



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

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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. If you 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 covers the concepts of 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 RSL (Recommended Service Level) concept will be covered in detail.

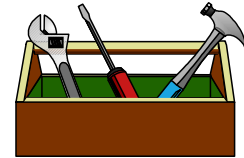
Content

- Basics for keeping 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 2.6 upward migration via FSU procedure possible
- Consult your software vendors for upgrades and specific information

End of Service Dates

	End of Marketing	End of Service
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	09/28/2005	02/28/2007
z/VSE 3.1	tbd	tbd

2.6 is out off support already !

Start to plan now for upgrading to z/VSE 3.1

Extended Service Contracts

IBM recommends always to stay on supported releases!

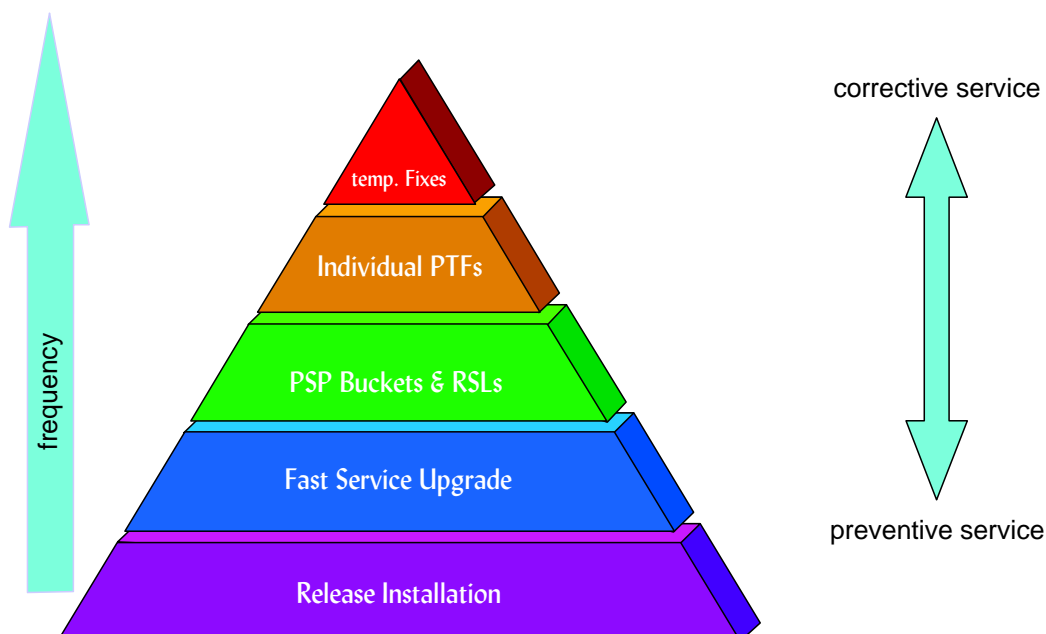
However, if you have a need to get defect support beyond the announced end-of-service date ...

then IBM can offer you a service extension contract

- which is completely fee based
- IBM asks for a migration plan (max period is 2 years)
- contracts are offered by IBM Global Services
- some restrictions apply

Note: existing PTFs can still be downloaded from the IBM website!

Measures to Keep Your System Up-to-Date



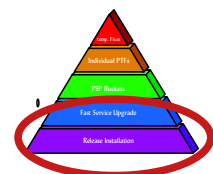
Recent VSE Refresh Levels



VSE Level	PTF level	Available from	...until
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	09/28/2005
3.1.0	12/08/2004	03/04/2005	11/18/2005
3.1.1	09/20/2005	11/18/2005	tbd.

- ▶ execute `splevel.proc` or 'sir' command to display the installed refresh level
- ▶ Refresh level VSE/ESA 2.7.3 or z/VSE 3.1.1 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 Ugrade (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>

