



VM WORKSHOP 2017 – Columbus, Ohio

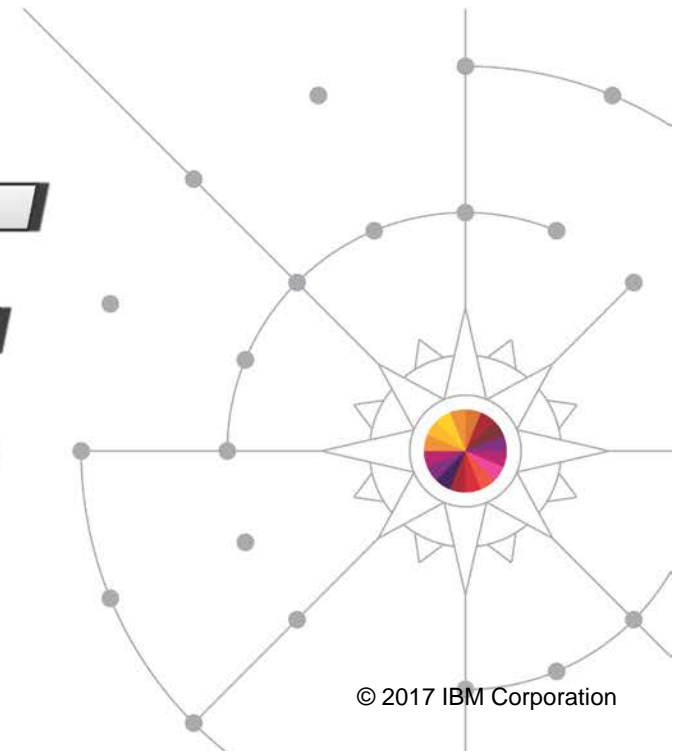


z/VSE Service and Support

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z/VSE



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- No other workload processing is authorized for execution on an SE.
- IBM offers SEs at a lower price than General Processors/Central Processors because customers are authorized to use SEs only to process certain types and/or amounts of workloads as specified by IBM in the AUT.

Agenda

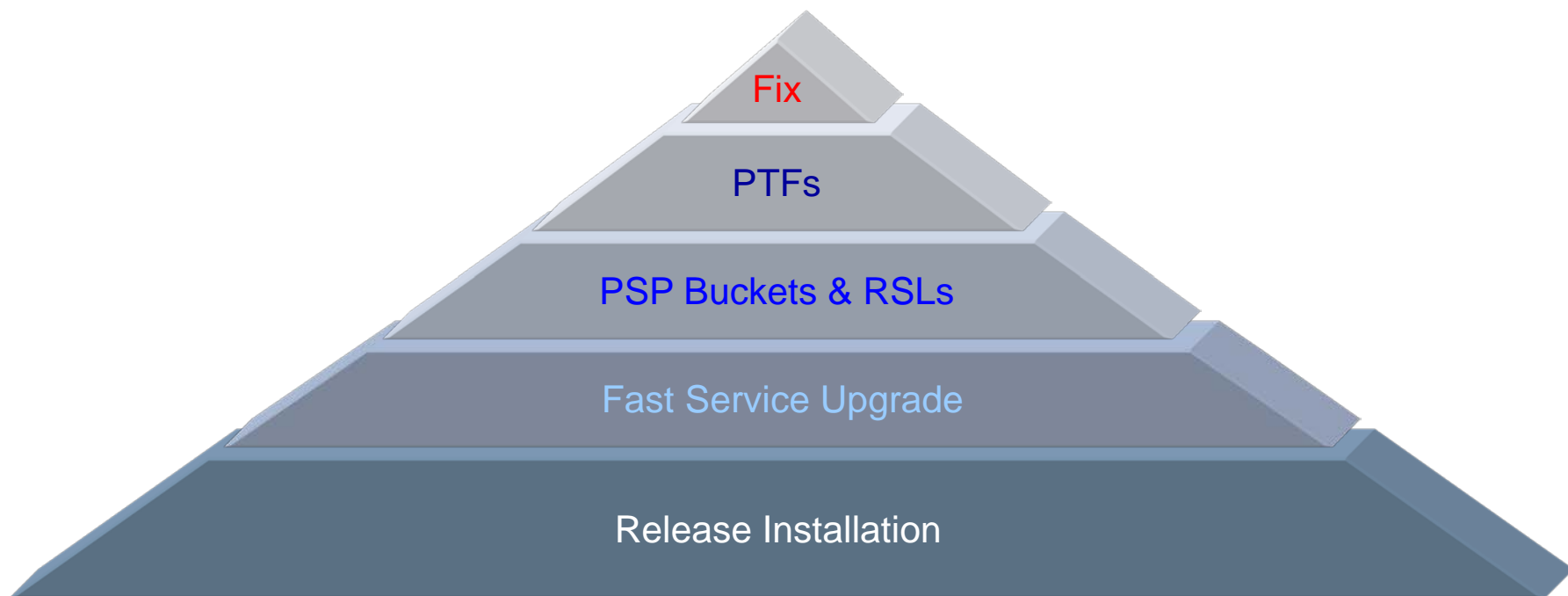
- **z/VSE Service**
 - Terms and Naming
 - z/VSE HW/SW Support
 - Ordering Products and Service (RSL, PSP, APAR)
 - How to Apply Service

- **Live and in Color**
 - z/VSE Hints & Tips 6.1
 - The Homepage
 - Tools
 - Stay connected



System health & Service Recommendation

Preventive Service Strategy



Some Terms and Definitions

▪ **Version / Release / Modification Level**

- z/VSE 5.1.2 = Version 5, Release 1, Modification Level 2
- Version and Release start counting at 1
- Modification Level starts counting at 0
 - At GA of a new Version or Release, the Modification Level is zero
 - z/VSE 6.1 GA = z/VSE 6.1.0

▪ **Refresh or Refresh Level**

- Same as a new Modification Level
 - e.g. z/VSE 5.1.1 is a Refresh of z/VSE 5.1(.0)
- When you order z/VSE you always get the newest Refresh Level
- SPE = Small Programming Enhancement (usually as part of a Refresh)

▪ **GA Version (GA = General Availability)**

- The service level at the time the Version or Release becomes available
- Usually no PTFs applied (vanilla system)

▪ **PTF-1**

- A set of PTFs that are already available at the time of GA
- Fixes problems that have been found between shipment to the distribution centers, and GA
- It is strongly recommended to order and apply those PTFs right after or during migration!



Some Terms and Definitions - continued

▪ **HIPER = High Impact or Pervasive APAR**

- An APAR that was flagged as especially important
 - Data loss, integrity
 - Device or hardware specific

▪ **PSP bucket = Preventive Service Planning**

- PSP buckets contain **all HIPER PTFs**
 - For a specific set of products or components
 - On a given z/VSE refresh level
- <http://www14.software.ibm.com/webapp/set2/psearch/search?domain=psp>

▪ **RSL = Recommended Service Level**

- Fills the gap between z/VSE refresh levels and the HIPER service (PSP buckets)
- An RSL consists of a list of ALL APAR/PTF numbers, not only the HIPER service.
 - which are available at specific cutoff dates
- <http://www-03.ibm.com/systems/z/os/zvse/support/preventive.html#rsl>

