System no.
None	2064209982	20642099820 / IBM zSeries 900		
		2064-116	99820	DSLAB
	2084021851	2084021851A / IBM zSeries 990, 16 Engines		
		2084-316	1B51A	DUPVB
	9021515297	90215152979 / no description available		
		?	?	?
	9672000000	96720000000 / no description available		
		?	?	?
	9672516599	96725165998 / S/390 Processor		
		9672-RX4	65998	DOROT
	9672516717	96725167176 / no description available		
		?	?	?

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My hardware systems

My licensed software

My installed software

Product catalog

Help

News

Feedback

Customer service

Create new order | Draft orders | In process | Completed

To begin the software ordering process, select the appropriate values below.

Customer number: 997734

Operating environment: z/VSE

Package category: Service

Continue

- You can order products or service for VSE, VM and z/OS
- You will get a notification e-Mail when your order is ready
- You can download the product or service packages or you get it on CD-ROM or tape

# IBM ShopzSeries – Order service

United States [change]

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

ShopzSeries > My current order >

## Step 1 of 5 Specify order basics

Review and specify the basic details of your order.

**Order name** Service - March 21, 2006, 11:15

**Customer number** 997734

**Operating environment** z/VM

**Package category** Service

**Package type** [\[Help\]](#)

- individual PTFs
- PTFs for individual APARs
- PSP critical service

VM

ShopzSeries > My current order >

## Step 1 of 5 Specify order basics

Review and specify the basic details of your order.

**Order name** Service - March 21, 2006, 11:15

**Customer number** 997734

**Operating environment** z/VM

**Package category** Service

**Package type** [\[Help\]](#)

- individual PTFs
- PTFs for individual APARs
- PSP critical service
- RSU recommended service
- ESO service

VSE



# Upload your Installed Software Report

IBM Software ShopzSeries - My current order - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Media Print

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

United States [change]

Home Products Services & solutions Support & downloads My account

ShopzSeries > My current order >

## Step 2 of 5 Report installed software

Service - March 15, 2006, 20:12

Installed software reports are used with service orders to identify the products and features which are available to be serviced and to exclude service which you have already received. PTF service orders optionally use an installed software report.

Select an installed software option.