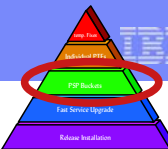


PSP Buckets

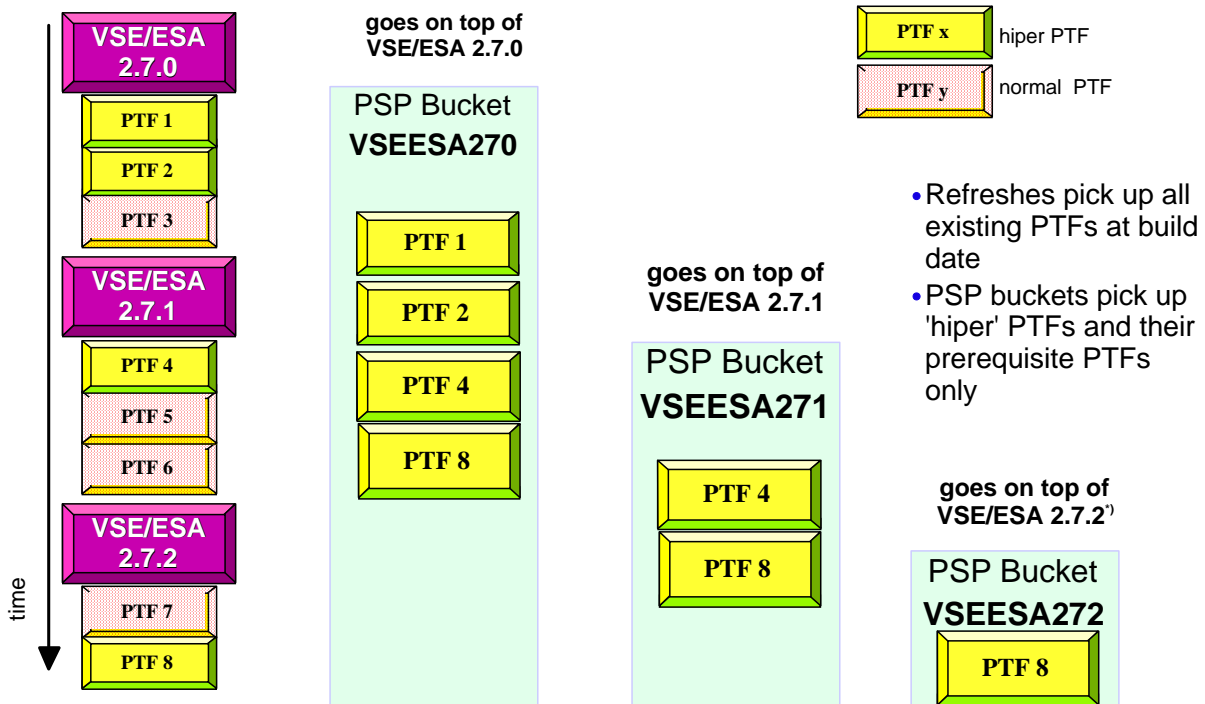
- are a list of PTFs solving high impact or pervasive (HIPER) APARs
- are available for each refresh level
- are permanently maintained and kept up to date by the product change teams
- are divided into subsets for the individual components
- can be ordered thru IBM service or via the Internet (see later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

PSP bucket names (called UPGRADE) are related to the release and refresh level they are based on: e.g. ...,VSEESA272, VSEESA273,ZVSE310, ZVSE311

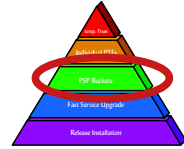
PSP = Preventive Service Planning



PSP Buckets and Refreshes - the Difference



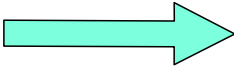
Structure of a PSP Bucket



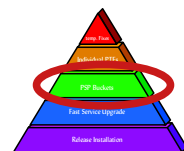
- There is a subset for each base- and optional product

 Select the subset you want to view.

UPGRADE	SUBSETS	ABSTRACT
zVSE310	chg/index	V. 3, R. 1, M. LEVEL 0 of z/VSE
zVSE310	HLASM/589	HLASM V. 1, R. 5, M. 0
zVSE310	ACCNTRL/H06	VSE/ACCESS CONTROL V. 1, R. 2, M. 1
...		
...		
...		
zVSE310	IBMLANG/81K	LE/VSE BASE V. 1, R. 4, M. 4
zVSE310	CICS/TS/B0P	CICS/VSE V. 4, R. 1, M. 1
zVSE310	ZVSE/81C	VSE Central Functions V. 7, R. 1, M. 0
zVSE310	DB2/4NN	DB2/VSE V. 7, R. 4, M. 0
zVSE310	VTAM/FE6	ACF/VTAM V. 4, R. 2, M. 0
zVSE310	BASESERVICE	<i>a list of all PTFs already applied to the base products</i>
zVSE310	OPTPSERVICE	<i>a list of all PTFs already applied to the optional products</i>



