Session 1200

IMS Service Highlights

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IMS Service Highlights
Agenda

⚠ **Agenda**

- **Section 1: IMS Maintenance Process Topics**

- **Section 2: IMS APAR Tips**

- **Section 3: IMS Product Service Expiration Dates**

- **Section 4: IMS SVL Software Support Information Sources**

  – **PSP (Preventative Service Planning) Buckets**

  – **IMS Support Web Pages**

- **Section 5: Technical Support Contacts**

Section 1:

IMS Maintenance Process Topics

General IMS Maintenance Recommendation

⚠ **General IMS maintenance recommendation**

- **The IMS general maintenance recommendation has been added to our PSP (Preventative Service Planning) buckets under the following UPGRADE/SUBSETs:**

  - **IMS710 HMK7700/GA2**

  - **IMS810 HMK8800/GA**

- **The PSP buckets will contain the most current version of the IMS maintenance recommendation.**

- **Copies of the latest general IMS maintenance recommendations have been provided.   See separate handout entitled:**

  - **General IMS Maintenance Recommendation from PSP Bucket IMS810 HMK8800/GA**

General IMS Maintenance Recommendation, Continued

▲ **General IMS maintenance recommendation, continued**

- **The recommendation includes newest service schemes including:**

  - **Enhanced Holddata for up-to-date hold information**

  - **CST (Consolidated Service Test) SOURCEIDs**

  - **ShopzSeries for ordering maintenance**

  - **Pointers to the IMS Maintenance Information APARs with detailed steps and SMP/E examples**

    ► **II08928 - IMS 710 and below**

    ► **II13024 - IMS 810 and above**

PE and HIPER APAR Management Using Enhanced Holddata

⚠ **IMS recommends the use of Enhanced HOLDDATA to identify PE and HIPER maintenance not currently installed on the IMS RESLIB.**

- **Entire OS/390 and MVS platform is covered in a single set of HOLDDATA.**

- **Read ++HOLD data into the Global Zone used by IMS.**

- **SMP/E REPORT ERRSYSMODS is used to identify all missing critical service.**

  SET   BOUNDARY (GLOBAL) .

  REPORT ERRSYSMODS ZONES(tzone) .

⚠ **A complete description of MVS Enhanced HOLDDATA can be found on the Internet.**

http://service.software.ibm.com/390holddata.html

PE and HIPER APAR Management Using Enhanced Holddata, Continued

△ **Sample SMP/E REPORT ERRSYSMODS report**

```
1PAGE 0001  - NOW SET TO GLOBAL ZONE          DATE 02/18/04  TIME 14:28:03  SMP/E 31.25
SMPRPT
 EXCEPTION SYSMOD REPORT FOR ZONE IMSTZ81
 HOLD      SYSMOD    APAR       ---RESOLVING SYSMOD----    HOLD      HOLD
 FMID      NAME      NUMBER     NAME     STATUS RECEIVED   CLASS     SYMPTOMS
 -----------------------------------------------------------------------------------------
 HMK8800   HMK8800   DQ81398    UQ83199  GOOD   YES        HIPER     PRF
                     DQ81674    UQ83428  GOOD   YES        HIPER     IPL
                     DQ81778    UQ84275  GOOD   NO         HIPER     DAL
                     DQ80039    UQ82332  HELD   YES        HIPER     FUL
                     DQ81898    UQ83990  GOOD   NO         HIPER     IPL
                     DQ82161    UQ83622  GOOD   YES        HIPER     IPL
                     DQ82187    UQ83820  GOOD   NO         HIPER     DAL
                     DQ82287    UQ84735  GOOD   NO         HIPER     IPL
                     DQ82288    UQ84387  GOOD   NO         HIPER     IPL
                     DQ82293    UQ83987  GOOD   NO         HIPER     IPL
                     DQ82344    UQ84629  GOOD   NO         HIPER     IPL,FUL,PRV
                     DQ82366    UQ84258  GOOD   NO         HIPER     IPL,FUL
                     DQ82744    UQ84271  GOOD   NO         HIPER     IPL
                     DQ83451    ***NONE                    HIPER     IPL
                     DQ83502    ***NONE                    HIPER     IPL,PRV
           UQ70972   DQ74996    UQ81981  GOOD   YES        PE
           UQ73834   DQ82857    ***NONE                    PE
           UQ75061   DQ79882    UQ82451  GOOD   YES        PE
           UQ75941   DQ82366    UQ84258  GOOD   NO         PE
           UQ76505   DQ80716    ***NONE                    PE
           UQ79301   DQ80261    UQ82806  GOOD   YES        PE
           UQ80435   DQ80269    ***NONE                    PE
```