Do not use a report for this order

Use an existing report for this order

Report name

Replace an existing report for this order

Report name

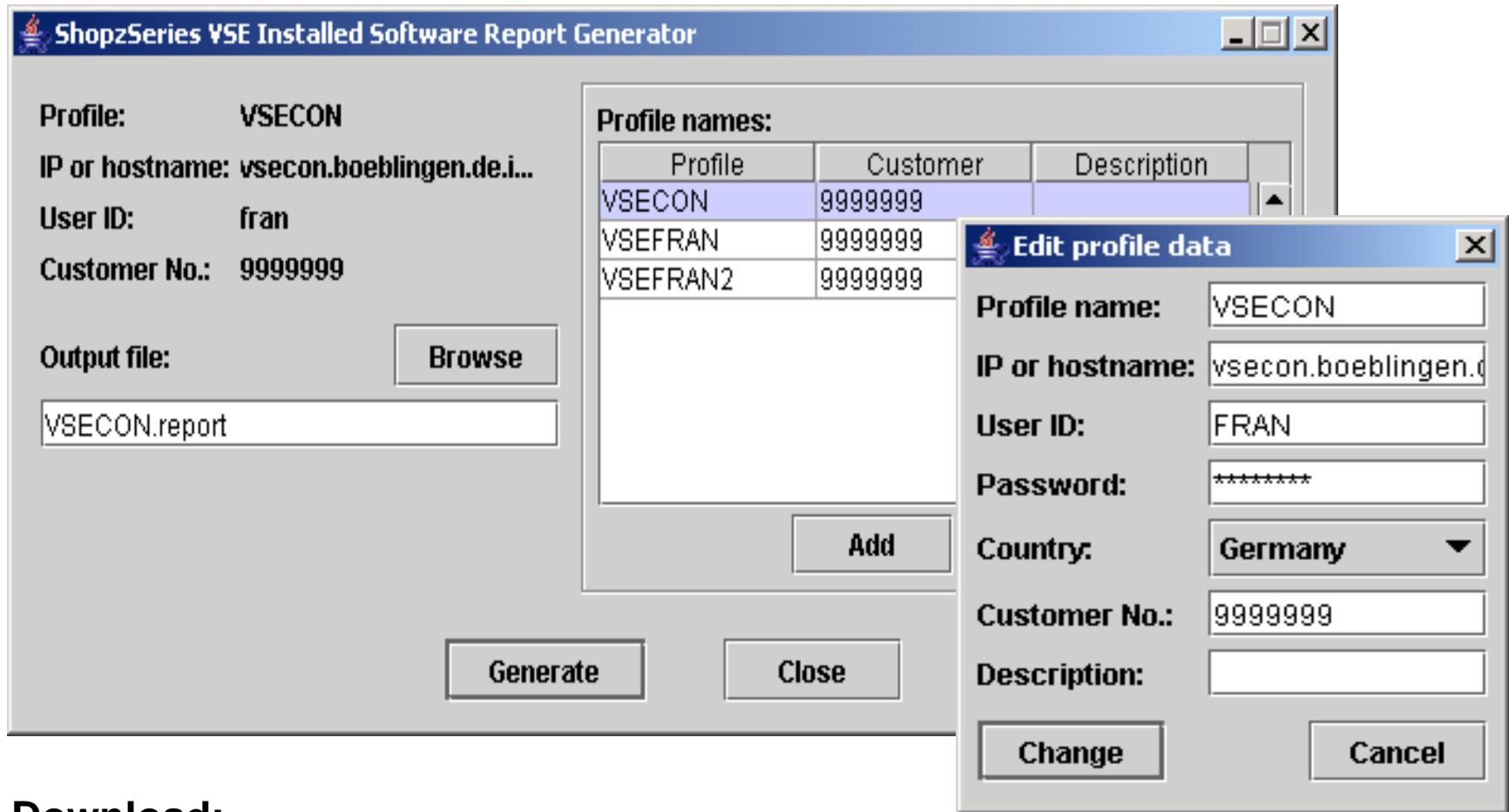
File name

Upload a new report for this order

Report name

File name

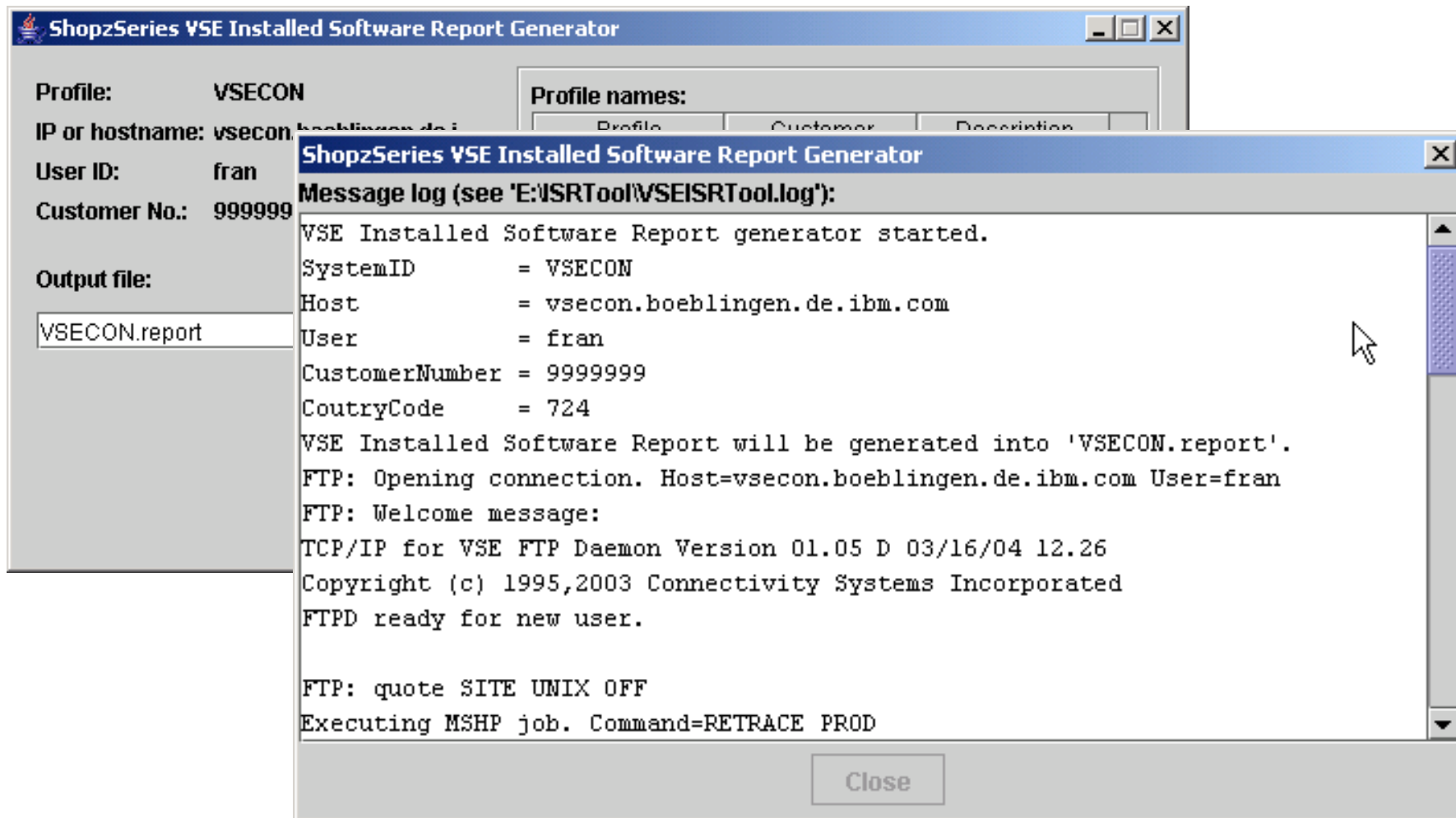
# VSE: Installed Software Report Tool



## Download:

<http://www.ibm.com/servers/eserver/zseries/zvse/downloads/tools.html#isrtool>

# VSE: Installed Software Report Tool



## VM: Create an Installed Software Report

- Logon with MAINT User-ID
  
- Command VMFBTMAP ALL
  - z/VM 5.1.0 or later
  
- Creates a file named VMPFXALL BITMAP on the System Inventory Disk (Default: 51D - File Mode D)
  
- Download this file to your workstation in binary

# IBM ShopzSeries – Order VM RSUs/ESOs

ShopzSeries > My current order >

## Step 3 of 5 Specify order contents

Service - March 21, 2006, 12:25

Select the RSUs you would like to order.

Available RSUs		
Select	Description	RSU level
<input type="checkbox"/>	<b>z/VM Version 5.2.0 Stacked 5201RSU (PTF UM97520)</b>	
	DirMaint	0502
	RACF Feature z/VM	0501
	TCP/IP	0501
	z/VM Version 5.2.0	0501
<input type="checkbox"/>	<b>z/VM Version 5.1.0 Stacked 5104RSU (PTF UM97510)</b>	
	HCD and HCM for VM	0501
	Language Environment	0503
	Performance Toolkit for z/VM	0402
	TCP/IP	0502
	z/VM Version 5.1.0	0502

RSU

ESO

ShopzSeries > My current order >

## Step 3 of 5 Specify order contents

Service - March 21, 2006, 12:28

Select the products for which you would like to order service.