Sample: PSP Subset for 'IBMLANG/81K' of ZVSE310



DATE APAR PTF VOLID COMMENTS

12	06/04/03	PK19351	UK11699	1000	HIPER C PROGRAM FREAD RETURNS
11	05/11/24	PK12695	UK07897	1000	HIPER CEEPIPI STORAGE LEAK
10	05/11/24	PK14309	UK08715	1000	HIPER SOS PROGRAM-CHECK LOOP
9	05/08/25	PK08993	UK05438	1000	HIPER MSGIGZ0027W "THE SORT
8	05/08/25	PK09837	UK06260	1000	HIPER AMODE PROBLEM WITH LE'S
7	05/06/21	PK01947	UK01734	1000	HIPER UPDATES FOR LE/VSE 1.4.4
.....					
.....					
2	05/04/05	PK01833	UK01854	1000	HIPER UPDATES FOR LE/VSE 1.4.4
1	05/04/05	PK01834	UK01608	1000	HIPER ABENDU4087 OR MSGCEE3200S

← In PSP ZVSE311 this subset contains these 3 PTF only, because PTFs 1-9 are already applied to the 3.1.1 base

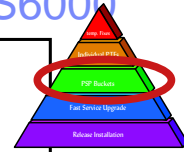
Order your PSP bucket via the Internet, or call the IBM support center.

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

PSP Buckets for Hardware Support - Sample for DS6000

Select the subset you want to view.

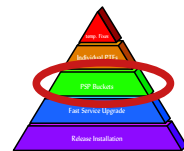
UPGRADE	SUBSETS	ABSTRACT
1750DEVICE	chg/index	Upgrade 1750DEVICE
1750DEVICE	1750MVS/ESA	DEVICE 1750
1750DEVICE	1750VSE/ESA	DEVICE 1750
1750DEVICE	1750VM/ESA	DEVICE 1750
1750DEVICE	1750TPF	DEVICE 1750



Service Recommendation Summary

DATE	APAR	PTF	VALID	COMMENTS
10 05/12/01	DY46369	UD52881	1000	LVTOC SHOWS WRONG FREE SPACE INF
9 05/11/08	PK13189	UK08648	1000	LVTOC SHOWS WRONG FREE SPACE INF
8. 05/08/31	PK07247	UK04471	1000	HIPER ICK34125I ON PPRC PPRCOPY
7. 05/08/31	PK04960	UK03261	1000	CMD REJ REPORTED BY ICK34063I
6 05/07/29	DY46319	UD52791	1000	POTENTIAL PERFORMANCE DEGRADATIO
5 05/07/06	DY46388	UD52860	1000	POTENTIAL PERFORMANCE DEGRADATIO
4. 05/05/18	PQ95319	UQ95185	1000	NEW FUNCTION
3. 05/05/09	DY46208	UD52668	1000	1.SUPPORT FOR D/TDS6000 AND
2 05/03/11	PQ96706	UK00781	1000	NEW FUNCTION
1 04/12/10	DY46284	UD52744	1000	NEW FUNCTION

View PSP Buckets on the Internet



Technical help database
for mainframe Preventive Service Planning buckets

Search the preventive service planning database for specific installation tips, high impact or pervasive problems, and service recommendations. You will find information on both software and hardware for the zSeries family of servers. This data is updated daily. This release combines the original PSP390 and the enhanced PSP390 applications. You can now search for the contents of the PSP buckets and download their extract files from one location.

Enter search terms: Search assistance

Sort results by: Rank order Last modified: All dates

Other search criteria:
 Upgrade Name:
 Hardware Device Type:
 PTFs:
 Component ID:
 Program ID:
 CLC:

All Content
 Exclude extract files
 Extract files only

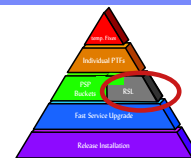
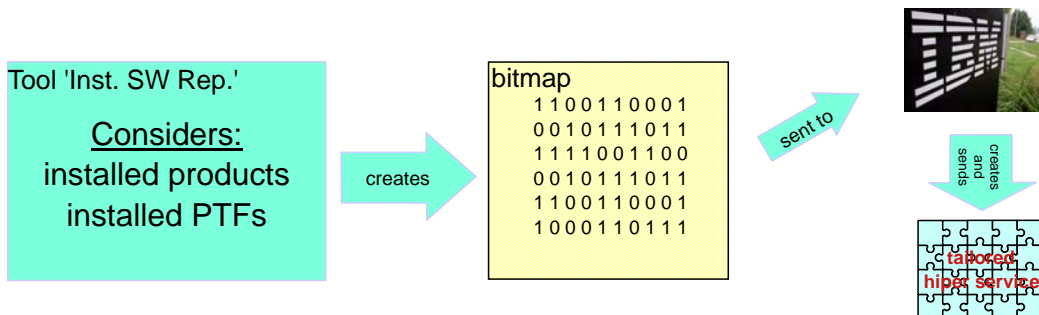
enter the Upgrade name here, or use for device name

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



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



RSL*) for VSE/ESA and z/VSE

What is it?

