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Wellness and VSE -

how you can improve the health of your VSE system

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z/VSE 40 YEARS

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Abstract

Wellness and VSE - how you can improve the health of your VSE system

Your operating system behaves like your body: you should start to take care of it while it still enjoys good health. It will reward you with lasting health, robustness, and strength - resulting in less downtime, unplanned outages, and unpleasant surprises. This session will cover preventive and corrective service, and how you can make the best use of them to develop a preventive maintenance strategy which works for your shop. The recently formulated RSL (Recommended Service Level) concept will be covered in detail. Other pertinent topics include how to get the most out of the IBM service structure, plus the latest news from the world of VSE service.


Content

- Ways to keep a VSE System up-to-date
- Preventive service - corrective service
- Recommended Service Level and how to make best use of it
- Applying maintenance over the internet
- VSE service information on the internet
- ShopzSeries for VSE users and e-trends
- Working with the IBM VSE remote support team
- Frequently observed migration and other problems
- Hints and tips

For an updated version of this presentation visit the VSE Homepage:
http://www-1.ibm.com/servers/eserver/zseries/zvse/

Priority One: Keep your System on a Supported Level

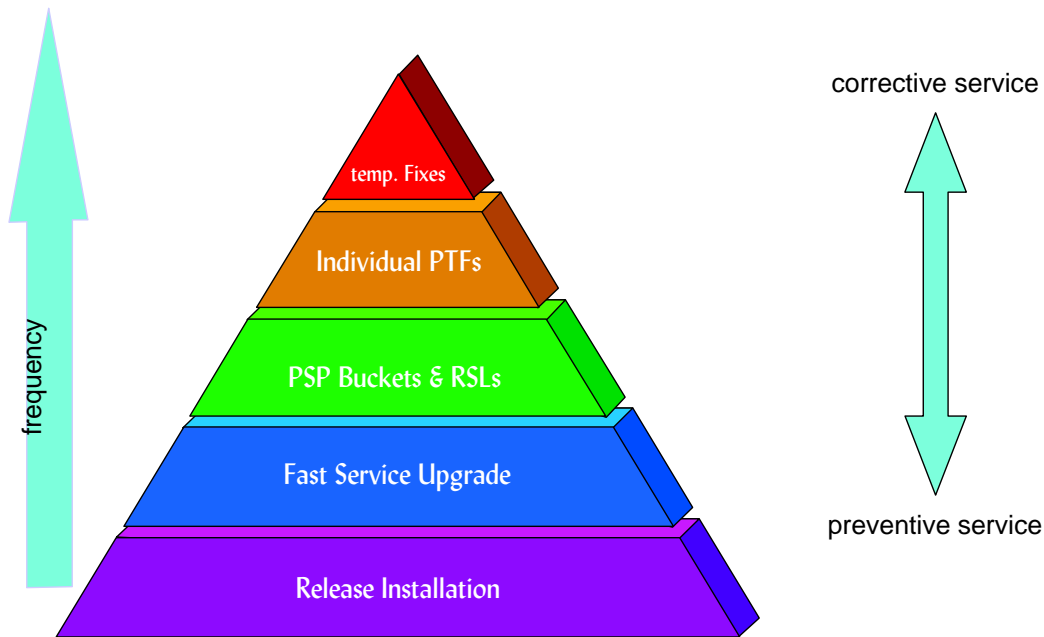- ## to make sure that support is available when you need it!
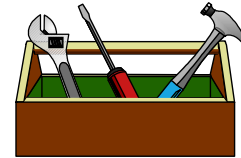
- Plan ahead sufficient time for release migration
- IBM announces end-of-service dates at least 12 month ahead
- Customers are informed by letter, and please check out the VSE home page
- From VSE/ESA 2.5 upward migration via FSU procedure possible
- Consult your software vendors for upgrades and specific information

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End of Service Dates

	End of Marketing	End of Service
VSE/ESA 1.4	12/1999	01/31/2001
VSE/ESA 2.1/2.2	12/1997	01/31/2001
VSE/ESA 2.3	06/2000	12/31/2001
VSE/ESA 2.4	09/30/2000	06/30/2002
VSE/ESA 2.5	12/13/2001	12/31/2003
VSE/ESA 2.6	03/13/2002	03/31/2006
VSE/ESA 2.7	3Q 2005	tbd
z/VSE 3.1	tbd	tbd

VSE/ESA 2.6.3 as service option of VSE/ESA 2.7 has been withdrawn in November 2004

Measures to Keep Your System Up-to-Date

temp. Fixes

Individual PTFs

PSP Buckets & RSLs

Fast Service Upgrade

Release Installation

frequency

corrective service

preventive service

Recent VSE Refresh Levels

VSE Level	PTF level	Available from	...until
2.5.2.	06/18/2001	08/10/2001	12/11/2001
2.6.0.	10/13/2001	12/14/2001	06/13/2002
2.6.1.	03/12/2002	06/14/2002	12/12/2002
2.6.2.	10/21/2002	12/13/2002	03/13/2003
2.6.3.	06/30/2003	09/12/2003	11/16/2004
2.7.0.	12/13/2002	03/14/2003	09/11/2004
2.7.1.	06/30/2003	09/12/2003	03/19/2004
2.7.2.	01/26/2004	03/19/2004	11/16/2004
2.7.3.	09/20/2004	11/19/2004	tbd.
3.1.0	12/08/2004	03/04/2005	tbd.