Next RSL Cutoff planned for June 30, 2017

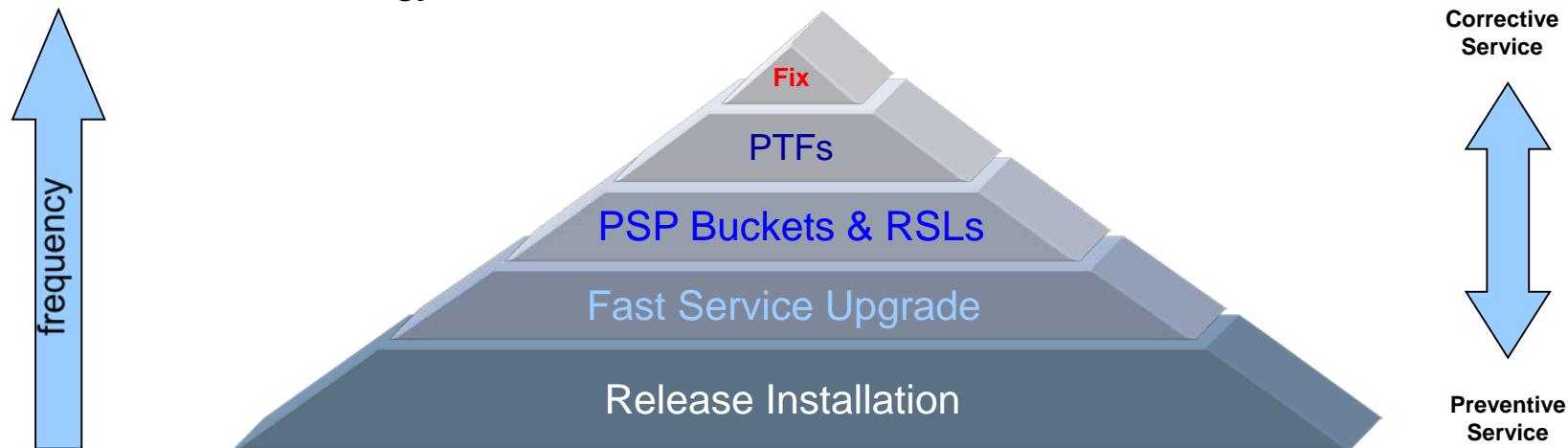
▪ **Installed Software Report Tool (ISR Tool)**

- To be used with Shopz service orders
- Report contains a list of products and PTFs that are already installed on your system
 - MSHP RETRACE PRODUCT and RETRACE PTFS
 - Allows Shopz to ship only those PTFs that are not applied



System health & Service Recommendation

Preventive Service Strategy



Our recommendations

- Install the latest **Refresh** every 18-24 months
- Install the newest **RSL** every 6-12 months
- Install the newest **PSP** Bucket every 3-6 months
- Install **Fix/PTFs** for vendor software every 3-6 months
- Install the **hardware PSP** before you install new hardware
- And plan sufficient time for service installation !

z/VSE V6.1 orders after July 19, 2016 already include all Service based on June 30 RSL cutoff.


Agenda

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 - Ordering Products and Service (RSL, PSP, APAR)
 - How to Apply Service

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z/VSE Support Status (as of June 2017)

VSE Version and Release	Marketed	Supported	End of Support
z/VSE V6.2 requires z114/z196 or higher	4Q2017	4Q2017	tbd 
z/VSE V6.1 requires z10 or higher	✓	✓	tbd
z/VSE V5.2 requires z9 or newer system	03/13/2017	✓	10/31/2018
z/VSE V5.1 requires z9 or newer system	✗	✗	06/30/2016
z/VSE V4.3 requires z900 or newer system	✗	✗	10/31/2014
z/VSE V4.2 incl CICS/VSE V2.3, DL/I V1.11	✗	✗	10/31/2012
z/VSE V4.1²⁾	✗	✗	04/30/2011
z/VSE V3.1¹⁾	✗	✗	07/31/2009

1) z/VSE V3 is 31-bit mode only. It does not implement z/Architecture, and specifically does not implement 64-bit mode capabilities. z/VSE is designed to exploit select features of IBM System z10, System z9, and zSeries hardware.

2) z/VSE V4 is designed to exploit 64-bit real memory addressing, but will not support 64-bit virtual memory addressing

z/VSE Support for IBM Mainframe Servers (as of June 2017)

IBM Servers	z/VSE V6.2	z/VSE V6.1	z/VSE V5.2	z/VSE V5.1 (out of service)	z/VSE V4.3 (out of service)
IBM z13 & z13s	✓	✓	✓	✗	✗
IBM zEnterprise EC12 & BC12	✓	✓	✓	✗	✗
IBM zEnterprise 196 & 114	✓	✓	✓	✗	✗
IBM System z10 EC & z10 BC	✗	✓	✓	✗	✗
IBM System z9 EC & z9 BC	✗	✗	✓	✗	✗
zSeries 990, 890	✗	✗	✗	✗	✗



z/VSE & z/VM Release Status

→z/VSE: <http://www.ibm.com/systems/z/os/zvse/about/status.html#vse>

Supported z/VSE releases

Version.Release	Date available	Withdrawal from Marketing effective (1)	Withdrawal from Service effective	Minimum z/VM level (2)
→ z/VSE V6.2	4Q2017 Preview	TBD	TBD	z/VM V5.4
→ z/VSE V6.1	11/27/2015 Announcement	TBD	TBD	z/VM V5.4
→ z/VSE V5.2	04/25/2014 Announcement	03/13/2017 Announcement	10/31/2018 Announcement	z/VM V5.4

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

VM End of Service Effective Dates (mm/dd/yyyy)				
z/VM Product	Release	EOS (mm/dd/yyyy)	GA Date	EOS Announced (mm/yyyy)
z/VM (5741-A07)	V6.4.0	TBD	11/11/2016	TBD
z/VM (5741-A07)	V6.3.0	12/31/2017	07/26/2013	02/03/2015
z/VM (5741-A07)	V6.2.0	06/30/2017	12/02/2011	Revised on February 2, 2016
z/VM (5741-A05)	V5.4.0	12/31/2017 (no longer tied to the EOS for the IBM z9)	09/12/2008	Revised on August 2, 2016. (Prior to this announcement EOS was 12/31/2016, or until the z9 EC and z9 BC were withdrawn from support, whichever was later.

z/VSE Server Support

→ <http://www.ibm.com/systems/z/os/zvse/about/status.html#server>

z/VSE server support

IBM z Systems, IBM System z, zSeries and S/390 Server	z/VSE V6.1	z/VSE V5.2
IBM z13s (1,4)	Yes	Yes
IBM z13 (1,4)	Yes	Yes
IBM zEnterprise BC12 (1)	Yes	Yes
IBM zEnterprise EC12 (1)	Yes	Yes
IBM zEnterprise 114	Yes	Yes
IBM zEnterprise 196	Yes	Yes
IBM zEnterprise BladeCenter Extension (zBX) - IEDN Support	Yes (2,3)	Yes (2,3)
IBM System z10 BC	Yes	Yes
IBM System z10 EC	Yes	Yes
IBM System z9 EC (formerly z9-109)	No	Yes
IBM System z9 BC	No	Yes
zSeries 990, 890	No	No
zSeries 900, 800	No	No
S/390 Parallel Enterprise Server G5/G6	No	No
S/390 Multiprise 3000	No	No

Note (1): The z13s, z13, zEC12 and zBC12 allow to configure OSA-Express4S and later with **OSA/SF in HMC**. Starting with the zEC12, ESCON channels are no longer supported.

Note (2): z/VSE V6.1, V5.1 and V5.2 can participate in an IEDN through OSA-Express for zBX devices (LPAR or z/VM guests).

Note (3): z/VSE V6.1, V5.1 and V5.2 can transparently participate in an IEDN through a z/VM VSWITCH. This requires z/VM V6.1 or later.

Note (4): The Crypto Express5s is the only crypto adapter that can be used on a z13 or z13s.

Note: Before migrating your z/VSE system to a newer server, please order the corresponding [PSP bucket](#).