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PE and HIPER APAR Management Using Enhanced Holddata, Continued

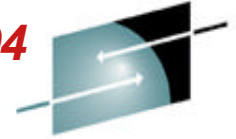△ **Sample SMP/E REPORT ERRSYSMODS Flag Definitions**

Flag Definitions

Below are the currently delivered flags and their meanings.

Flag	Keyword	Description
DAL	DATALOSS	Destruction and/or contamination of customer data.
FUL	FUNCTIONLOSS	Causes a major loss of function on the customer's system.
IPL	SYSTEMOUTAGE	Causes the customer to re-IPL, reboot, recycle or restart one or more systems or subsystems.
PRF	PERFORMANCE	Causes severe impact to system performance/throughput.
PRV	PERVASIVE	Problem may affect many customers.
SYSPLXDS	SYSPLEXDS	Identifies HIPER fixes needed to support and implement SYSPLEX Data Sharing.
XSYSTEM	XSYSTEM	Identifies HIPER fixes which provide cross-system, migration, compatability or toleration support.

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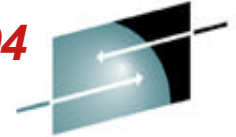
Consolidated Service Test (CST)

△ **CST team consists of cross product test representatives who test recommended maintenance packages in a user-like sysplex environment, using industry representative workloads from major MVS subsystems including IMS, CICS, DB2, IRLM, WebSphere MQ, WebSphere AS**

  • **Service is marked with RSU (Recommended Service Upgrade) RSUyymm SOURCEID notation**

      – **QTRLY = RSUyy03, RSUyy06, RSUyy09, RSUyy12**

      – **Monthly = RSUyy01, RSUyy02, RSUyy03, etc.**

△ **Available on ESO, CBPDO and ServerPac deliverables and orderable in shopzSeries**

△ **CST Website for additional information/contact**

  • **http://www.ibm.com/servers/eserver/zseries/zos/servicetst/**

△ **Share Session 2827 "Improvements in z/OS Service"**

  • **Ballroom Level - Room 204 (Tue) - 4:30, Speaker: Greg Daynes (IBM)**

ShopzSeries

△ **ShopzSeries - IBM's web based productivity tool used to order zSeries software products, product upgrades and system maintenance.**

- **Stores and tracks your information in a customer profile for later recall**

- **Can automatically tailor orders to match your installed software inventory by uploading them to ShopzSeries right over the Web**

- **ShopzSeries Orderables**
  - Corrective service
  - Preventive service for a system
  - Customized preventive service for a system (RefreshPac)
  - Preventive service for all licensed products (service-only CBPDO)
  - Customized toleration service for a system

  - products (CBPDO)
  - customized products (ProductPac)
  - system replacement (ServerPac)
  - customized system replacement (SystemPac)
  - driving system (Customized Offerings Driver)

- For more information:

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

  - **2865 Confessions of a zMall Rat: User Experiences with ShopzSeries** Room 203CThu - 1:30 Skip Robinson (Southern California Edison)

IMS Installation and Maintenance Related Redbooks Available

⚠ **"IMS Installation and Maintenance Process" Redbook SG24-6574-00**

- **Describes different options available in the installation of IMS and IMS service maintenance.**

⚠ **"Parallel Sysplex - Software Management for Availability" SC24-5451-00**

- **Describes maintenance issues specific to Parallel Sysplex environment**

⚠ **Both are available on the web from the IMS home page**

- **http://www.ibm.com/ims**
  - **Click on "Redbooks" in the Highlights menu**

ANNOUNCING
IMS Version 9

| Highlights |
| Overview |
| Documentation |
| Presentations/papers |
| Redbooks |

Click Here

IMS Dataset Name Changes

Dataset Name Changes Between Versions:

New V9 Libraries: ADFSJLB9 and ADFSJHF9 for IMS JAVA

ADFSJDC8 and ADFSJHF8 no longer provided

V6 Distlib	V6 Targetlib	V7 Distlib	V7 Targetlib	V8 Distlib	V8 Targetlib
GENLIB	SMPMTS	ADFSMAC	SDFSMAC	ADFSMAC	SDFSMAC
GENLIBA	MACLIB	ADFSMAC	SDFSMAC	ADFSMAC	SDFSMAC
GENLIBB	MACLIB/SMPMTS	ADFSMAC	SDFSMAC	ADFSMAC	SDFSMAC
LOAD	-	ADFSLOAD	-	ADFSLOAD	-
-	RESLIB	-	SDFSRESL	-	SDFSRESL
DBSOURCE	SMPSTS	ADFSSRC	SMPSTS	ADFSSRC	**SDFSSRC**
SVSOURCE	SMPSTS	ADFSSRC	SMPSTS	ADFSSRC	**SDFSSRC**
TMSOURCE	SMPSTS	ADFSSRC	SMPSTS	ADFSSRC	**SDFSSRC**
DFSCLSTA	DFSCLST	ADFSCLST	SDFSCLST	ADFSCLST	SDFSCLST
DFSEXECA	DFSEXEC	ADFSEXEC	SDFSEXEC	ADFSEXEC	SDFSEXEC
DFSISRCA	DFSISRC	ADFSISRC	SDFSISRC	ADFSISRC	SDFSISRC
DFSRTRMA	DFSRTRM	ADFSRTRM	SDFSRTRM	ADFSRTRM	SDFSRTRM
DFSMLIBA	DFSMLIB	ADFSMLIB	SDFSMLIB	ADFSMLIB	SDFSMLIB
DFSPLIBA	DFSPLIB	ADFSPLIB	SDFSPLIB	ADFSPLIB	SDFSPLIB
DFSSLIBA	DFSSLIB	ADFSSLIB	SDFSSLIB	ADFSSLIB	SDFSSLIB
DFSTLIBA	DFSTLIB	ADFSTLIB	SDFSTLIB	ADFSTLIB	SDFSTLIB
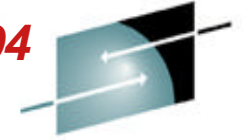
Section 2:

IMS APAR Tips

IMS APAR PQ84975 - Fix for PE APAR PQ77172

△ **IMS Control region hangs in a ISERWAIT out of module DFSCLM00 waiting for the DC latch held by Queue manager module DFSQC070**

  – **PQ84975/UQ_____   - R710 PDO ____   ESO F___ Opened 02/19/04**

  – **PE'd PQ77172/UQ84442 - R710 PDO 0408 ESO F___ Closed 02/13/04**

● **ERROR DESCRIPTION: A terminal is going through signoff and terminating the conversation while holding the DC system latch. It detects an IMS system checkpoint in progress and waits for it to complete. The IMS System checkpoint flow needs the DC system latch exclusive and waits. Deadlock...**

● **USERS AFFECTED: All IMS R710 DC Users with PEd APAR/PTF PQ77172/UQ84442 applied.**

● **RECOMMENDATION: Install corrective PTF when available or remove PQ77172 if applied.**

z/Architecture Related IMS APARs

▲ **IMS will include keyword "64BITIMS" in APARs that involve z/Architecture software or hardware changes**

z/Architecture Related IMS APARs, Continued

⚠ **ABENDS0D3 PIC13 IN DBFVOCI0 PREIO1B IN ABENDS0D3 PIC13 IN DBFVOCI0 PREIO1B**

- **PQ78665/UQ80806 - R710 PDO 0342 ESO F310**

- **PQ78716/UQ82876 - R810 PDO 0401 ESO F312**

- **ERROR DESCRIPTION: LRA instruction references beyond last page fixed WSA buffer.**

    - **In the z/Architecture environment, when pageable storage is getmained, it can be backed anywhere in real storage. The LRA instruction cannot handle translation of the 64-Bit real address if bits 0-32 of the real address are not all zeros, a special-operation exception (PIC 13) is recognized.**

- **USERS AFFECTED: IMSFP R710/R810 DEDB Local VSO users with z/OS running in z/Architecture mode.**

- **RECOMMENDATION: Install corrective PTF.**

IMS New Function APAR - Disable RRS

△ **Provide support for an IMS online control region RRS= parameter to allow RRS (Resource Recovery Services) to be disabled/enabled**