► execute splevel.proc or 'sir' command to display the installed refresh level
► Refesh level VSE/ESA 2.7.3 or z/VSE 3.1.0 are current at this point in time
► always apply newest PTF bucket (PSP) and/or RSL on top
► check out the VSE home page for up to date service related news
► download the Program Directory from the VSE home page

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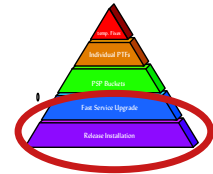
- are a complete set of install tapes including base and optional products
- are to be used for
  - ► base installation (from scratch)
  - ► Fast Service Upgrade (FSU) of an existing system
    - – from a previous release (limitations) to a new release
    - – or to move to a higher refresh level within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

Use ShopzSeries to order a VSE refresh

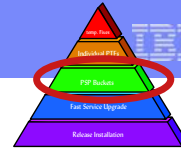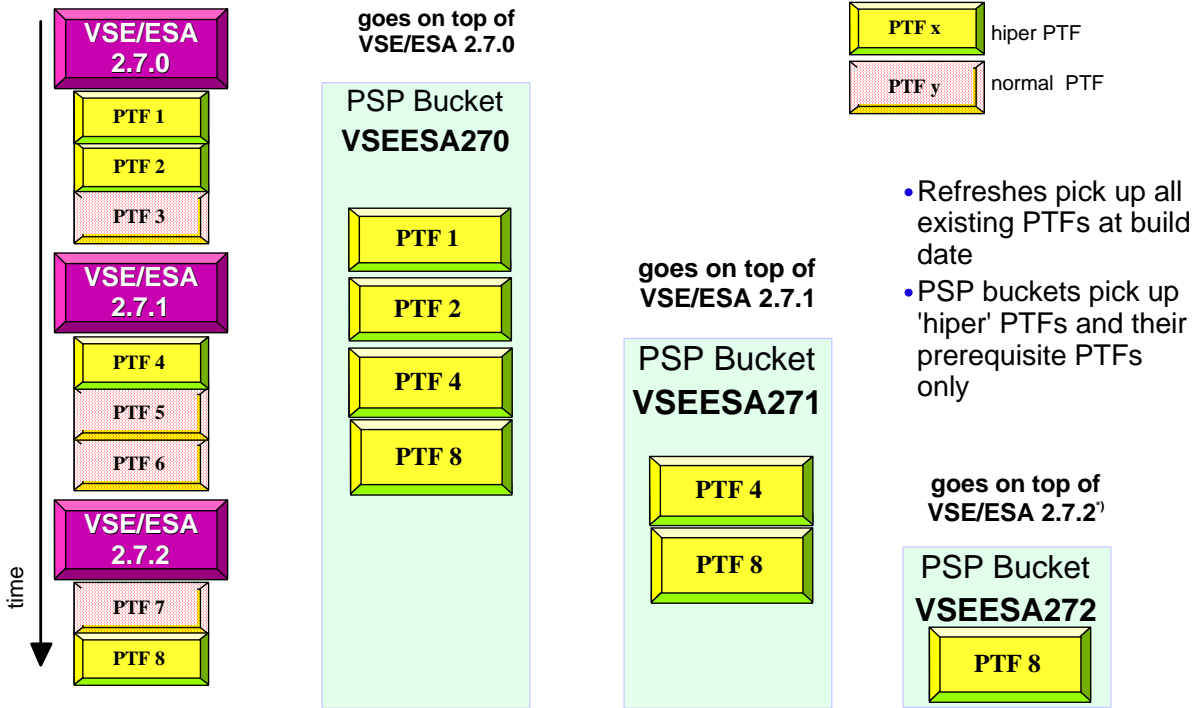https://www14.software.ibm.com/webapp/ShopzSeries/ShopzSeries.jsp

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PSP Buckets

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

PSP bucket names (called UPGRADE) are related to the release and refresh level they are based on: e.g. VSEESA263, VSEESA271, ...,VSEESA273, ZVSE310
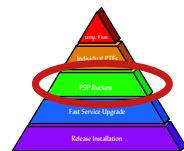
PSP = Preventive Service Planning

PSP Buckets and Refreshes - the Difference

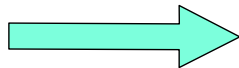VSE/ESA
2.7.0

PTF 1
PTF 2
PTF 3

VSE/ESA
2.7.1

PTF 4
PTF 5
PTF 6

VSE/ESA
2.7.2

PTF 7
PTF 8

time

goes on top of VSE/ESA 2.7.0

PSP Bucket
VSEESA270

PTF 1
PTF 2
PTF 4
PTF 8

goes on top of VSE/ESA 2.7.1

PSP Bucket
VSEESA271

PTF 4
PTF 8

goes on top of VSE/ESA 2.7.2'