For older and unsupported release, please see here:

<http://www.ibm.com/zvse/about/statusold.html#server>



z/VSE Storage Support

→ <http://www.ibm.com/systems/z/os/zvse/about/status.html#storage>

z/VSE storage support

→ [IBM System Storage Interoperation Center \(SSIC\)](#)

IBM Disk Storage Systems	Attachment	z/VSE V6.1	z/VSE V5.2
IBM TotalStorage Enterprise Storage Server model 750, 800 and 800 Turbo	ECKD	Yes	Yes
	SCSI (FCP)	Yes	Yes
IBM System Storage DS6000 series	ECKD (1)	Yes	Yes
	SCSI (FCP)	Yes	Yes
IBM System Storage DS8000 series. This includes the DS8880 family (models DS8884, DS8886 and DS8888) (2,3)	ECKD	Yes	Yes
	SCSI (FCP)	Yes	Yes
IBM System Storage SAN Volume Controller (SVC), IBM Storwize V7000, IBM Storwize V5000, IBM Storwize V3500, IBM Storwize V3700, IBM FlashSystem V840, IBM FlashSystem V9000	SCSI (FCP)	Yes	Yes
IBM XIV Storage System	SCSI (FCP)	Yes	Yes
Parallel Access Volume Feature (PAV)	ECKD	Yes	Yes

Note (1): IBM System Storage DS6000 does not offer ESCON connectivity.

Note (2): Full Disk Encryption is supported by z/VSE 4.1 and later.

Note (3): SSD (Solid State Disk) is supported by z/VSE 4.1 and later. For performance considerations refer to the [IBM Storage](#) home page.

IBM Tape Storage Systems	Controllers	z/VSE V6.1	z/VSE V5.2
TS1140 (3592 Model E07) Encryption capable	C07, C06	Yes	Yes
TS1130 (3592 Model E06) Encryption capable	C07, C06	Yes	Yes
TS1120 (3592 Model E05) Encryption capable	C07, C06, J70	Yes	Yes
3592 Model J1A	C06, J70	Yes	Yes
TS3400 Tape Library (Autoloader) containing up to two TS1120 tape drives	C06	Yes	Yes
3590 Model H, E and B	A50, A60	Yes	Yes
3490E	A10, A20	Yes	Yes
3490	A01, A02	Yes	Yes
3480	A22	Yes	Yes

z/VSE support for adapters and crypto

Adapter	z/VSE V6.1	z/VSE V5.2
OSA-Express, OSA-Express2, OSA-Express3, OSA-Express4S (1), OSA-Express5S (1)	Yes	Yes
FICON Express, FICON Express2, FICON Express4, FICON Express8, FICON Express8S, FICON Express16S	Yes	Yes
Crypto Express2, Crypto Express3, Crypto Express4S, Crypto Express5S (2)	Yes	Yes
CP Assist for Cryptographic Function (CPACF)	Yes	Yes

Note (1): The z13s, z13, zEC12 and zBC12 allow to configure OSA-Express4S and later with **OSA/SF in HMC**.

Note (2): The Crypto Express5s is the only crypto adapter that can be used on a z13 or z13s.

Note: z/VSE supports selected functions or modes. For details please refer to the [z/VSE Planning](#) manual or to the related [announcement letters](#). Additional PTFs might be required.

IBM Tape Library Systems	Controllers	z/VSE V6.1	z/VSE V5.2	z/VSE V5.1	
TS7680 ProtecTIER Deduplication Gateway	C06, tape drives: virtual 3592 J1A	Yes	Yes	Yes	
TS7700 Virtualization Engine (5)	See info for tape drives.	Yes	Yes	Yes	
		Copy Export Function	Yes	Yes	Yes
		Multi-Cluster Grid Support	Yes	Yes	Yes
3494 Virtual Tape Server (VTS)	See info for tape drives.	Yes	Yes	Yes	
TS3500/3584 UltraScalable Tape Library	J70, C06	Yes	Yes	Yes	
3494 TotalStorage Tape Library	J70, C06, A60	Yes	Yes	Yes	

Note (5): When using the TS7700 tape library with z/VM's VGS (VSE Guest Support) you need to install z/VM APAR [VM64657](#)/PTF UM32727 (DFSMS/VM).

Note: For more information about supported devices please see the [z/VSE Planning](#) manual.

Hardware Upgrades & Migrations

- Order related PSP (Preventive Service Package) before migrating to the new hardware

→ <http://www.ibm.com/systems/z/os/zvse/support/preventive.html#psp>

– e.g. search for “2965DEVICE” (2965 = z13s):

		DATE LAST	SECTION	COMMENTS
1.	Upgrade 2965DEVICE Upgrade 2965DEVICE	2017-02-16	CHANGED	
2.	Upgrade 2965DEVICE, Subset 2965/ZVM DEVICE 2964	2017-02-16	1. YY/MM/DD INSTALLATION INFORMATION 2. YY/MM/DD DOCUMENTATION CHANGES	NO ENTRIES NO ENTRIES
3.	Upgrade 2965DEVICE, Subset 2965/ZOS DEVICE 2965	2016-10-27	3. 16/02/16 GENERAL INFORMATION	
4.	Upgrade 2965DEVICE, Subset 2965/ZVSE DEVICE 2965	2016-06-29	4. 16/06/29 SERVICE RECOMMENDATIONS 5. YY/MM/DD CROSS PRODUCT DEPENDENCIES	NO ENTRIES
5.	Upgrade 2965DEVICE, Subset 2965/ZKVM DEVICE 2965	2016-03-20		

Information about APARs and PTFs

→ <http://www.ibm.com/systems/z/os/zvse/support/corrective.html>



Service and support

Introduction

Preventive service

Corrective service

z/VSE V6.1

z/VSE V5.2

z/VSE V5.1

Unsupported releases

- General
- **Advanced functions (AF)**
- VSAM
- POWER
- Interactive interface & ICCF
- Language Environment (LE)
- z/VSE Connectors
- CICS Transaction Server
- TCP/IP for z/VSE
- IPv6/VSE
- DLI
- REXX
- z/VSE VTAPE

Latest VSE/AF 9.3 APARs for z/VSE V6.1

Last update: April 10, 2017

APAR Date	PTF	Contents
DY47708 2017/04/04	UD54226-61C	Abend of VSE Connector Server when accessing a library
DY47706 2017/03/17	UD54224-61S	Security fixes for OpenSSL (CVE-2016-2182, CVE-2016-6306)
DY47697 2016/11/15	UD54216-61C	DOSVSDMP program check when printing SDAID buffer

<http://www14.software.ibm.com/webapp/set2/psearch/search?domain=sysz>

Technical help database

for System z

Search

Search for:

Sort by: Hits per doc type:

→ [Search tips](#) → [Start a new search](#)

Document types

- All
- APARs
- FAQs
- Product information
- Education
- Technotes
- Flashes
- Preventive service planning
- Redbook abstracts
- Solutions
- White papers

Recommended Service Levels and PSP Buckets



PSP Buckets

- <http://www.ibm.com/systems/z/os/zvse/support/preventive.html#psp>
- e.g. search for “ZVSE520” or “ZVSE610”

1.	Upgrade ZVSE610, Subset ZVSE/61C z/VSE Version 6, Release 1, Modification 0	2016-07-14
2.	Finding CICS PSP Buckets You should review the Preventive Service Planning (PSP) bucket information for a product when planning for an upgrade or applying maintenance. Often, you might not know the UPGRADE or SUBSET name of the PSPBUCKET. This document gives the links directly to the PSP buckets for supported releases of CICS Transaction Server, CICSplex SM, CICS Transaction Gateway, and CICS Tools. You can also find any PSP bucket on the Web for any product.	2016-03-10
3.	Upgrade ZVSE610, Subset ZVSE/EF/61Y ZVSE ENCRYPTION FACILITY 1	2015-10-07
4.	Upgrade ZVSE610, Subset ACCNTRL/H06 VSE/ACCESS CONTROL Version 1, Release 2, Modification 1	2015-10-07

Recommended Service Levels (RSLs)

- <http://www.ibm.com/systems/z/os/zvse/support/preventive.html#rsl>

Latest update Dec 31, 2016

- z/VSE 6.1.0 and 5.2.0 upgraded to the Dec 31, 2016 level
- New PTFs are indicated by an asterisk in the Base Products and Optional Products files.