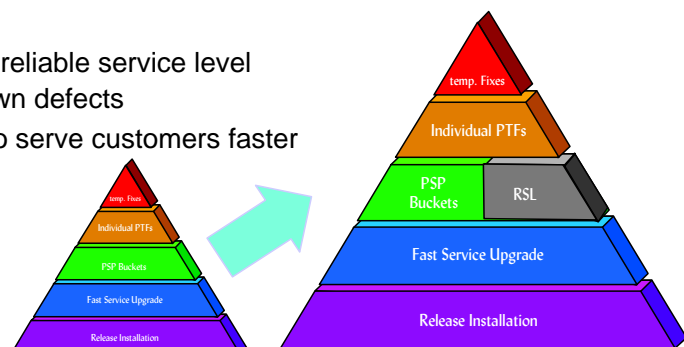
Recommended Service Level for VSE

- ◆ all available PTFs at specified cutoff date
- ◆ cutoff date describes a defined APAR/PTF level
- ◆ monitored 6-8 weeks for PE (PTF in Error)
- ◆ a list of PTFs kept in PSP and on VSE Home Page
- ◆ standard PTF installation process

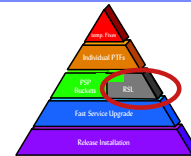
Why is it done?

- ◆ 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



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 (2.6 in work)

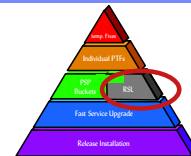
RSL - Ordering

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

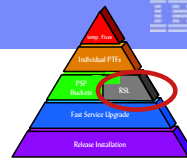
RSL for VSE/ESA or z/VSE

Currently available RSLs:

RSL-Name	Subsets
VSERSL311	RSLBASExxx
VSERSL310	RSLADxxx
VSERSL273	RSLAFPxxx
VSERSL272	RSLAFBxxx
VSERSL271	RSLDBxxx
VSERSL270	RSLLANGxxx
VSERSL263	RSLNCPxxx
VSERSL262	RSLOTHERxxx
VSERSL261	RSLOTHERxxx
VSERSL260	RSLOLDxxx (if applicable)
VSERSL252	xxx stands for 2.7.0, 2.7.1, ..., 3.1.0, etc...



For orderable releases we recommend to upgrade via FSU instead of 2 or more RSLs



RSL Subsets

RSLBASExxx <u>VSE Base Products</u>	RSLDBxxx <u>Database Products</u>
ACF/TAM, 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 <u>Application Development</u>	RSLLANGxxx <u>Language & Compiler</u>
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 Language Assembler Toolkit VSE
RSLAFPxxx <u>Adv. Function Printing</u>	RSLNCPxxx <u>Network Control</u>
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 <u>Other opt. Products</u>	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.

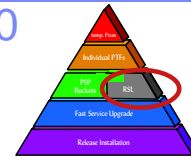
Service recommended for	PTF Order List	Cutoff Date
z/VSE 3.1.1	Base Products PTFs 311B Optional Prod. PTFs 311C	January 31, 2006
z/VSE 3.1.0	Base Products PTFs 310B Optional Prod. PTFs 310C	Sept. 20, 2005
VSE/ESA 2.7.3	Base Products PTFs 273B Optional Prod. PTFs 273C	January 31, 2006
VSE/ESA 2.7.2	Base Products PTFs 272B Optional Prod. PTFs 272C	Sept. 20, 2004
VSE/ESA 2.7.1	Base Products PTFs 271B Optional Prod. PTFs 271C	Jan. 26, 2004
VSE/ESA 2.7.0	Base Products PTFs 270B Optional Prod. PTFs 270C	Jun. 30, 2003
VSE/ESA 2.6.3	Base Products PTFs 263B Optional Prod. PTFs 263C	January 31, 2006
VSE/ESA 2.6.2	Base Products PTFs 262B Optional Prod. PTFs 262C	Jun. 30, 2003
VSE/ESA 2.6.1	Base Products PTFs 261B Optional Prod. PTFs 261C	Oct. 21, 2002
VSE/ESA 2.6.0	Base Products PTFs 260B Optional Prod. PTFs 260C	Apr. 16, 2002
VSE/ESA 2.5.2	Base Products PTFs 252B Optional Prod. PTFs 252C	Dec. 31, 2003