PSP Bucket
VSEESA272

PTF 8

PTF x — hiper PTF
PTF y — normal PTF

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

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Structure of a PSP Bucket

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

```
--------------------------------------------------------------------------------
Select the subset you want to view.
--------------------------------------------------------------------------------
UPGRADE       SUBSETS         ABSTRACT
VSEESA272     chg/index       V. 2, R. 7, M. LEVEL 2 of VSE/ESA
VSEESA272     HLASM/489       HLASM V. 1, R. 4, M. 0
VSEESA272     ACCNTRL/H06     VSE/ACCESS CONTROL V. 1, R. 2, M. 1
  ...
  ...
  ...
VSEESA272     IBMLANG/75K     LE/VSE BASE V. 1, R. 4, M. 3
VSEESA272     CICS/B0P        CICS/VSE V. 4, R. 1, M. 1
VSEESA272     VSEESA/75C      VSE Central Functions V. 6, R. 7, M. 0
VSEESA272     DB2/2NN         DB2/VSE V. 7, R. 0, M. 0
VSEESA272     VTAM/FE6        ACF/VTAM V. 4, R. 2, M. 0
VSEESA272     BASESERVICE     a list of all PTFs already applied to the base products
VSEESA272     OPTPSERVICE     a list of all PTFs already applied to the optional products
```

Sample: PSP Subset for 'IBMLANG/75K' of VSEESA272
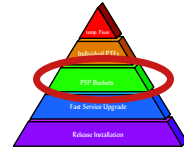
	DATE	APAR	PTF	VOLID	COMMENTS
8	05/01/25	PQ96861	UQ95861	1000	HIPER MSGDFH0601 PROGCK WHILE
7	04/11/23	PQ94317	UQ93197	1000	HIPER OPEN IMPLICITLY DEFINED
6	04/08/16	PQ81913	UQ85741	1000	HIPER OVERLAY SYMPTOMS WITH CHAR
5	04/08/16	PQ84219	UQ85081	1000	HIPER UNEXPECTED INTERRUPTS
4	04/08/16	PQ84983	UQ85742	1000	HIPER INTRODUCE NEW CEE5PRML
3	04/08/16	PQ86577	UQ86884	1000	HIPER LOOP ON EIP WRITEQ-TD FOR
2	04/08/16	PQ87058	UQ87306	1000	HIPER ABENDASRA WITH
1	04/08/16	PQ88853	UQ89395	1000	HIPER SSCANF INCORRECT OUTPUT ON

In PSP VSEESA273 this subset contains only these 2 PTF, because PTFs 1-6 are already applied to the 2.7.3 base

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

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

PSP Buckets for Hardware Support - Sample for z890

```
--------------------------------------------------------------------------------
Select the subset you want to view.
--------------------------------------------------------------------------------
```

UPGRADE	SUBSETS	ABSTRACT
2086DEVICE	chg/index	Upgrade 2086DEVICE
2086DEVICE	2086/ZOS	DEVICE 2086
2086DEVICE	**2086VSE/ESA**	**DEVICE 2086**
2086DEVICE	2086Z/VM	DEVICE 2086

Service Recommendation Summary

	DATE	APAR	PTF	VOLID	COMMENTS
7.	04/06/29	DY45940	UD52379	E271	NEW FUNCTION D/T2084 - Z990 (z890)
6.	04/06/28	PQ85963	UQ87857	1000	NEW FUNCTION D/T2084 - Z990 (z890)
5.	04/06/28	PQ86795	UQ88156	1000	HIPER OSA/SF New Functions
4.	04/06/28	DY46075	UD52493	E272	ADAPTER INTERRUPTION FACILITY
3.	04/06/28	DY45958	UD52320	1000	HIPER SYSTEM LOOP AT TERMINATION
2.	04/06/28	DY45944	UD52281	1000	HIPER HARDWAIT DURING IPL ON
1.	04/05/05	DY46105	UD52513	1000	NEW FUNCTION

Ordering Hiper Service exactly Tailored to your System

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

Tool 'Inst. SW Rep.'

Considers:
installed products
installed PTFs

creates →

bitmap
1100110001
0010111011
1111001100
0010111011
1100110001
1000110111

sent to →

creates and sends

tailored hiper service
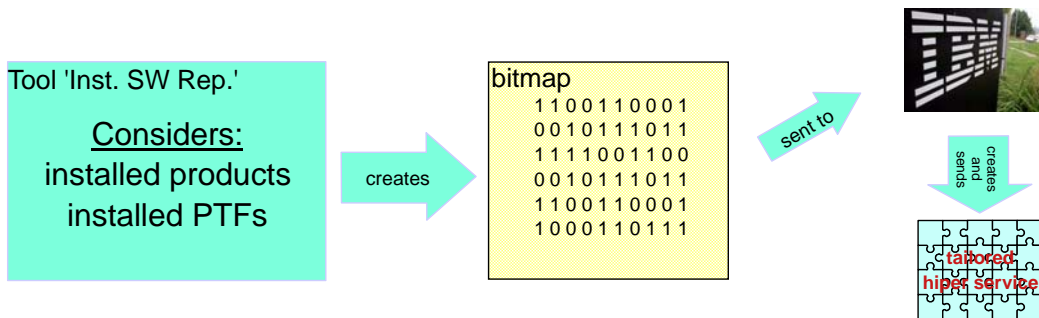
RSL*) for VSE/ESA and z/VSE

Available since March 2004

What is it?