Service recommended for	PTF Order List	Cutoff Date
z/VSE 6.1.0	Base Products → PTFs 610B	Dec 31, 2016
	Optional Prod. → PTFs 610O	
z/VSE 5.2.0	Base Products → PTFs 520B	Dec 31, 2016
	Optional Prod. → PTFs 520O	

Recommended Service Levels

PTF numbers 31/12/16

z/VSE base Products - 6.1.0

CICS Transaction Server for z/VSE 2.1
none

DITTO/ESA VERSION 1.3.0

UI29161 UI32441 UI34954 UI41196

EREP 3.5.0

UD54169

ICKDSF 1.17.0

UI39443 UI41332

ACF/VTAM VERSION 4.2.0

none

z/VSE 6.1

▪ z/VSE 6.1

UI33295 UI36408 UI39933 UI42335

- **Copy & Paste the entire PTF order list into ShopZ**
 - Don't worry about the text around, ShopZ will filter out anything that's not a PTF number



IBM Subscription Services

→ Get notified when APARs are closed

<https://www-947.ibm.com/systems/support/myview/subscription/css.wss/folders?methodName=listMyFolders>

The screenshot shows the IBM Subscription Services interface. At the top left, there is an IBM logo and a navigation menu with 'IBM Support' and 'My Notifications'. A dropdown menu is open, showing options: 'IPAid', 'Newsletters', and 'New Function APARs'. Below this, there is a 'Product notifications' section. The main heading is 'Subscribe to notifications'. Underneath, there is a 'Product lookup:' field containing 'z/VSE'. A dropdown menu is open below the field, showing 'z/VSE family' with a green checkmark and an 'Unsubscribe' button. To the right of the lookup field is a 'Browse for a product' button. Below the lookup field is a search bar. At the bottom, there is a table with columns: 'Product', 'Notifications', 'RSS/Atom feed', 'Document types', and 'Unsubscribe'. The table contains one entry for 'z/VSE family' with buttons for 'View', 'Links', 'Edit', and 'Unsubscribe'. At the very bottom, it says 'Showing 1 to 1 of 1 entries'.

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Ordering PTFs using IBM Shopz

http://www-304.ibm.com/software/shopzseries/ShopzSeries_public.wss

Shopz
My orders
My preferences
My hardware systems
My licensed software
My installed software
My downloads
Product catalog
Help
News
Feedback
Customer service

Related links

- System z software
- System z servers
- Operating systems
- Linux on IBM System z
- Resource Link
- Publications center
- Passport Advantage
- RAM

Shopz >

Shopz

Group >

Welcome to Shopz! The major features of Shopz which you are authorized to use are explained below. You can link to them directly from the left navigation area.

My orders lets you manage all of your software orders. You can:

- create new software orders for service or products,
- continue preparing draft orders that you haven't submitted yet,
- track, process and download in process orders, and
- review your completed orders which are retained indefinitely for your reference.

My hardware systems lets you review your hardware systems and provide your own details for them.

My licensed software lets you view your software licenses in a variety of report formats.

My installed software lets you manage the installed software reports that you provide Shopz so that it can tailor your software orders to your current environment.

My downloads lets you download the software for your licensed standalone products and fixes.

Shopz - the online solution for ordering and delivery of System z software.

IBM Shopz:

http://www-304.ibm.com/software/shopzseries/ShopzSeries_public.wss



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[My](#)

- Shopz**
- My orders
- My preferences
- My hardware systems
- My licensed software
- My installed software
- My downloads
- Product catalog
- Help
- News
- Feedback
- Customer service

My orders

- Create new order**
- Draft orders
- In process
- Completed

To begin the software ordering process, select the appropriate values below. Packages indicated with an asterisk (*) require service contracts.

Customer number

Package category [\[Help\]](#)

- KVM for IBM z - Standalone products and fixes
- Linux on z - Standalone products and fixes
- z/OS - Service
- z/OS - Products
- z/OS - Driving Systems
- z/VM - Service
- z/VM - Products
- z/VSE - Service
- z/VSE - Products

Using IPv6/VSE and TCP/IP for z/VSE

VSE: zVSE Base Products

Select		Product	Description	Version	Language	Notes
<input type="checkbox"/>	●◆	[5648-099]	DITTO/ESA FOR VSE rel.3	1.03.00	English (US)	i
<input type="checkbox"/>	●◆	[5655-VSE]	CICS TS for z/VSE	2.01.00	English (US)	i
<input type="checkbox"/>	○◆	[5686-065]	ACF/VTAM VSE Client Server	4.02.00	English (US)	i
<input type="checkbox"/>	●◆	[5686-065]	ACF/VTAM VSE Multi Domain	4.02.00	English (US)	i
<input type="checkbox"/>	○◆	[5686-065]	ACF/VTAM VSE Inter Enterpr	4.02.00	English (US)	i
<input type="checkbox"/>	●◆	[5686-BS1]	IPv6/VSE	1.02.00	English (US)	i
<input type="checkbox"/>	●◆	[5686-CS1]	TCP/IP for z/VSE	2.01.00	English (US)	i
<input type="checkbox"/>	○◆	[5686-CS1]	TCP/IP for z/VSE GPS	2.01.00	English (US)	i
<input type="checkbox"/>	●◆	[5697-F42]	DB2 Server VSE	7.05.00	English (US)	i
<input type="checkbox"/>	○◆	[5697-F42]	Client Edition for VSE	7.05.00	English (US)	i

A Standalone TCP/IP or IPv6/VSE orders will **NOT deliver** any code, but provide you with a „Memo to Licencees“ describing how to **obtain** the needed product licence keys.

TCP/IP is already shipped as part of the z/VSE Base
BUT
 to use the product you need to order and licence it via shopz.



To: Licensees of IBM TCP/IP for z/VSE Version 2 GPS Feature, Program # 5686-CS1
Subject: Memo to Licensees providing information to obtain license keys for IBM TCP/IP for z/VSE V2 GPS Feature

Dear Customer, thank you for ordering IBM TCP/IP for z/VSE V2 GPS Feature

The new version of TCP/IP software has already been delivered to you as part of the z/VSE Base Code on physical Tape or DVD Media or alternatively via electronic download.

In order to unlock the new TCP/IP software code you should complete the customer information section below and email the completed form to IBM to have the IBM Key Centre issue your unique software license key.

In case you have already requested and received a software licence key for IBM TCP/IP for z/VSE V2 GPS Feature, no further action is required.

Program #	5686-CS1
Program Name	TCP/IP for z/VSE Version 2 GPS Feature
Customer ID	
Customer Name	
Customer Email	

Email Request to WWSWKEYS@dk.ibm.com

For any other z/VSE related information, please visit the z/VSE web page <http://www.ibm.com/systems/z/os/zvse/>

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A current list of IBM trademarks is available on the web at "Copyright and trademark information" at www.ibm.com/legal/copytrade.shtml

Product Keys & Passwords

- **The following Products require Product Keys or Passwords**

- IBM IPv6/VSE
- IBM TCP/IP for z/VSE V2
 - Application Pak Feature
 - GPS Feature
- IBM TCP/IP for VSE/ESA V1
 - Application Pak Feature (Out of Marketing)
 - GPS Feature (Out of Marketing)
 - ~~NFS Feature (Out of Service and Marketing)~~
 - ~~Base Pak Feature (Out of Service and Marketing)~~
- VTAM (Password)
- DB2 Server and Client Edition for VSE

- **To request - Contact the IBM Key Center**

- World Wide wwwkeys@dk.ibm.com



Ordering PTFs using IBM Shopz

http://www-304.ibm.com/software/shopzseries/ShopzSeries_public.wss

Shopz > My orders > Create new order >

My orders

Create new order | Draft orders | In process | Completed

To begin the software ordering process, select the appropriate values below. Packages indicated with an asterisk (*) require service contracts.

