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E36   **How to Setup and Gather Documentation for IMS Problems**
Jeff Maddix, IBM Silicon Valley Laboratory

The problem is... what to do when you have a problem? Learn the recommended procedures to ensure that you gather the proper diagnostic information if a problem occurs on your IMS system. The session focuses on proper preparation for a problem and taking the proper action when a problem occurs. Topics include diagnostic documentation setup recommendations for IMS and MVS and tips on gathering complete documentation for various problem types and IMS environments. Creating proper documentation for a problem leads to the quickest solution.