Recommended Service Level for VSE

- <u>all</u> available PTFs at specified cutoff date
- cutoff date describes a defined APAR/PTF level
- monitored 6-8 weeks for PE (**P**TF in **E**rror)
- a list of PTFs kept in PSP and on VSE Home Page
- standard PTF installation process

Why is it done?

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

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

temp. Fixes
Individual PTFs
PSP Buckets
Fast Service Upgrade
Release Installation

temp. Fixes
Individual PTFs
PSP Buckets
RSL
Fast Service Upgrade
Release Installation
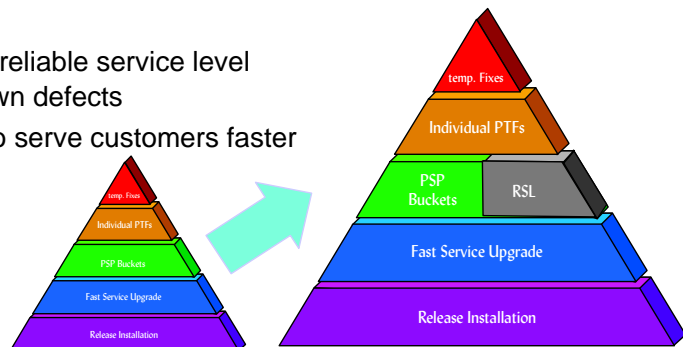
RSL for VSE/ESA and z/VSE
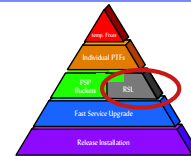
RSL - Rules

Define cutoff date **every 2-3 month** (sync. with refresh)
Create RSL **for all releases in service** on latest refresh level
Next refresh level = last RSL of previous refresh
Create 'final' RSL at EOS of a given release

RSL - Ordering

Order like a PSP from the IBM support center
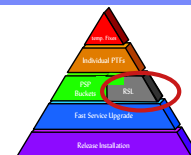Order electronically via Internet,
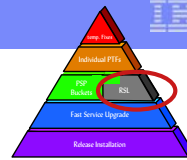==> get PTF list via VSE Home Page

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RSL for VSE/ESA or z/VSE

Currently available RSLs:

RSL-Name	Subsets
VSERSL310	RSLBASExxx
VSERSL273	RSLADxxx
VSERSL272	RSLAFPxxx
VSERSL271*	RSLDBxxx
VSERSL270*	RSLLANGxxx
VSERSL263	RSLNCPxxx
VSERSL262	RSLOTHERxxx
VSERSL261	RSLOLDxxx (if applicable)
VSERSL260	
VSERSL252	

*) for information only:
to upgrade 2.7.0 or 2.7.1 order
Refresh 2.7.3 or 3.1.0 for FSU.

xxx stands for 2.7.0, 2.7.1, ..., 3.1.0, etc...

RSL Subsets

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

RSL for VSE on the Homepage

The VSE home page contains a table like this one with links to the individual listings.
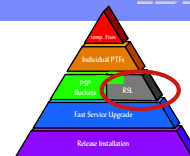
Service recommended for		PTF Order List	Cutoff Date
z/VSE 3.1.0	Base Products	PTFs 310B	Mar. 31, 2005
	Optional Prod.	PTFs 310O	
VSE/ESA 2.7.3	Base Products	PTFs 273B	Mar. 31, 2005
	Optional Prod.	PTFs 273O	
VSE/ESA 2.7.2	Base Products	PTFs 272B	Sept. 20, 2004
	Optional Prod.	PTFs 272O	
VSE/ESA 2.7.1	Base Products	Please order the latest refresh.	Jan. 26, 2004
	Optional Prod.		
VSE/ESA 2.7.0	Base Products	Please order the latest refresh.	Jun. 30, 2003
	Optional Prod.		
VSE/ESA 2.6.3	Base Products	PTFs 263B	Mar. 31, 2005
	Optional Prod.	PTFs 263O	
VSE/ESA 2.6.2	Base Products	PTFs 262B	Jun. 30, 2003
	Optional Prod.	PTFs 262O	
VSE/ESA 2.6.1	Base Products	PTFs 261B	Oct. 21, 2002
	Optional Prod.	PTFs 261O	
VSE/ESA 2.6.0	Base Products	PTFs 260B	Apr. 16, 2002
	Optional Prod.	PTFs 260O	
VSE/ESA 2.5.2	Base Products	PTFs 252B	Dec. 31, 2003
	Optional Prod.	PTFs 252O	

see next page →

APAR lists (pdf files)

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

Sample: Subset for Base Products of VSERSL273
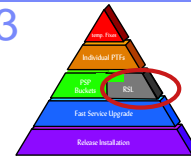
VSE/ESA 2.7.3 Base Products
PTF numbers January 31, 2005:
(total size of RSL: 15.3 MBytes)

CICS Transaction Server for VSE/ESA 1.1.1
UQ95096 UQ93426 UQ94280 UQ94885 UQ96577 UQ

> New: size information has been added!