Products available for ESO service				
Select	Description	ID	Version	ESO level
<input type="checkbox"/>	ACF / NCP BASE V7R6M0	5648063G	V7R6M0	0508
<input type="checkbox"/>	ACF / NCP BASE V7R7M0	5648063H	V7R7M0	0508
<input type="checkbox"/>	ACF / NCP BASE V7R8M0	5648063J	V7R8M0	0508
<input type="checkbox"/>	ACF / NCP BASE V7R8M1	5648063L	V7R8M1	0602
<input type="checkbox"/>	ACF / SSP V4R5M0	5654009C	V4R5M0	0106
<input type="checkbox"/>	ACF / SSP V4R6M0	5654009D	V4R6M0	0106
<input type="checkbox"/>	VSE/VSAM FOR VM V6R1M0	5686081A	V6R1M0	0102
<input type="checkbox"/>	VTAM FOR VM/ESA V4R2M0	5654010A	V4R2M0	0602

Include service starting from  [\[Help\]](#)

# IBM ShopzSeries – Order PSP service

ShopzSeries > My current order >

## Step 3 of 5 Specify order contents

Service - March 21, 2006, 12:33

---

Your order will include service for the products in your installed software report.

---

## VSE

- VSE PSP orders base on your Installed Software Report
- VM PSP orders allow to select the PSP bucket to order

## Step 3 of 5 Specify order contents

Service - March 21, 2006, 12:32

---

the PSP recommended service "buckets" you would like to order.

### Available PSP recommended service by product

Product	Description	ID	Version
	<b>z/VM Version 5.2.0 Stacked 5201RSU (PTF UM97520)</b>	<b>5VMCPR20</b>	<b>V5R2M0</b>
	DIRM510 0502RSU		
	RACFVM1100 0501RSU		
<input type="checkbox"/>	TCPIP520 0501RSU		
<input type="checkbox"/>	ZVM520 0501RSU		
<input type="checkbox"/>	VMES00501 VMVSAM		
	<b>VTAM FOR VM/ESA V4R2M0</b>	<b>5654010A</b>	<b>V4R2M0</b>
<input type="checkbox"/>	VMES00602 ACFVTAM/420		

Include requisite service from  [\[Help\]](#)

---

## VM

# IBM ShopzSeries – Order PTFs and RSLs

ShopzSeries > My current order >

## Step 3 of 5 Specify order contents

Service - March 21, 2006, 11:08

---

Enter the PTFs you would like to order separated by blanks or commas.  
[\[Help\]](#)

CICS Transaction Server for VSE/ESA  
 1.1.1  
 UK07647 UK07656 UK07779 UK08223  
 UK08369 UK10000 UK10276 UK10932  
 UK10938 UK11037

DITTO/ESA VERSION 1.3.0  
 UK07731 UK08473 UK11283

EREP 3.5.0

Include requisite service from past 90 days [\[Help\]](#)

- Copy & paste the PTF-List (including all other text)
- ShopzSeries automatically detects what's a valid PTF number

ShopzSeries > My current order >

## Step 3 of 5 Specify order contents

Service - March 21, 2006, 11:08

---

The following items were not added because they are invalid: CICS Transaction Server for VSE ESA 1 1 1  
 DITTO ESA VERSION 1 3 0 EREP 3 5 0 ICKDSF 1 17 0  
 CICS VSE 2 3 0 None ACF VTAM VERSION 4 2 0 VSE  
 Central Functions 7 1 0 VSE SP UNIQUE CODE VSE SP  
 MRI English 81D (total size of PTFs 2 3MB) VSE SP MRI  
 German 81A (total size of PTFs 2 3MB) VSE SP MRI  
 Japanese 81E (total size of PTFs 2 3MB) VSE SP MRI  
 Spanish 81H (total size of PTFs 2 5MB) VSE POWER  
 VSE VSAM None VSE AF VSE AF MSHP None VSE AF  
 IOCP None VSE AF Fastcopy None REXX VSE None  
 OSA SF VSE Connector None IBM LE for VSE ESA 1 4  
 4 LE VSE C 1 4 4 None LE VSE COBOL 1 4 4 None LE  
 VSE PLI 1 4 4 None TCP IP 1 5 0 FOR VSE ESA None  
 IBM High Level Assembler 1 5 0

**ERROR:**

---

Enter the PTFs you would like to order separated by blanks or commas.  
[\[Help\]](#)

UD52833 UD52862 UD52864 UD52865  
 UD52873 UD52874 UD52878 UD52880  
 UD52881 UD52886 UD52888 UD52905  
 UD52906 UD52907 UD52908 UD52909  
 UD52912 UD52914 UD52920 UD52921  
 UD52922 UD52927 UD52928 UD52943  
 UD52945 UD52946 UD52947 UD52970  
 UD52983 UD52994 UD53001 UD53010  
 UD53011 UK07560 UK07647 UK07656  
 UK07731 UK07779 UK07897 UK08102

Include requisite service from past 90 days [\[Help\]](#)

## IBM ShopzSeries – Download the packages

- You will be notified by e-Mail, when your order is ready
- Download Director
  - small Java Applet
  - resume downloads when connections are lost
  - increases download speed using multiple connections

Download U00245379 - Service -  
March 22, 2006, 13:42

Download expires on 21 Apr 2006

**Installation instructions**

[View now](#)

**Readme file for Order# B6516899**

[View Now \(0.002 MB\)](#)