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 VSERSL310



z/VSE 3.1.0 base products

PTF numbers September 20, 2005:
(total size of RSL: 54 MB)

CICS Transaction Server for VSE/ESA 1.1.1
 UQ95096 UQ96577 UQ96822 UQ97110 UK00281 UK00391 UK01450 UK01576 UK01940 UK05865 UK06434 UK06762

ACF/TAM VERSION 4.2.0
 UD52677 UD52706 UD52724 UD52740 UD52753 UD52772 UD52782 UD52783 UD52795 UD52812
 UD52813 UD52821 UD52826 UD52845 UD52846 UD52879 UD52882 UD52883 UD52901 UD52913

Size information,
if > 10 MB

VSE Central Functions 7.1.0 **(total size of PTFs: 35.4MB)**

VSE/SP UNIQUE CODE **(total size of PTFs: 12.6MB)**
 UK00698 UK00699 UK00701 UK01607 UK02709 UK04038 UK05148 UK06576 UK07222 UK07648 UK07819 UK08220

VSE/POWER
 UD52780 UD52781 UD52804 UD52805 UD52866 UD52867 UD52871 UD52894 UD52899 UD52900 UD52911

VSE/VSAM
 UD52868

VSE/AF **(total size of PTFs: 17.7MB)**
 UD52673 UD52674 UD52721 UD52722 UD52723 UD52765 U
 UD52823 UD52824 UD52825 UD52838

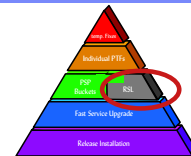
....

Copy the PTF numbers *) from this page and paste it into the electronic ordering page.

<https://techsupport.services.ibm.com/server/390.electpforder>

*) other text is being ignored by order process

RSL Update Dates



RSL	RSL Cut-Off	RSL Available	Comments
263, 273, 311	01/31/2006	03/17/2006	
263, 273, 311	11/30/2005	01/13/2006	
263, 273, 310	09/20/2005	11/25/2005	GA 3.1.1
263, 273, 310	07/31/2005	09/16/2005	
263, 273, 310	05/31/2005	07/15/2005	
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

This table shows the updating principle:

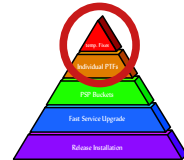
A certain RSLs is being updated until a new refresh level for the given release comes out.

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, 2.6.3) 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/UII

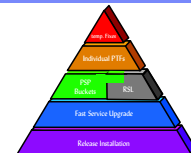
APAR fixes

- ▶ 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/UII
- ▶ 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 known 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 ¹⁾
- + RSL 2.7.3 → latest RSL
- + PSB 2.7.3 → latest hiper service

1) if you have a refresh tape available if not, then install RSL271, RSL272 and RSL273 instead

z/VSE 3.1.0

- Install Refresh 3.1.1 → z/VSE 3.1.1
- + RSL 3.1.1 → latest RSL
- + PSB 3.1.1 → latest hiper service

OR

- Install RSL 3.1.0 → z/VSE 3.1.1 level
- + RSL 3.1.1 → latest RSL
- + PSB 3.1.1 → latest hiper service

VSE/ESA 2.7.1

- Install RSL 2.7.1 → VSE/ESA 2.7.2
- + RSL 2.7.2 → VSE/ESA 2.7.3
- + RSL 2.7.3 → current RSL
- + PSP 2.7.3 → latest hiper srv

VSE/ESA 2.7.3 + PTFs

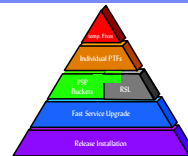
- Install RSL 2.7.3 → latest RSL
- + PSB 2.7.3 → latest hiper service

z/VSE 3.1.1

- Install RSL 3.1.1 → latest RSL
- + PSB 3.1.1 → latest hiper srv

Samples for Selecting Preventive Maintenance

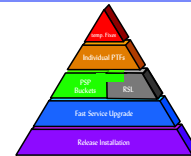
with Release Migration



VSE/ESA 2.6.x or 2.7.x and moving to z/VSE 3.1.1

- Install Refresh 3.1.1 → VSE/ESA 3.1.1 (FSU)
- + RSL 3.1.1 → latest RSL
- + PSP 3.1.1 → 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