ACF/VTAM VERSION 4.2.0
UD52687 UD52688 UD52698 UD52702 UD52703 UD52   53 UD52757

VSE Central Functions 6.7.0 (total size of PTFs: 10.2 MBytes)

VSE/SP UNIQUE CODE
UQ96205 UQ96900

VSE/POWER
UD52653 UD52654 UD52751 UD52752

VSE/VSAM
UD52733 UD52735

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

VSE/AF (total size of PTFs: 6.3 MBytes)
UD52634 UD52639 UD52640 UD52646 UD52649 UD52650 UD52705 UD52726 UD52737 UD52742 UD52760
UD52761
. . . .

RSL Update Dates
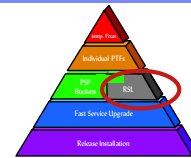
RSL	RSL Cut-Off	RSL Available	Comments
263, 273, 310	03/31/2005	05/13/2005	
263, 273	01/31/2005	03/04/2005	GA 3.1.0
263, 273	11/30/2004	01/14/2005	
263, 272	09/20/2004	11/19/2004	GA 2.7.3
263, 272	07/31/2004	09/15/2004	
263, 272	05/31/2004	07/15/2004	
263, 272	03/31/2004	05/15/2004	
252, 260, 261, 262, 263, 271	01/26/2004	03/19/2004	GA 2.7.2

time

This table shows the updating principle:
A certain RSLs is being updated until a new refresh level for the given release comes out.
The final RSL of a certain level contains the same service level as the new refresh.
When a release goes out of service, a final, frozen RSL (e.g. 2.5.2) stays available.
Availability is about 6-8 weeks after PTF cut-off.

Single PTFs and APAR Fixes - Corrective Service
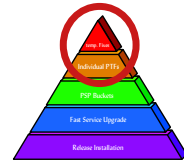
- **Single PTFs....**
  - ► to correct an actual defect or problem permanently
  - ► solves one or multiple APARs
  - ► PTF numbers are for one release only
  - ► order via Internet or by opening a PMR with IBM
  - ► come on a tape or electronically
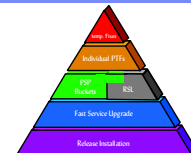 - ► could require requisite PTFs as well
  - ► Installation via MSHP/IUI

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

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

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


Comparison of VSE Service Deliverables

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

Samples for Selecting Preventive Maintenance

by staying on the same VSE Release
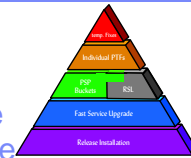
VSE/ESA 2.7.1 + PTFs

Install Refresh 2.7.3 ——▶ VSE/ESA 2.7.3
+ RSL 2.7.3 ——▶ latest RSL
+ PSB 2.7.3 ——▶ latest hiper service

VSE/ESA 2.7.2

Install Refresh 2.7.3 ——▶ VSE/ESA 2.7.3
+ RSL 2.7.3 ——▶ latest RSL
+ PSB 2.7.3 ——▶ latest hiper service

or

Install RSL 2.7.2 ——▶ VSE/ESA 2.7.3 leve
+ RSL 2.7.3 ——▶ latest RSL
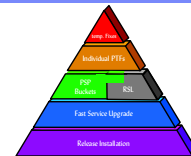+ PSB 2.7.3 ——▶ latest hiper service

VSE/ESA 2.6.1

Install RSL 2.6.1 ——▶ VSE/ESA 2.6.2
+ RSL 2.6.2 ——▶ VSE/ESA 2.6.3
+ RSL 2.6.3 ——▶ current RSL
+ PSP 2.6.3 ——▶ latest hiper srv.

VSE/ESA 2.7.3 + PTFs

Install RSL 2.7.3 ——▶ latest RSL
+ PSB 2.7.3 ——▶ latest hiper service

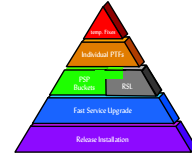# Samples for Selecting Preventive Maintenance

with Release Migration

VSE/ESA 2.6.1 and moving to VSE/ESA 2.7

Install Refresh 2.7.3 ——▶ VSE/ESA 2.7.3
+ RSL 2.7.3 ——▶ latest RSL
+ PSP 2.7.3 ——▶ latest hiper service

VSE/ESA 2.6.1 and moving to z/VSE 3.1

Install Refresh 3.1.0 ——▶ VSE/ESA 3.1.0
+ RSL 3.1.0 ——▶ latest RSL
+ PSP 3.1.0 ——▶ latest hiper service

Preventive Service Recommendation

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

Suggestions for a healthy system:
  - regular maintenance reduces the risk for rediscoveries of defects
  - plan the time for maintenance cycles well ahead

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

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Preventive Service Recommendations

Install the latest **REFRESH**
- every 12 month
- but not later than 24 month

if you are on the latest Refresh Level

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

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

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

Always check out the VSE web page before installation!