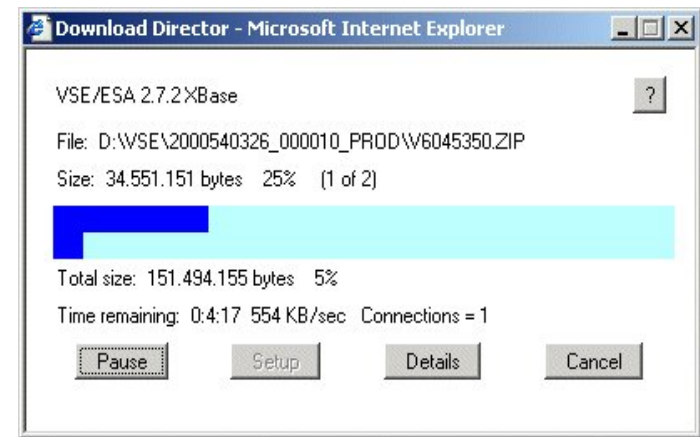
**Service Overview for Order# B6516899**

[View Now \(0.059 MB\)](#)

**VSE PTF Envelope for Order# B6516899**

[Download to your workstation using IBM Download Director \(1.6 MB\)](#)

[Download to your workstation using HTTPS \(1.6 MB\)](#)