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 better: 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
- Before production cutover have a fallback plan in place
- Production cutover

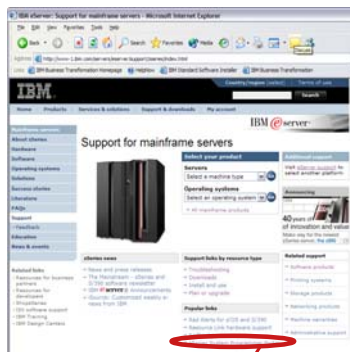


*) <http://www-1.ibm.com/servers/eserver/zseries/zvse/>

Retrieving APARs/PTFs over the Internet

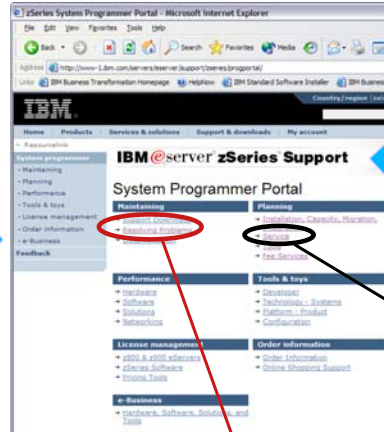
<http://www-1.ibm.com/servers/eserver/support/zseries/index.html>

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.

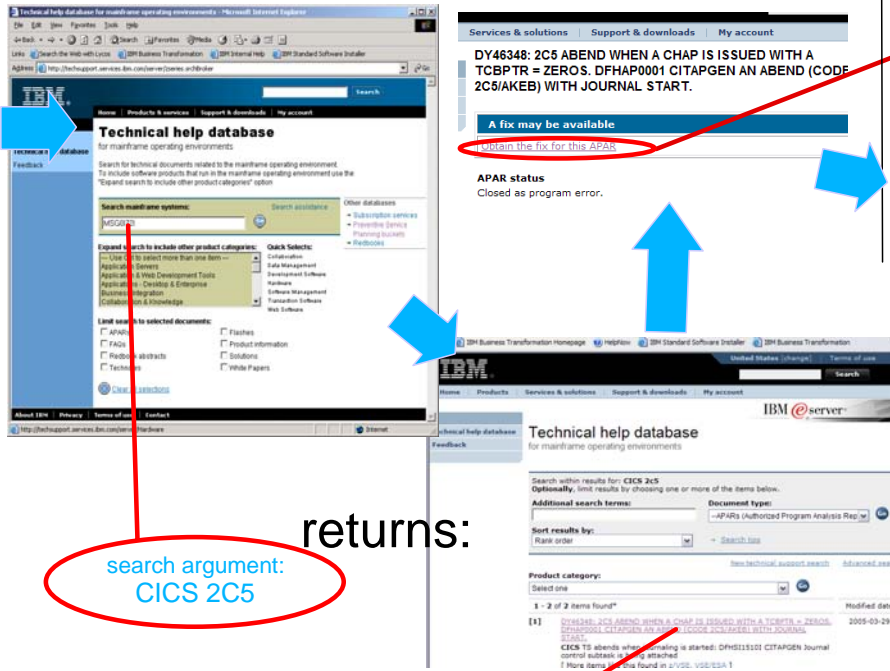


Resolving Problems



APAR with PTF ordering

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



Otain the fix for this APAR

Applicable component levels
 R65C PSY UD52786 UP05/03/21 I 1000
 R75C PSY UD52787 UP05/03/21 I 1000

search argument:
 CICS 2C5

returns:

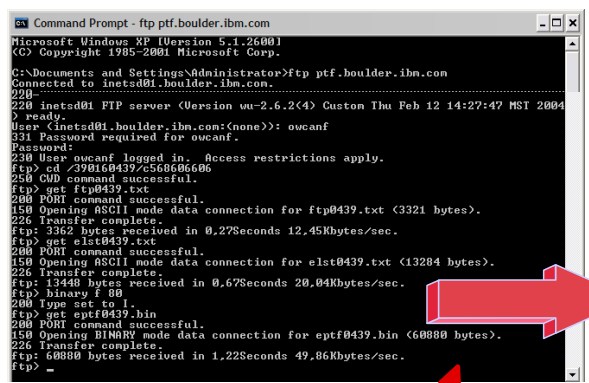
Abstract: DY46348: 2C5 ABEND WHEN A CHAP IS ISSUED WITH A TCBPTR = ZEROS. DFHAP0001 CITAPGEN AN ABEND (CODE 2C5/AKEB) WITH JOURNAL START.