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

Recommended Steps when going to a New Release

sequence of activities

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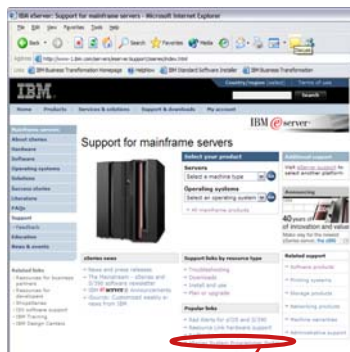- <u>Before production cutover have a fallback plan in place</u>
- Production cutover

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

Retrieving APARs/PTFs over the Internet
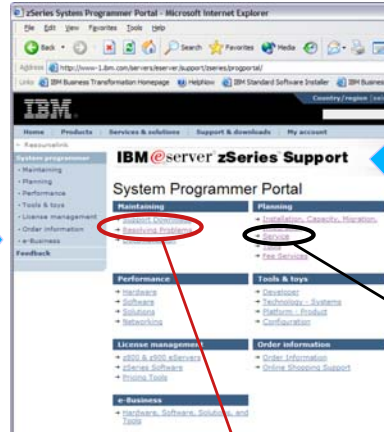
http://www-1.ibm.com/servers/eserver/support/zseries/index.html
or via: www.ibm.com >> Support & downloads >> Support by product - Servers >> Mainframe servers

zSeries System Programmer Portal

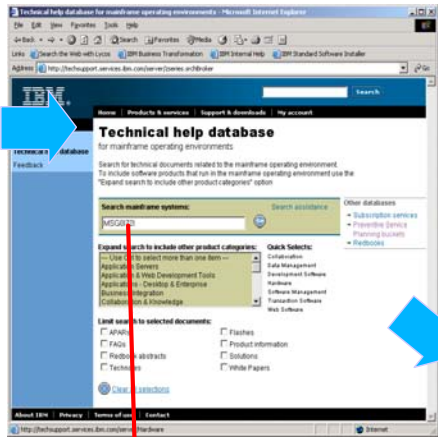For most functions a log-in is required. The id can be created online.
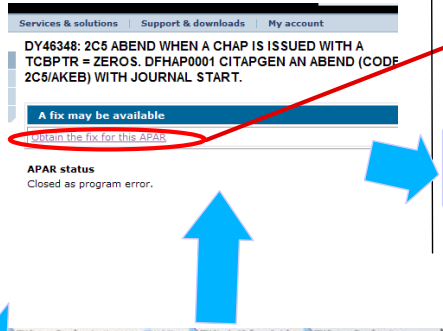
Resolving Problems

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

APAR with PTF ordering

Technical help database
for mainframe operating environments

returns:

search argument:
CICS 2C5

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

A fix may be available

Obtain the fix for this APAR

APAR status
Closed as program error.

Obtain the fix for this APAR

Applicable component levels

R65C PSY UD52786   UP05/03/21 I 1000
R75C PSY UD52787   UP05/03/21 I 1000

Technical help database
for mainframe operating environments

Search within results for: CICS 2c5
Optionally, limit results by choosing one or more of the items below.

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

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

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

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

File ftpxxxx.txt contains the exact byte count
File elstxxx.txt contains the PF cover letter
File eptfxxx.bin contains the PTFs
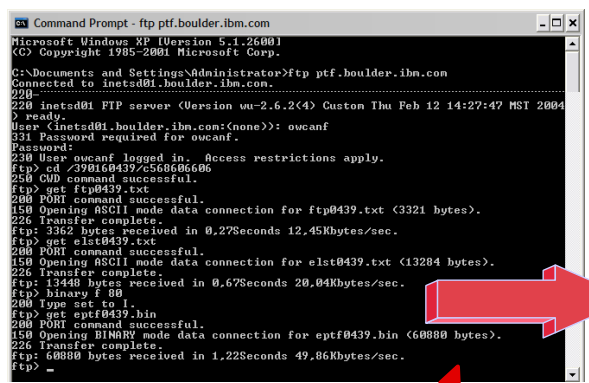
Check the Byte-Count of the downloaded PTF-File!

Transfering and Installing the PTF into the VSE System

via TCP/IP (recommended)

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

alternatively:

<u>via a VTAPE</u>
or via Host Transfer File (HTF), or into a library member

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

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

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Viewing the Latest Service Related Information

Service and Support

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

Here you find the latest hot service news!