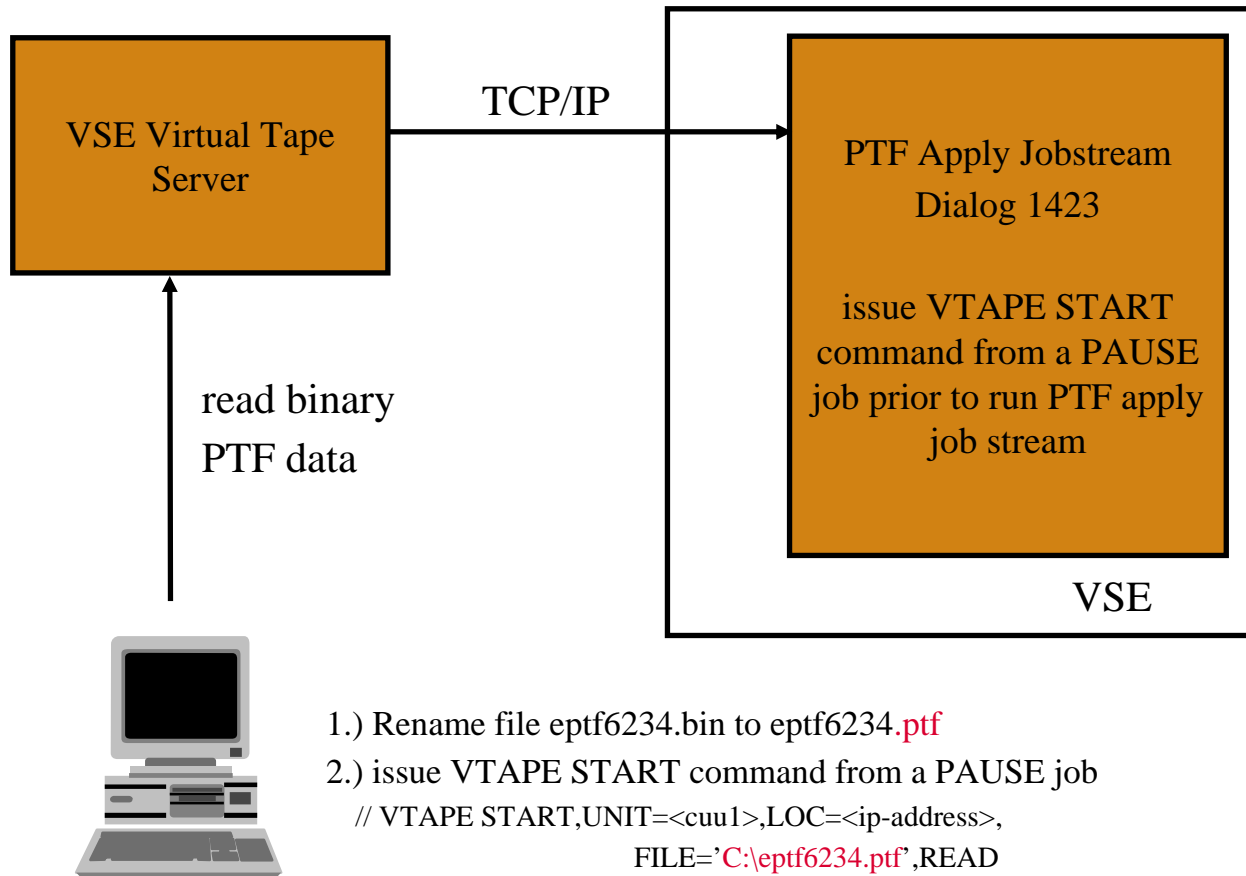




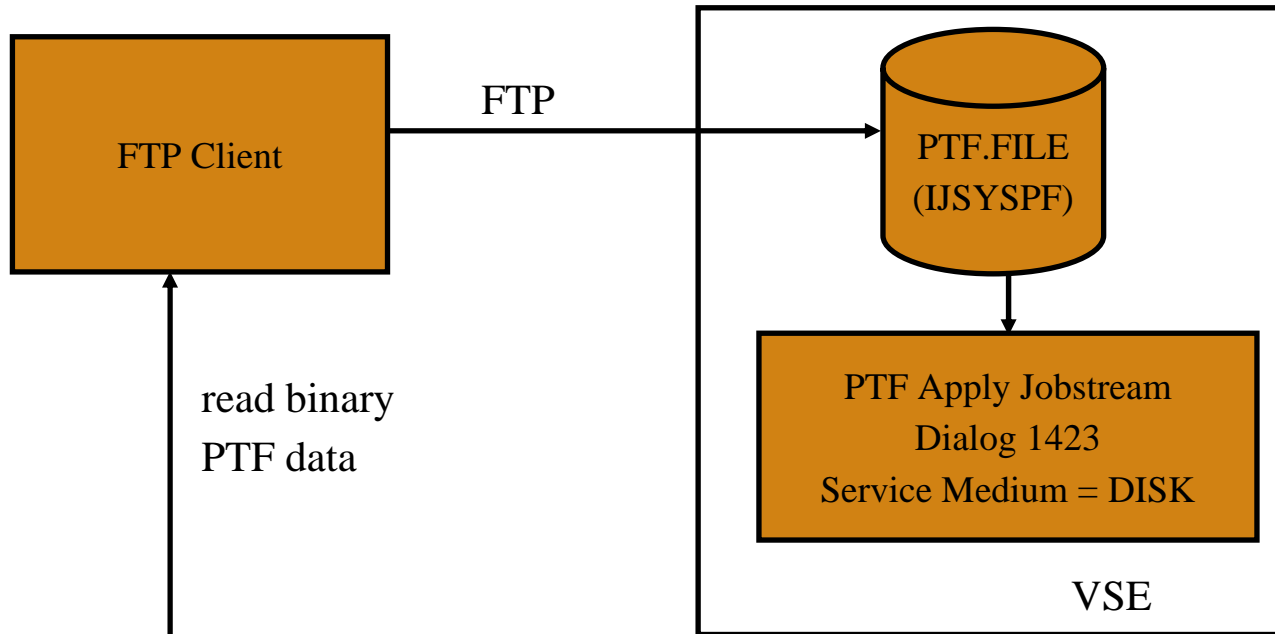
## VSE: Installing downloaded PTFs

- You get ONE binary job stream (fixed 80)
  - Zipped with PKZIP (ShopzSeries)
  - includes all ordered PTFs
  
- Recommended installation procedure:
  - Unzip the package into a temporary directory on your PC
  - upload it into PTF.FILE (IJSYSPF)
    - <http://www.ibm.com/servers/eserver/zseries/zvse/documentation/edelivery.html#eptf>
  - or use Virtual Tape (PTF tape simulation)
  
- Not recommended: submit into VSE reader
  - no indirect PTF apply possible
  - PRE- and CO-requirements may not be fulfilled due to wrong order of PTFs
  - POWER JECL included in the data part of the PTFs will be processed while running the job.
  - Missing POWER JECL in the PTF file causes POWER to extract VSE JOB cards

# VSE: Apply PTFs via Virtual Tape



# VSE: Apply PTFs via PTF.FILE (IJSYSPF)



```
DEFINE FILE,TYPE=ESDS,DLBL=IJSYSPF,PUBLIC='IJSYSPF'
```

Upload:

```
BINARY
```

```
RECFM=F (fixed) – quote site recfm f
```

```
LRECL=80 –quote size lrecl 80
```

## VSE: Apply PTFs via PTF.FILE (IJSYSPF)

- Transfer the PTF file directly to disk into the VSAM file IJSYSPF.

The file needs to be defined in TCP/IP

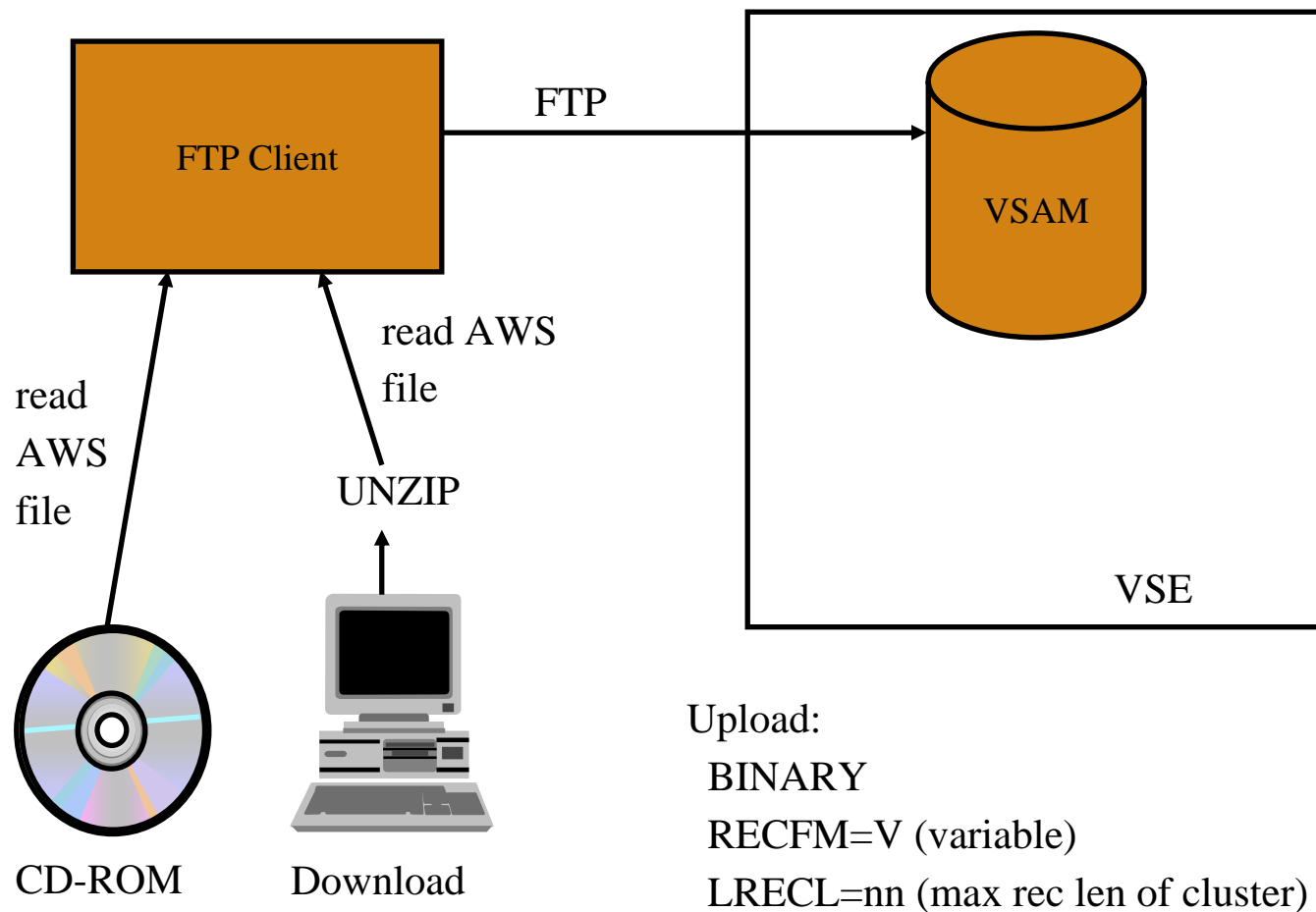
- ```
ftp> quote site unix off
ftp> bin
ftp> quote site lrecl 80
ftp> quote site recfm f
ftp> put ptffile.bin IJSYSPF or put ptffile.bin PTF.FILE
```
- Apply service using IUI dialog, service medium is disk. Fastpath 1423

```
Enter the required data and press ENTER.
SERVICE MEDIUM..... 2          Is the service file on tape?
                                   (Enter 2 if on disk)
VIRTUAL TAPE..... 2             Enter 1 if service tape is a
                                   remote virtual tape.
TAPE UNIT ADDRESS.....          For list of valid addresses see HELP
TAPE QUANTITY..... 1           Enter the number of service tapes
TYPE..... 1                    Enter the type of mass-application
                                   1=ALL 2=INCLUDE 3=EXCLUDE
Enter 2 for NO and 1 for YES
BACKUP..... 2                  Do you want to backup all affected
                                   libraries?
FORCE INDIRECT..... 2         Do you want to apply all PTFs indi-
                                   rectly?
ADD INFO TO THE LIST..... 1    Do you want to add this info to the
                                   list of your processed service units
                                   For tapes only one tape is possible.
PF1=HELP      2=REDISPLAY  3=END
```