- Select the PTF 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

```
COERVER = 30-STATUS
SOURCE = EMAIL
COERNBR = 390160439
CNTYNBR = 000
FRMNODE = BLDISDMC
FRMUSER = R37OACK
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# 86089849 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
NRDATA = 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!

Transferring and Installing the PTF into the VSE System

via TCP/IP (recommended)

- from the PC via TCP/IP ftp to VSE into predefined VSAM file 'IJSYSPF'
 - 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 UII dialogs
 - service medium is 'disk'

alternatively:

via a VTAPE

or via Host Transfer File (HTF), or into a library member

Warning!

- loading PTF files directly into the POWER reader gives fatal results:
 - PRE and CO requirements are not necessarily fulfilled due to any sequence
 - PTF data containing 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

Viewing the Latest Service Related Information

The screenshot shows the IBM z/VSE website interface. On the left, a navigation menu includes 'Home', 'Products', 'Services & solutions', 'Support & downloads', and 'My account'. The 'Support & downloads' section is expanded to show 'Service and support'. Within this section, there are tabs for 'Introduction', 'Preventive', 'Corrective', and 'How to order'. A red circle highlights the 'Service and Support' link in the left-hand navigation menu. A yellow callout box points to the 'Corrective' tab, indicating that it provides links to specific service information for individual components like APARs and PTFs. Another yellow callout box points to the 'Hot service news' section, which displays the latest service news, including a notice about recommended service levels for z/VSE 3.1.1.

What can VSE Customers use ShopzSeries for?

- **Order z/VSE Operating System Package**