Customer number: S006XFXTQ0

Package category [\[Help\]](#)

- KVM for IBM z - Standalone products and fixes
- z/OS - Service: Individual PTFs
- z/OS - Products: CBPDO (products)
- z/OS - Driving Systems
- z/VM - Service: Individual PTFs
- z/VM - Products: VM SDO version 6
- z/VSE - Service: Individual PTFs
- z/VSE - Products: VSE SIPO version 5

Continue

Ordering PTFs using IBM Shopz

http://www-304.ibm.com/software/shopzseries/ShopzSeries_public.wss

- Shopz
- My orders
- My current order
- My preferences
- My hardware systems
- My licensed software
- My installed software
- My downloads
- Product catalog
- Help
- News
- Feedback
- Customer service

Shopz > My current order > Specify order basics >

Step 1 of 5 Specify order basics

Review and specify the basic details of your order.

Order name

My VSE Servcie order

Customer number

S006XFXTQ0

Operating environment

z/VSE

Package category

Service

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

- Individual PTFs by PTF number
- Individual PTFs by APAR number

Discard

Continue

Ordering PTFs using IBM Shopz

http://www-304.ibm.com/software/shopzseries/ShopzSeries_public.wss

Shopz > My current order > Report installed software >

- Shopz
- My orders
- My current order
- My preferences
- My hardware systems
- My licensed software
- My installed software
- My downloads
- Product catalog
- Help
- News
- Feedback
- Customer service

Step 2 of 5 Report installed software

My VSE Service order

This order optionally uses an installed software report. It is used to identify the products and features which are available to be serviced and to exclude service which you have already received.

Select an installed software option.

- Do not use a report for this order
- Use an existing report for this order
- Replace an existing report for this order

Report name

Report name

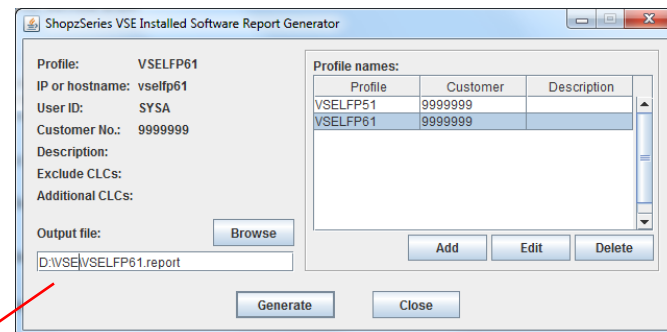
File name

- Upload a new report for this order

Report name

File name

<http://ibm.com/zvse/downloads/tools.html#isrtool>



Ordering PTFs using IBM Shopz

http://www-304.ibm.com/software/shopzseries/ShopzSeries_public.wss

Shopz > My current order > Specify order contents >

Step 3 of 5 Specify order contents

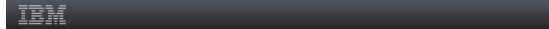
My VSE Service order

- Shopz
- My orders
- My current order
- My preferences
- My hardware systems
- My licensed software
- My installed software
- My downloads
- Product catalog
- Help
- News
- Feedback
- Customer service

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

UD54182

Include requisite service from service level E610 [\[Help\]](#)



Requisite service

Requisite service is service that is required to install other service. For z/OS individual PTF orders, you can decide whether you want requisite service to be included. If you do not provide an installed software report for z/OS individual PTF orders, requisite service is only included from the past 90 days. For z/VSE individual PTF orders, you can decide whether you want requisite service to be included. If you do not provide an installed software report for z/VSE PTF orders, you may choose to include fixes for a specific z/VSE service level by selecting an item from the pull down menu at the bottom of the page. It is therefore recommended to use an installed software report when ordering individual PTFs/APARs.

- Previous
- Save
- Discard
- Continue

Ordering PTFs using IBM Shopz

http://www-304.ibm.com/software/shopzseries/ShopzSeries_public.wss

Shopz
My orders
My current order
My preferences
My hardware systems
My licensed software
My installed software
My downloads
Product catalog
Help
News
Feedback
Customer service

Shopz > My current order > Specify delivery options >

Step 4 of 5 Specify delivery options

My VSE Service order

Specify how you would like your order delivered.

The fields indicated with an asterisk (*) are required to complete this transaction; other fields are optional. If you do not want to provide us with the required information, please use the "Back" button on your browser to return to the previous page, or close the window or browser session that is displaying this page.

Delivery media

Preferred media*

Internet

Additional delivery options will be displayed on this page after you have selected your preferred delivery media.

Alternate media

(if size limit exceeded)

Do not deliver

Ordering PTFs using IBM Shopz

http://www-304.ibm.com/software/shopzseries/ShopzSeries_public.wss

Shopz
My orders
My current order
My preferences
My hardware systems
My licensed software
My installed software
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Help
News
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Shopz > My current order > Review and submit >

Step 5 of 5 Review and submit

My VSE Service order

Your order is ready to be submitted for **fulfillment**. Please review it before submitting it.

Order basics

Order name	My VSE Service order
Date created	2016-06-15 20.37.06
Last modified	2016-06-15 20.37.06
Customer number	S006XFXTQ0
Operating environment	z/VSE
Package category	Service
Package type	Individual PTFs by PTF number

[← Edit Order basics](#)

Installed software

None



Ordering PTFs using IBM Shopz

http://www-304.ibm.com/software/shopzseries/ShopzSeries_public.wss

Shopz > In process > Processing >

My orders

[Create new order](#)
[Draft orders](#)
[In process](#)
[Completed](#)

[Processing](#) | [Awaiting approval](#)

To review or process an order, click on its name. To track it, click on its status.

Load new orders into view(please be patient)

[Refresh order status](#)

In process orders

Select	Order reference number - Order name	Status
<input type="checkbox"/>	U01800834 - My VSE Service order Customer number: S006XFXTQ0 IBM order number: B3647812	Download History

[Delete selected orders](#)

Ordering PTFs using IBM Shopz

http://www-304.ibm.com/software/shopzseries/ShopzSeries_public.wss

Shopz
My orders
My current order
- Download
My preferences
My hardware systems
My licensed software
My installed software
My downloads
Product catalog
Help
News
Feedback
Customer service

Shopz > Download >

Download U01800834 - My VSE Service order

Download expires on 29 Jun 2016

Installation instructions

[View now](#)

Readme file for Order# B3647812

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

Service Overview for Order# B3647812

[View Now\(0.008 MB\)](#)

VSE PTF Envelope for Order# B3647812

[Download to your workstation using IBM Download Director\(0.061 MB\)](#)

[Download to your workstation using HTTPS\(0.061 MB\)](#)

Agenda

▪ z/VSE Service

- Terms and Naming
- z/VSE HW/SW Support
- Ordering Products and Service (RSL, PSP, APAR)
- **How to Apply Service**