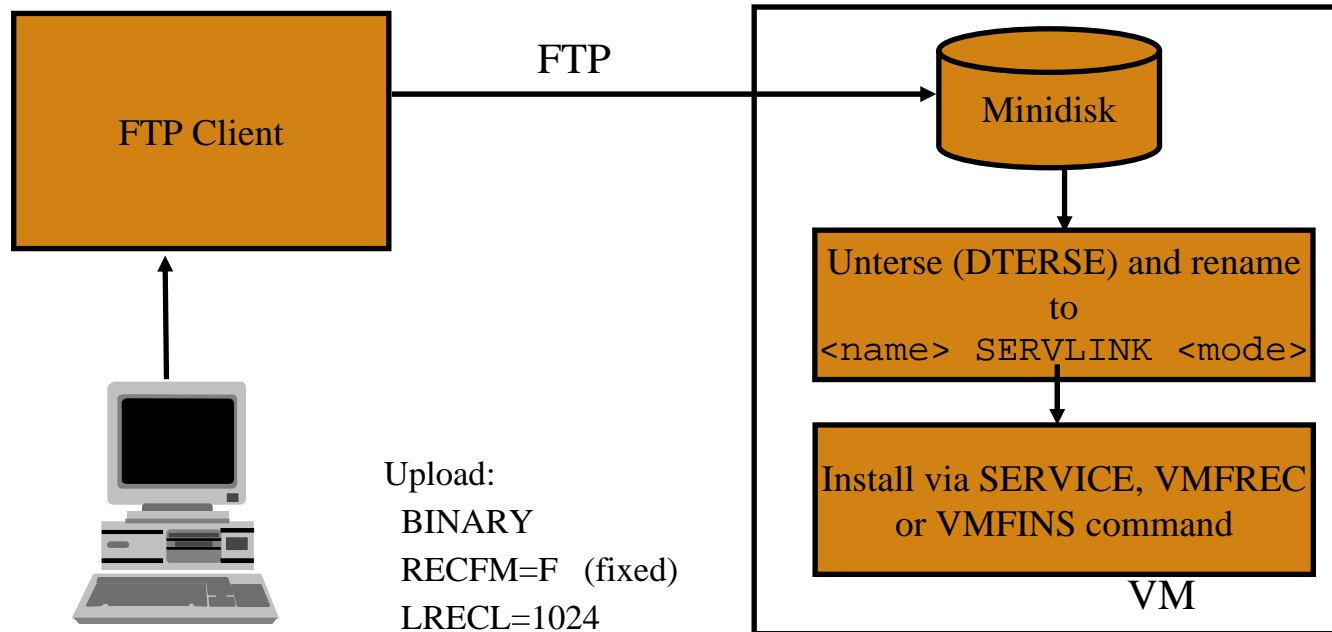
# VSE: Performing an Fast Service Upgrade

- FSU from VSE/ESA 2.5.x/2.6.x to VSE/ESA 2.7.x can only be done using a real tape
  - except on MP3000, Flex-ES
  - You need to create a real tape from the tape image
    - Use DITTO Tape to Tape Copy
- FSU from  $\geq$  VSE/ESA 2.7.0 to 2.7.x or z/VSE 3.1 or 4.1 can be done with VTAPE (VSAM tape image)
  - upload of tape image into VSAM file needed
- FSU is done as usual (either from real tape or VTAPE)
  - FSU Preparation                      - Dialog 1432
  - FSU Installation                      - Dialog 1433

# VSE: Upload a tape image to VSAM



# VM: Install service and products



- See “z/VM Guide for Automated Installation and Service”
- “z/VM Summary for Automated Installation and Service (Tape/CD-ROM Installation)”
  - <http://www.vm.ibm.com/pubs/v51isum.pdf>
- “z/VM Electronic Delivered Service (CORrective or RSU) Installation Instructions”
  - <http://www.vm.ibm.com/install/servinst.html>