 - ▶ for Base install
 - ▶ Fast Service Upgrade (FSU)
 - ▶ ShopzSeries will check for existing Licenses
- **Order Optional Products for z/VSE**
 - ▶ choose from a large product catalog
- **Order z/VSE Service Packages**
 - ▶ Individual PTFs (list of PTFs e.g. RSL)
 - ▶ PTFs for individual APARs
 - ▶ Critical service (Hiper/PE Fixes)
- **View your License Inventory**

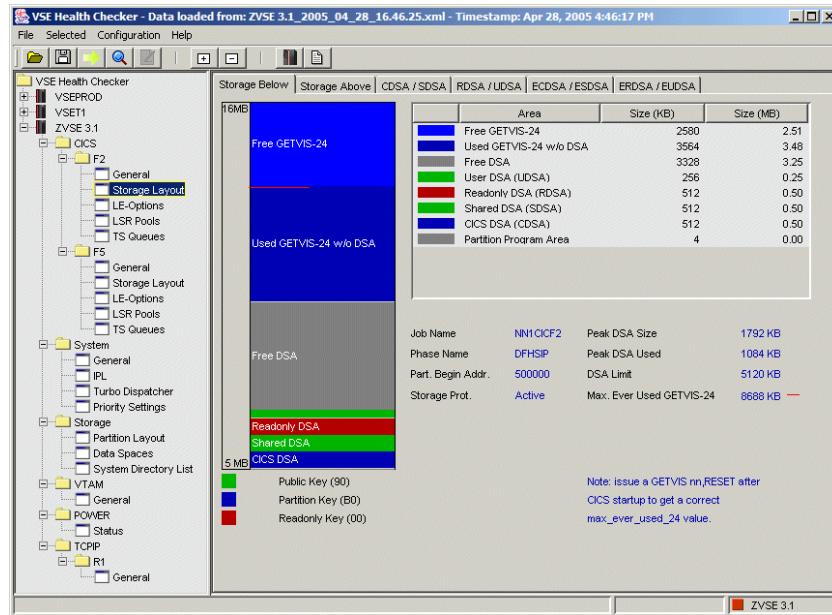
Register for ShopzSeries usage well ahead ! (about 1 week)

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

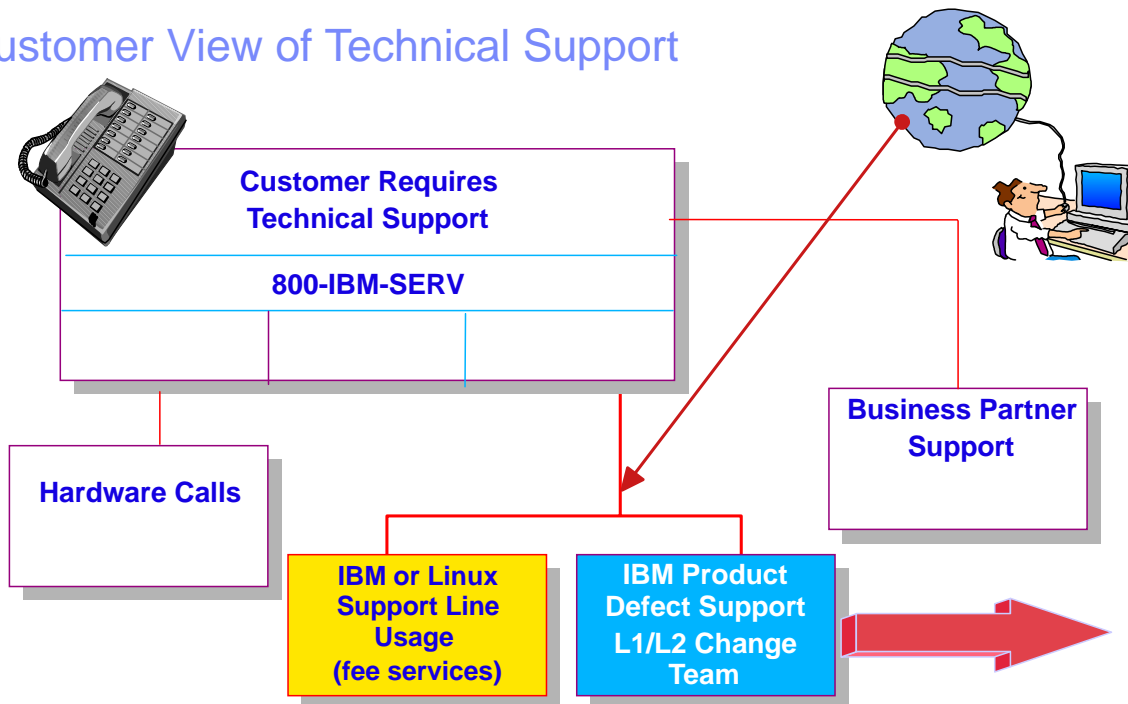
- Reduce/eliminate hardcopy shipments, go e-books
 - ▶ VSE shipments contain a CD with documentation
 - ▶ manuals on website are up to date with short lead time
 - follow 'Documentation' link on VSE home page
- Move away from tape shipments to e-delivery only
 - ▶ order zSeries software products and 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



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](ftp://testcase.software.ibm.com)
 - [ftp ecurep.mainz.de.ibm.com](ftp://ecurep.mainz.de.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



Program Services support for most zSeries 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?

Do you have the right support in place?

IBM 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!

*) defect in IBM code only

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!

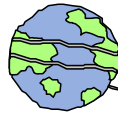
... more useful Information ...

▶ see our issue of



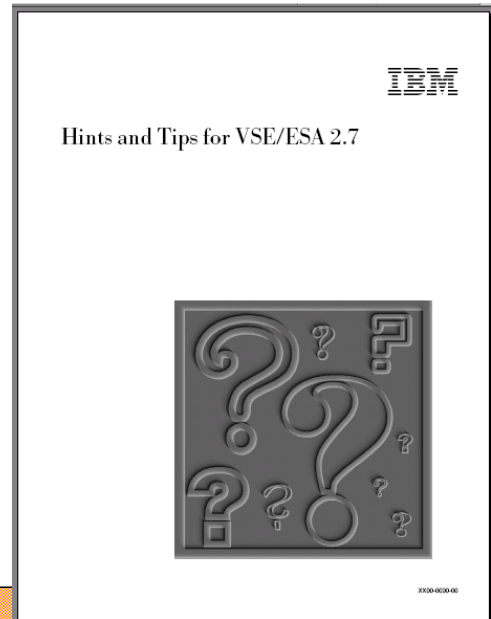
▶ **VSE Hints & Tips** (Edition September 2004)

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



download as PDF file from the VSE homepage:

<ftp://ftp.software.ibm.com/eserver/zseries/zos/vse/pdf3/vse27/hint8mm2.pdf>



Thanks for listening!

Questions



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