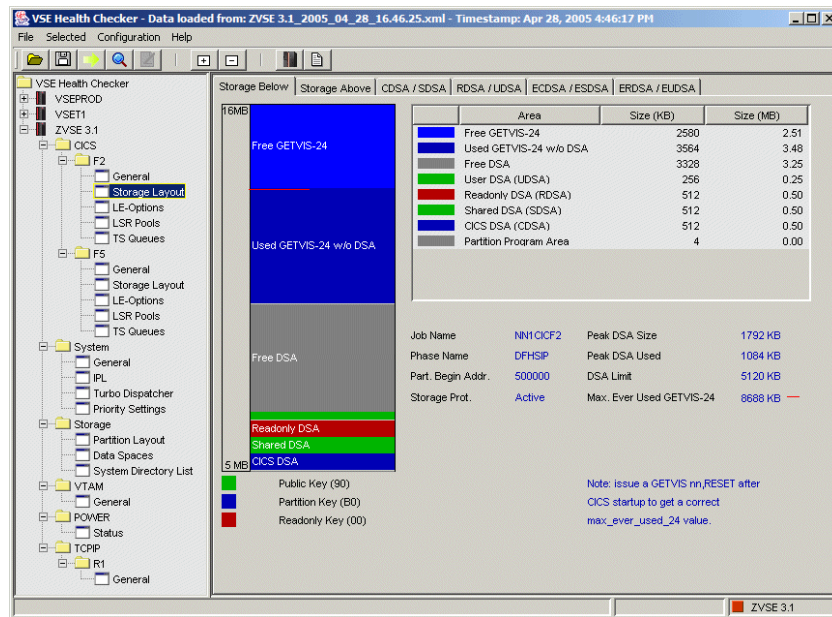# What can VSE Customers use ShopzSeries for?

- Order VSE/ESA and z/VSE Operating System Package (03/2004)
    - ► for Base install
    - ► Fast Service Upgrade (FSU)
    - ► ShopzSeries will check for existing Licenses
- Order Optional Products for VSE/ESA and z/VSE (03/2004)
    - ► choose from a large product catalog
- Order VSE/ESA and z/VSE Service Packages (new 02/2005)
    - ► Individual PTFs
    - ► PTFs for individual APARs
    - ► PSP critical Service (Hiper/PE Fixes)
- View your License Inventory

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

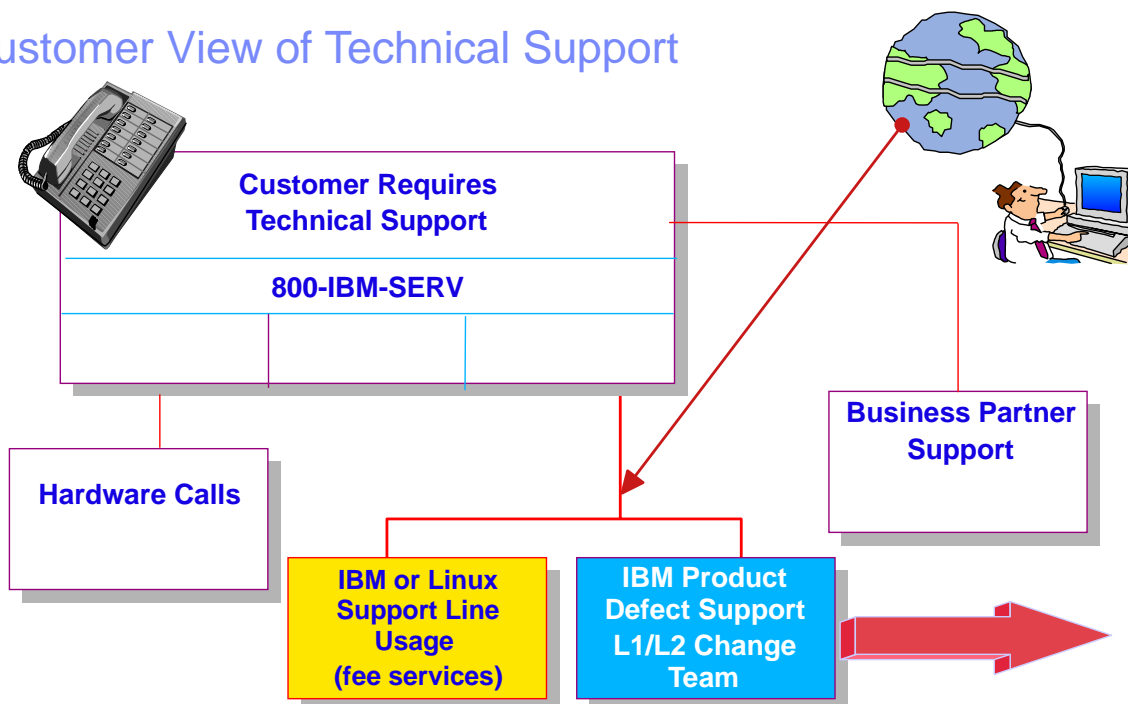
Trends towards e-ordering and e-delivery

- Reduce/eliminate hardcopy shipments, go e-books
    - ► VSE shipments contain a CD with documentation
    - ► manuals on website are up to date with short lead time
        - – follow 'Documentation' link on VSE home page

- Move away from tape shipments to complete e-delivery
    - ► order zSeries software products and product updates online
    - ► get service (corrective/preventive) as e-service without delay
    - ► ShopzSeries is the strategic way of ordering zSeries Software

The VSE Health Checker Tool

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

Customer View of Technical Support

**Customer Requires
Technical Support**

800-IBM-SERV

**Business Partner
Support**

Hardware Calls

**IBM or Linux
Support Line
Usage
(fee services)**

**IBM Product
Defect Support
L1/L2 Change
Team**

Both the Defect Support and Supportline are provided by the VSE lab team!