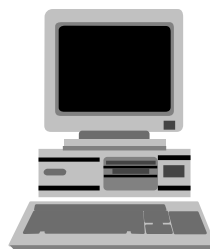
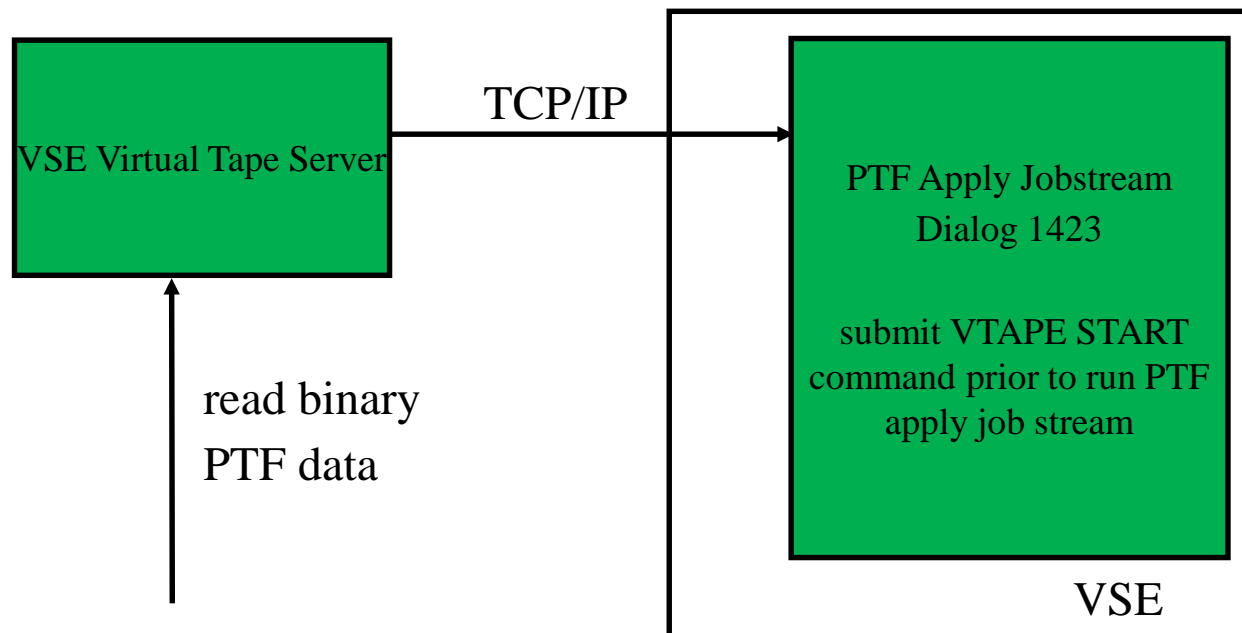
▪ Live and in Color

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Ordering & installing service

Apply PTFs via Virtual Tape - <http://www.ibm.com/systems/z/os/zvse/documentation/edelivery.html#ptf>



- 1.) Rename file shiptfs.bin to shiptfs.ptf
- 2.) issue VTAPE START command from a PAUSE job

```
// VTAPE START,UNIT=<cuu1>,LOC=<ip-address>,  
FILE='D:/VSE/shiptfs.ptf',READ
```

Applying electronic PTFs using VTAPE

- Extract Shiptfs.bin from ZIF file downloaded from ShopZ
- Change file extension, e.g. shiptfs.bin → shiptfs.ptf
- Apply service using IUI dialog, Fastpath 1423
 - Service Medium is Tape
 - VIRTUAL TAPE = 1 (yes) → prompts for parameters for VTAPE on next panel

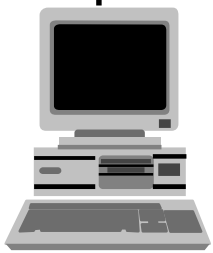
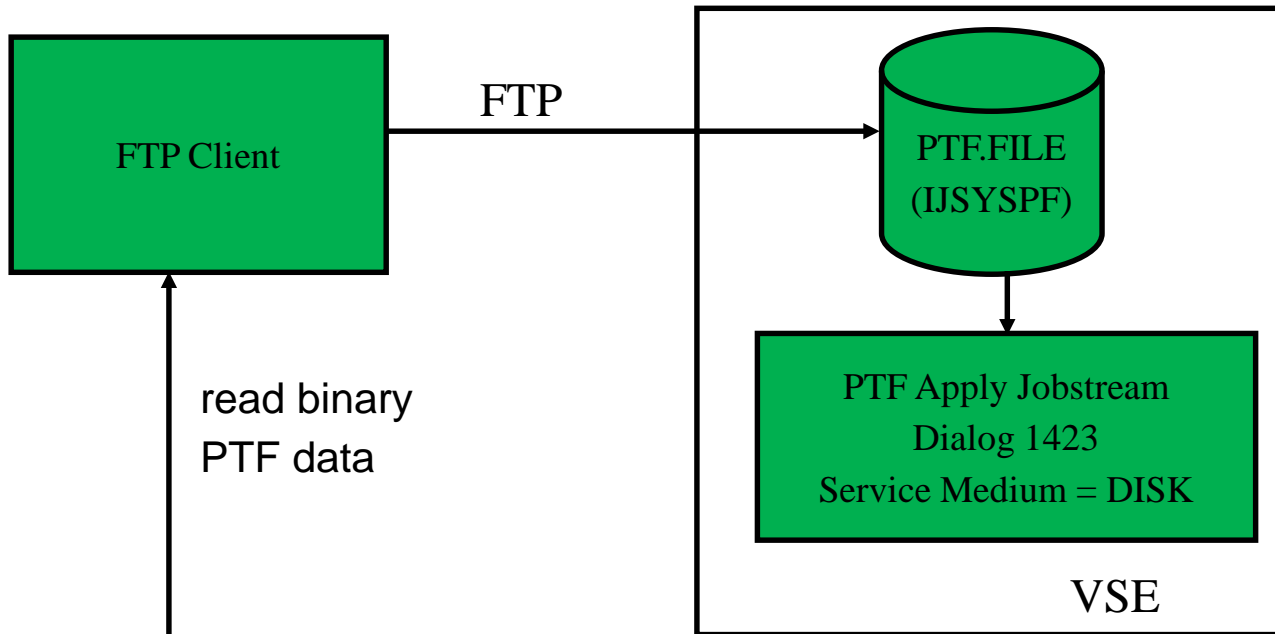


```

SRV$PH19          APPLY PTF
Enter the required data and press ENTER.
SERVICE MEDIUM..... 1          Is the service file on tape?
                                   (Enter 2 if on disk)
VIRTUAL TAPE..... 1             Enter 1 if service tape is a
                                   remote virtual tape.
TAPE UNIT ADDRESS..... 181      UTL$VTA3          VIRTUAL TAPE: SPECIFY THE DATA SET
TAPE QUANTITY..... 1
TYPE..... 1                     Enter the required data and press ENTER.
Enter 2 for NO and 1 for YES
BACKUP..... 1                   Service application from remote virtual tape.
                                   Specify the following residence values of the service tape:
FORCE INDIRECT..... 2           Hostname          my.vtape.server.ibm.com_____
                                   or
                                   IP Address:         _____
                                   ...
                                   ...
                                   ...
PORT.....                       _____          TCP/IP port number
DATA SET NAME :  d:/VSE/shiptfs.ptf_
...
...
...
PF1=HELP          2=REDISPLAY  3=END
  
```

Ordering & installing service

Apply PTFs via PTF.FIIE (IJSYSPF) - <http://www.ibm.com/systems/z/os/zvse/documentation/edelivery.html#eptf>



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

Upload:

```
BINARY  
RECFM=F (fixed) - quote site recfm f  
LRECL=80 - quote size lrecl 80
```

Applying electronic PTFs using PTF.FILE (IJSYSPF)

- Define the PTF.FILE (IJSYSPF) to TCP/IP

- For CSI: `DEFINE FILE,TYPE=ESDS,DLBL=IJSYSPF,PUBLIC=' IJSYSPF '`

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

```
ftp> quote site unix off
```

```
ftp> bin
```

```
ftp> quote site recfm fb
```

```
ftp> quote site lrecl 80
```

```
ftp> quote site blksize 10320
```

```
ftp> put ptffile.bin IJSYSPF or put ptffile.bin PTF.FILE
```

- Apply service using IUI dialog, service medium is **disk**. Fastpath 1423

```

SRV$PH19                                APPLY PTF

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..... 1                          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
  
```



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 - How to Apply Service

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 - **z/VSE Hints & Tips 6.1**
 - The Homepage
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Hints and Tips for z/VSE 6.1



Hints and Tips:

<http://www.ibm.com/zvse/documentation/index.html#hints>



Migration to IBM CICS Transaction Server for z/VSE

Klaus Wacker
Ingolf Salm



Redbooks

IBM Redbooks:

<http://www.redbooks.ibm.com/Redbooks.nsf/RedbookAbstracts/sg248390.html?Open>

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For more information, please see the z/VSE web site:

<http://www.ibm.com/zvse/>

IT infrastructure > z Systems (Mainframes) > Operating systems >

IBM z/VSE

z/VSE V6.2 is coming soon






IBM z/VSE V6.2 - Preview

The focus of z/VSE V6.2 will be online transaction processing, security, and connectivity. z/VSE V6.2 protects your investments in the z/VSE platform, may help to place new workload on z/VSE, and even better integrate z/VSE in a heterogeneous environment.