# IBM ShopzSeries – Product catalog

The screenshot displays the IBM ShopzSeries Product Catalog interface. The browser window shows the URL <https://www14.software.ibm.com/webapp/ShopzSeries/ShopzSeries.jsp>. The page features a navigation menu on the left with options like 'Home', 'Products', 'Services & solutions', 'Support & downloads', and 'My account'. The main content area is titled 'Product catalog' and includes a search filter section with the following settings:

- Country: Germany
- Package type: z/VSE - z/VSE SIPO
- Group: VSE - All (94 Products)
- Language: All languages

Below the search filter, the page displays a list of products under the heading 'VSE: zVSE Base Products -'. The products listed are:

| Product ID | Product Name                 | Version | Language     |
|------------|------------------------------|---------|--------------|
| [5686-CF7] | VSE Central Functions        | 7.01.00 | German       |
| [5686-CF7] | VSE Central Functions        | 7.01.00 | English (US) |
| [5686-CF7] | VSE Central Functions        | 7.01.00 | Spanish      |
| [5696-234] | High Level Assembler for VSE | 1.05.00 | English (US) |
| [5648-054] | CICS Transaction Server.     | 1.01.01 | German       |
| [5648-054] | CICS Transaction Server.     | 1.01.01 | English (US) |
| [5697-F42] | DB2 Server VSE               | 7.04.00 | German       |

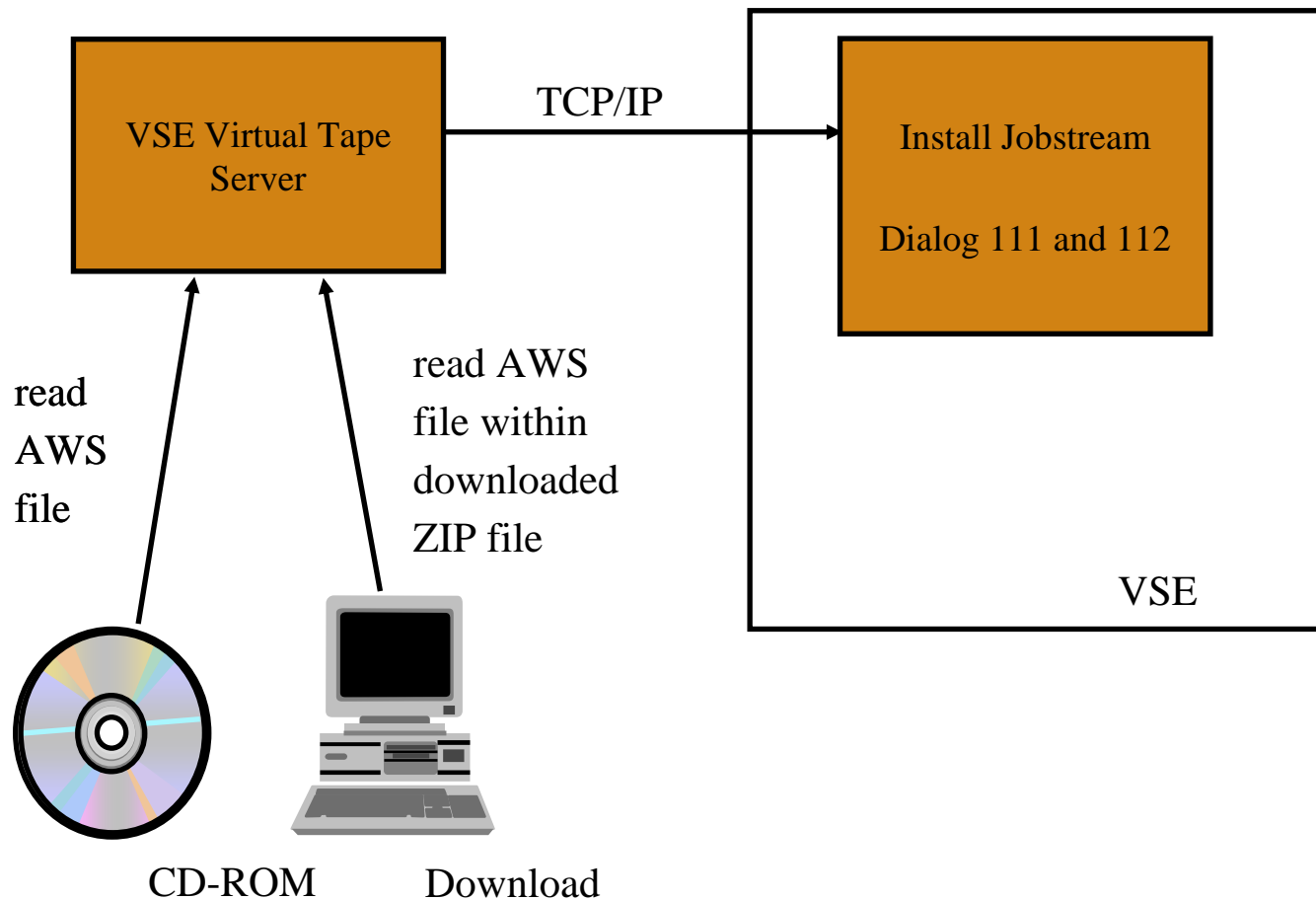
The right side of the page includes a 'My IBM ID' section with links for 'Register', 'Edit profile', 'Change password', and 'Forgot password'. Below that is a 'My ShopzSeries' section with a 'Welcome Ingo Franz' message and links for 'Sign out' and 'Edit profile'. A 'Tip' section at the bottom right suggests to 'View a full page'.