Working with the VSE Level 2 Team

Before Calling IBM please have the following information ready:
- ► define the problem as specifically as you can
- ► identify the failing product/component as close as possible
- ► the version/release/APAR level you have installed
- ► steps which led to the failure if applicable
- ► any changes you have made before
- ► any messages or other symptoms
- ► a list of vendor products installed on the system
- ► the phone number (time) where you can be reached
- ► a feeling for the business impact or severity of the problem
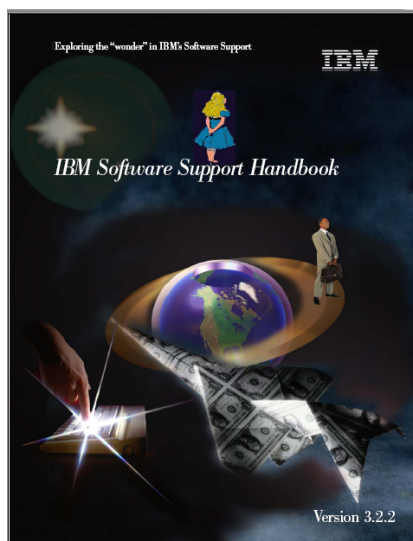
Please use electronic means to send debugging documentation:

- ► E-mail for problem logs and small files
  - – data could be clobbered due to EBCDIC/ASCII translation
- ► use the IBM ftp server for dumps and larger amount of data:
  - – ftp testcase.software.ibm.com
  - – the L2 rep will give you instructions how to do it

It will speed up the resolution time of your problem!

IBM Defect Support Statement and more ....

Exploring the "wonder" in IBM's Software Support

IBM

IBM *Software Support Handbook*

Version 3.2.2

Program Services support for most zSeries (S/390) products includes problem support for suspected defects in IBM code and publications via telephone (voice), and electronic access. This support is available until such time as it is withdrawn with at least 12 months notice via an IBM announcement letter. IBM will provide remote technical specialists necessary to resolve defects in the majority of our mainframe products at no additional cost to you. Support for high severity problems is available 24 hours a day, 7 days a week.

Download from:

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

What about Usage Support / Q&A?

<u>Do you have the right support in place?</u>

> **VSE Level 1/2 is for defect support only!**
> **What about non-defect or Q&A?**

You want to know 'how to' use a function, or you need advice on a more complex technical question?

Then an **IBM Supportline** offering could be the right answer to you!

Frequent Observations by the L2 Team

- Local modifications are often not documented and may cause problems at next release migration.

- No standalone dump tape ready! Create it, put it on the shelf and tell operations how to take s.a. dumps correctly (incl. store status).

- PTF application jobstreams are not generated on the current system
  - ► PTF could be installed incomplete or even erroneous
  - ► system could be inconsistent

- Indirect PTFs installed directly by circumventing the Interactive User Interface
  - ► no fallback anymore in case of a PTF error

- FSU process used from a thirdparty source - IBM cannot support you.

- When running out of Getvis it is usually a fact and not a defect of the operating system. Use the SDAID Getvis trace to find the source.

- Backup tapes are seldomly tested
  - ► try to restore your backup tapes on regular base
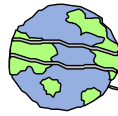 - ► make sure they are usable when you need them!
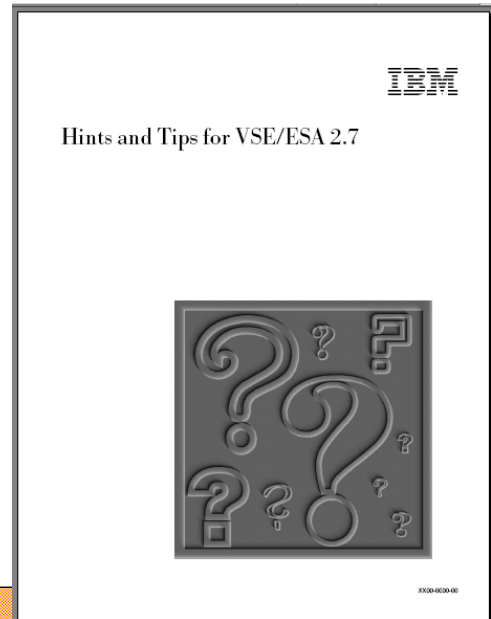
... more useful Information ...

► see our issue of

► *VSE Hints & Tips* (Edition September 2004)

A new version which includes z/VSE 3.1 is in work and will appear this summer/fall.

download as PDF file from the VSE homepage:
ftp://ftp.software.ibm.com/eserver/zseries/zos/vse/pdf3/vse27/hint7mm2.pdf

IBM

Hints and Tips for VSE/ESA 2.7

Thanks for listening!

Questions **?**

now ... or later to zierl@de.ibm.com