The planned availability date is fourth quarter, 2017.

Contact IBM



-  [Email z/VSE](#)
-  [Find a Business Partner](#)
-  **Call IBM: 1-866-261-3023**
Priority code: z Systems

Agenda

▪ z/VSE Service

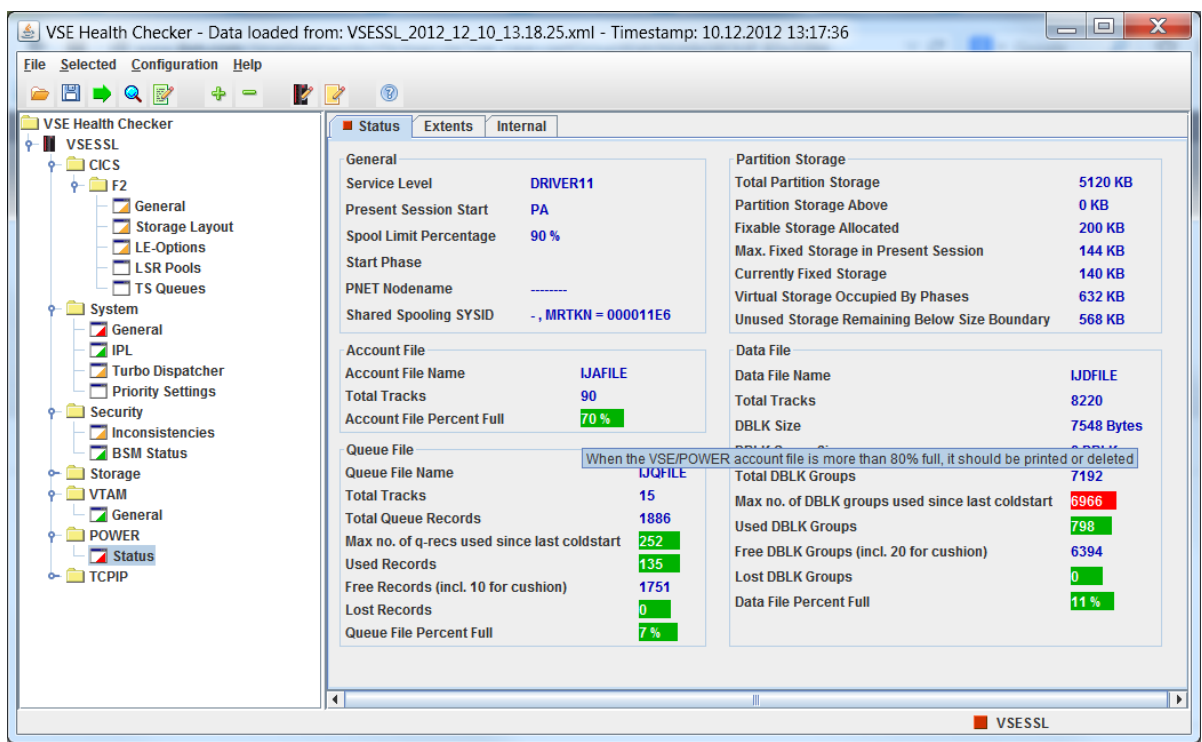
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VSE Health Checker (updated 11/2016)



Update from August 2014 (z/VSE 5.2)

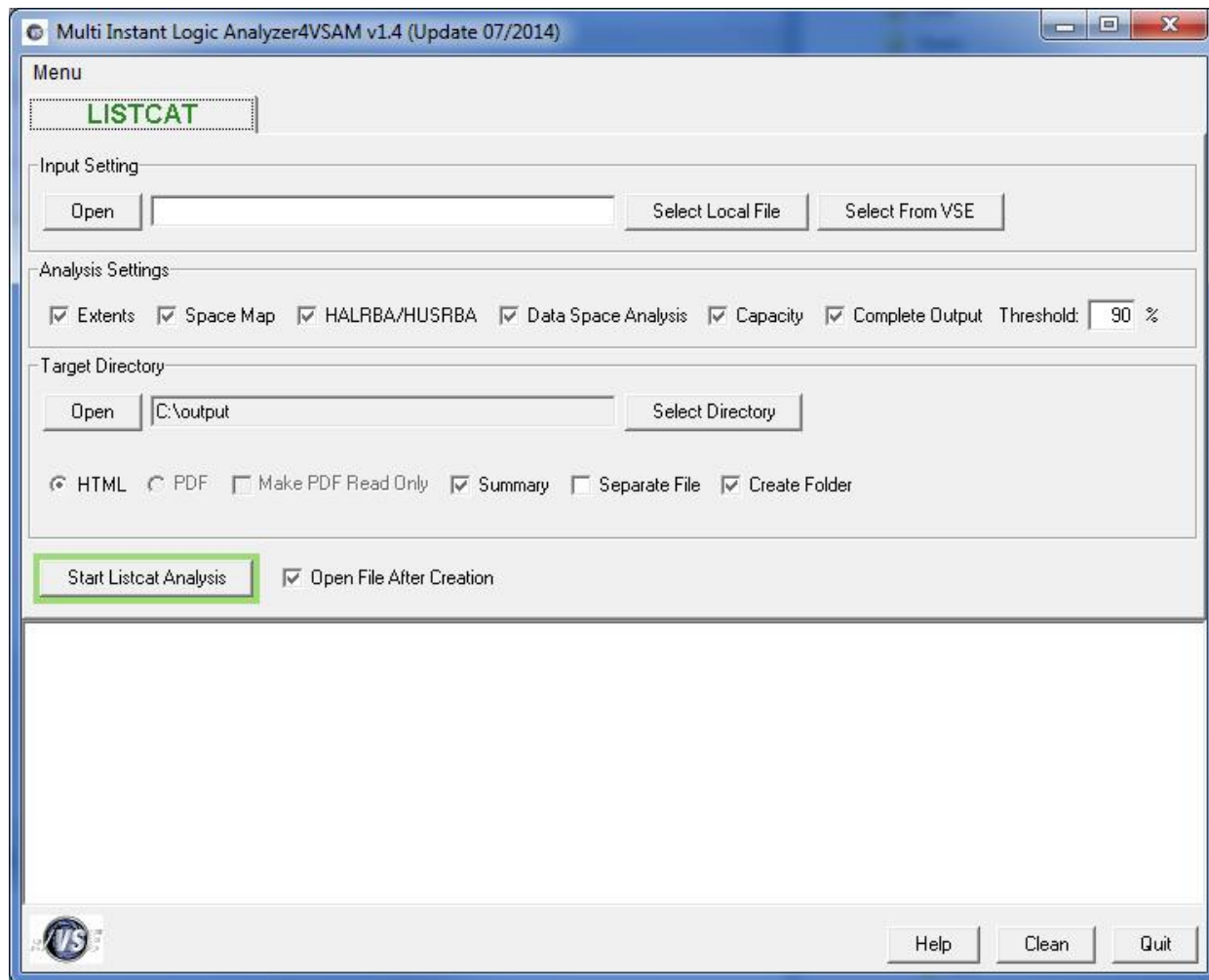
- Support for Linux Fast Path (LFP) in LPAR.