## VSE: Installing optional products

- Optional product tapes come in a stacked format
  - all products ordered are contained in one tape image file (e.g. VSEOPT41.aws)
- Optional products can be installed via VTAPE using the dialogs 111 and 112
  - using a remote tape image
    - AWS file (CD-ROM)
    - AWS file within a ZIP file (download)
  - using a VSAM tape image
    - upload of tape image into VSAM file needed

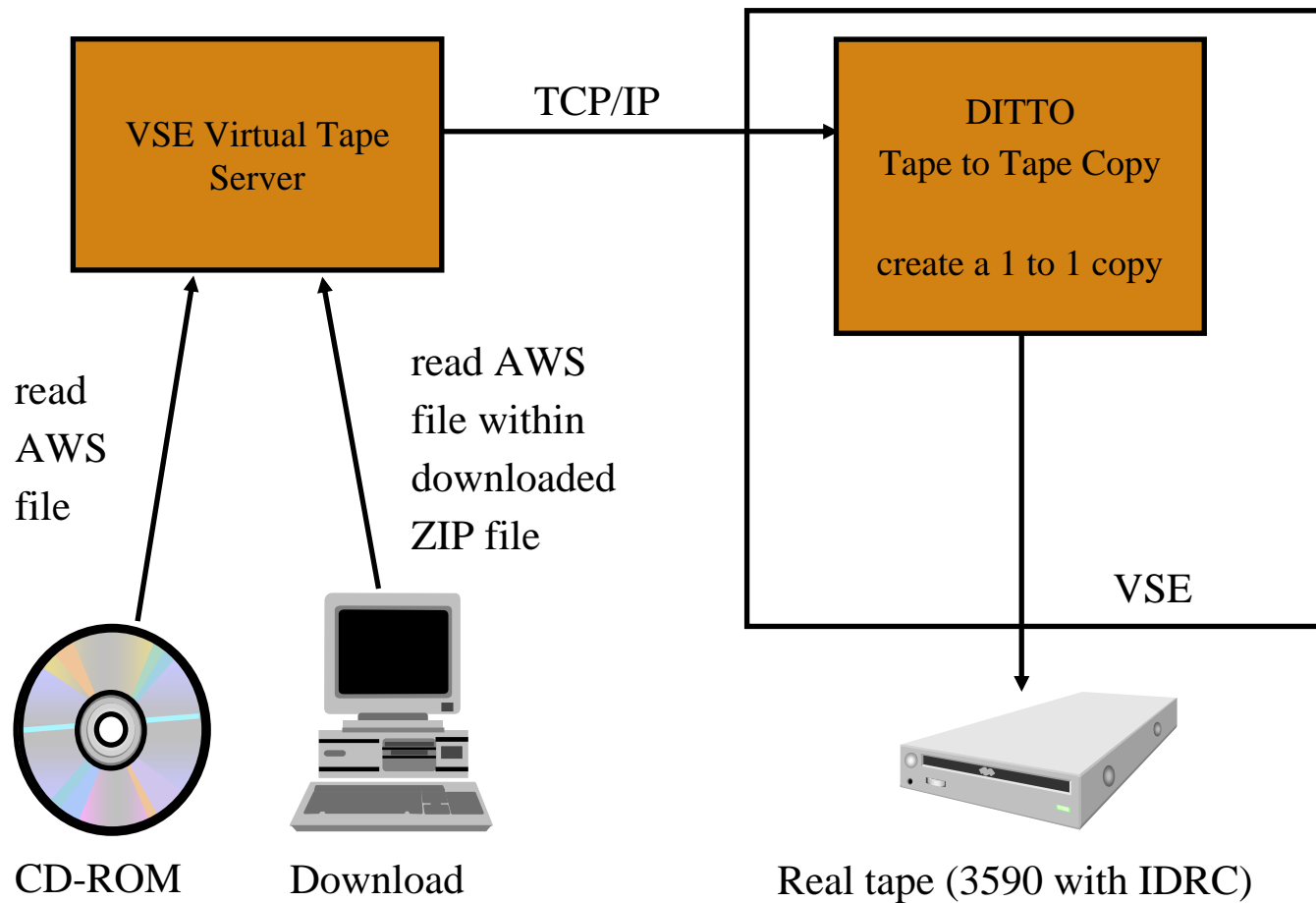
# VSE: Installing optional products



## VSE: Installing the VSE base system

- Base installation can NOT be done from VTAPE
  - except on MP3000, Flex-ES
- You need to create a real tape from the tape image
  - Use DITTO Tape to Tape Copy
    - source: VTAPE (remote tape image)
    - destination: real tape
  - Remote Tape image (source) can be
    - AWS file (CD-ROM)
    - AWS file within a ZIP file (download)
- Base installation from real tape works as usual
  - refer to VSE Installation manual

# VSE: Create a real tape from a tape image



# VSE: Create a real tape from a tape image

```
* $$ JOB JNM=COPYTAPE,CLASS=0,DISP=D
// JOB COPYTAPE
// PAUSE PLEASE MOUNT A TAPE ON <cuu2>
// UPSI 1
DVCDN <cuu1>
// PAUSE - DEVICE DOWN OK
// VTAPE START,UNIT=<cuu1>,LOC=<ip-address>,FILE='<tape image file>',READ
DVCUP <cuu1>
// ASSGN SYS010,<cuu2>,08
* OUTPUT MEDIA, 3480 COMPRESSED
// ASSGN SYS011,<cuu1>
* INPUT MEDIA
// EXEC DITTO
$$DITTO REW OUTPUT=SYS010
$$DITTO REW OUTPUT=SYS011
$$DITTO TT INPUT=SYS011,OUTPUT=SYS010,NFILES=<36>
/*
DVCDN <cuu1>
// VTAPE STOP,UNIT=<cuu1>
DVCUP <cuu1>
/&
* $$ EOJ
```

**<tape image file>:**

**CD-ROM: D:\VSEOPT41.aws (D: is your CD-ROM drive)**

**Download: C:\VSE\V6045349.ZIP!VSEOPT41.aws**

**( ! separates ZIP name and name of tape image in the ZIP file)**

## Priority 1: Stay on a supported level

- Make sure that your system is always on a supported level
  - to get help and support from IBM when you need it



# Questions ?



## QUESTIONS ?



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