Update from Jun 2016

- Support for IBM z13, IBM z13s, and Crypto Express5S.
- Display partition IDs in generated HTML-report.
- Show output folder for report and trace file in General Options dialog box. Also, create trace file in same output folder as report file. The trace file was previously created in the HC install folder.

<https://www-03.ibm.com/systems/z/os/zvse/downloads/#healthchecker>

MILA4VSAM v1.4



<http://www.ibm.com/zvse/downloads/tools.html#vat>

z/VSE Messages & Codes on your Apple Device

IBM Doc Buddy

[View More by This Developer](#)

By IBM

Open iTunes to buy and download apps.



Description

Do you look up error messages to resolve technical issues? Would you like to retrieve message documentation on your mobile devices? It is time for a new information experience!

[IBM Web Site](#) ▶ [IBM Doc Buddy Support](#) ▶

[...More](#)

What's New in Version 1.3.0

This release includes major search enhancements:

<https://itunes.apple.com/us/app/ibm-doc-buddy/id1121244571?mt=8>

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z/VSE Live Virtual Classes (Webcasts)

z/VSE Latest News & z/VSE V6.2 Preview (April 11, 2017)

 [z/VSE Latest News & z/VSE V6.2 Preview \(PDF, 310KB\)](#)
Ingolf Salm, IBM

↪ [Listen to the playback of this session](#)

CSI TCP/IP for VSE Update (January 17, 2017)

 [CSI TCP/IP for VSE Update \(PDF, 400KB\)](#)
Don Stoeber, CSI International


↪ [Listen to the playback of this session](#)

IBM IPv6/VSE 1.2 What's New! (December 6, 2016)

 [IBM IPv6/VSE 1.2 What's New! \(PDF, 110KB\)](#)
Jeffrey Barnard, Barnard Software, Inc.

 [Listen to the playback of this session \(MP4, 34MB\)](#)

z/VSE exploitation of IBM z Systems hardware and IBM Storage (August 2, 2016)

 [z/VSE exploitation of IBM z Systems hardware and IBM Storage \(PDF, 750KB\)](#)
Ingolf Salm, IBM

↪ [Listen to the playback of this session](#)

Live Demo: Tape-less z/VSE installation (July 12, 2016)

 [Live Demo: Tape-less z/VSE installation \(PDF, 3.8MB\)](#)
Marco Kroll, IBM

↪ [Listen to the playback of this session](#)

Replays available!

Dates and replays @

<http://www.ibm.com/zvse/education/>



Contact the z/VSE Team

<https://www-03.ibm.com/systems/z/os/zvse/contact/contact.html>

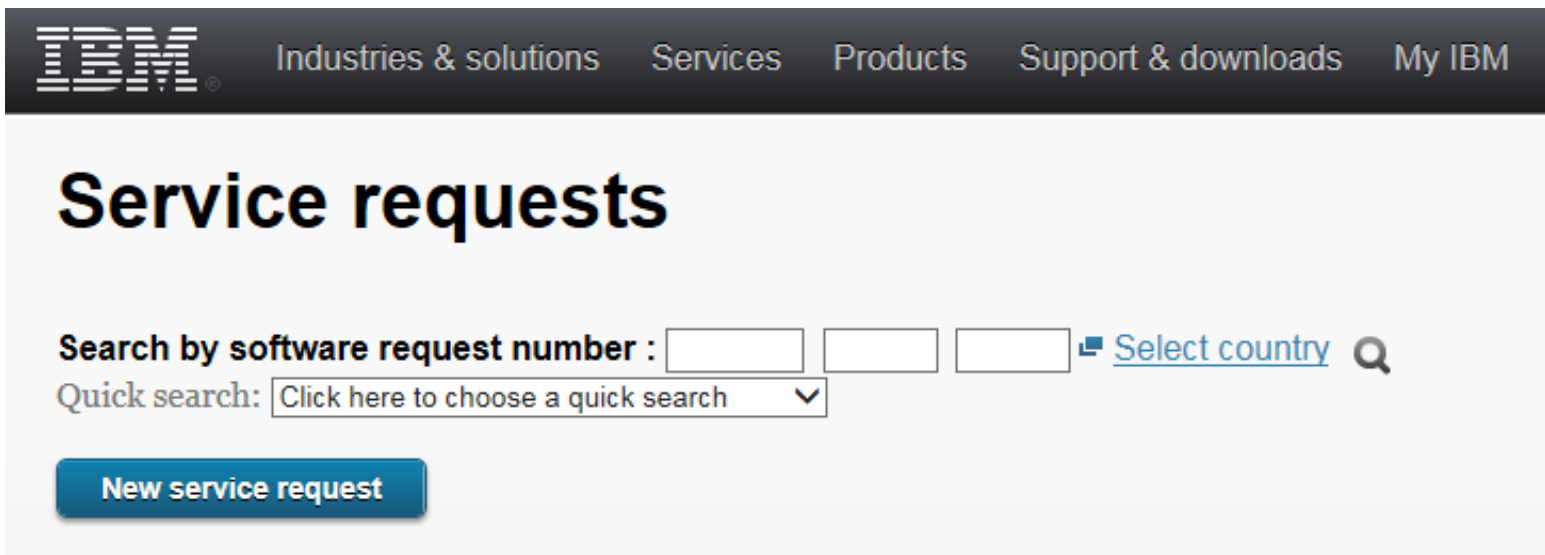
- If you have comments or suggestions regarding the z/VSE home page, or if you have questions about the z/VSE operating system, or z/VSE products, complete the form below and then select Submit
- This form should not be used to report technical problems with z/VSE or z/VSE products.

Salutation: [*] (e.g. Mr., Mrs.)	<input type="text" value="Mr."/>
First name: [*]	<input type="text"/>
Last name: [*]	<input type="text"/>
E-mail address: [*]	<input type="text"/>
Phone number:	<input type="text"/>
Your country or region: [*]	<input type="text" value="Please select one"/>
Help us answer your message:	<input type="text" value="Which best describes you?"/>
Message category: [*]	<input type="text" value="Select one:"/>
Subject:	<input type="text"/>
Message: [*]	<input type="text"/>

Contact the z/VSE Team

<https://www-947.ibm.com/support/servicerequest/Home.action>

- Please open a PMR (Problem Management Record) for technical problems with z/VSE.



The screenshot shows the IBM Service Requests page. At the top is a dark navigation bar with the IBM logo and links for "Industries & solutions", "Services", "Products", "Support & downloads", and "My IBM". Below this is a large heading "Service requests". Under the heading is a search section with the text "Search by software request number :". This is followed by three empty input boxes, a "Select country" dropdown menu, and a magnifying glass icon. Below the search section is a "Quick search:" label and a dropdown menu with the text "Click here to choose a quick search" and a downward arrow. At the bottom of the search section is a blue button labeled "New service request".

→ [Open a new service request](#)

Be Social with z/VSE

z/VSE Homepage:

www.ibm.com/zVSE

 **Twitter**

www.twitter.com/IBMzSystems

 **z/VSE Blog**

www.ibm.com/developerworks/mydeveloperworks/blogs/vse/

 **LE z/VSE Blog**

www.ibm.com/developerworks/community/blogs/lezvse/

Join System z Advocates (Subgroup z/VSE)

www.linkedin.com



Connect at Facebook

www.facebook.com/IBMsystemz

Watch on YouTube

www.youtube.com/user/IBMSystemZ



z Systems

z/VSE

50 years of innovation