  – **PQ62874/UQ78980 - R710 PDO 0333 ESO F308**

  – **PQ62873/UQ70789 - R810 PDO 0243 ESO F210**

- **NEW FUNCTION DESCRIPTION: This service will provide a new IMS function that consists of supporting a new RRS= control region parameter to allow RRS to be disabled/enabled**

- **USERS AFFECTED: All IMS Users**

- **RECOMMENDATION: Install corrective PTF when it becomes available if you wish the capability of disabling RRS for IMS**
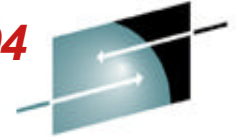
IMS RRS Diagnostics

▲ **If you use RRS (Recovery Resource Services), diagnostics can be enhanced by the following:**

  • **Take a SVC dump of the standard IMS regions (CTL, DLI, DBRC, suspicious dependent regions, IRLM, etc.),**

    − **In addition, ensure to include the <u>MVS RRS address spaces</u> and the <u>MVS logger address space (IXGLOGR)</u>**

  • **SLIP trap example for standard RRS user ABEND - ABENDU0711**

```
SLIP SET,C=U0711,JOBLIST=(ctl,dli,rrsjname,IXGLOGR),
SDATA=(CSA,PSA,RGN,SQA,SUM,TRT,GRSQ,LPA,ALLNUC),
ID=nnnn,DSPNAME=('RRS'.*),END
---   Where  ctl      = IMS Control Region Jobname
             dli      = RRS Region Jobname
             rrsjname = RRS Region Jobname
             nnnn     = Name used to recognize this SLIP
```

IMS RRS Diagnostics, Continued

⬙ **RRS related problems, continued**

- **Turn on the RRS component trace.**

  - **Reported to have minimal performance impact**

  - **Place the following in the CTIRRSxx PARMLIB member:**

    TRACEOPTS

    ON

    BUFSIZE(500M)

    OPTIONS('EVENTS(ALL)')

  - **Place the following in the MVS COMMNDxx SYS1.PARMLIB member:**

    - **TRACE CT,ON,COMP=SYSRRS,PARM=CTIRRSxx**

      - ► **This will allow the trace to be active at IPL time**

- **Use "D TRACE,COMP=SYSRRS" command to view the current setting**

- **RRS component trace will be present in the RRS address space**

  - **Format using IPCS CTRACE COMP(SYSRRS) FULL command**

IMS RRS Diagnostics, Continued

△ **RRS related problems, continued**

- ● **Save the IMS OLDS**

  - – **IMS TYEP67D0 log records will be produced for some ABENDU0711s**

    - ► **Print records using IMS utility programs DFSERA10/DFSERA30**

  - – **Other RRS related records produced,**

    - ► **TYPE 4098 checkpoint for RRS/MVS logname**

    - ► **TYPE5615 - IMS restarted with RRS**

    - ► **TYPE5616 - Start of protected UOW**

- ● **Issue two or three IMS DISPLAY UOR ALL commands to show status about IMS UOR for protected resources on the RRS/MVS recovery platform**

  - – **RRS-URID provided by RRS and IMS recovery token displayed**

Finding HALDB Maintenance

▲ **Finding HALDB Maintenance**

- **Use our general IMS maintenance recommendation**

  – **Use Enhanced HOLDDATA and SMP/E REPORT ERRSYSMODS as described earlier to identify missing HIPER and PE maintenance.**

  – **Read APAR USERS AFFECTED text to determine if the fix applies to either full function DB or HALDB users.**

  – **Apply and test appropriate maintenance.**

  – **Contact the IMS Support center for questions about specific APARs/PTFs if unclear.**

Section 3:

IMS Product Service Expiration Dates
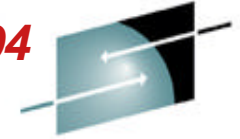
IMS 610 Service Expiration Date

△ **IMS Version 610**

- **Component ID: 5655B0100**

- **Service expiration date: Sept. 30, 2003**

- **Replacement: IMS Version 710 or 810**

- **Please make plans to migrate to IMS/ESA V7 or V8 as soon as possible**

Section 4: IMS SVL Software Support Information Sources

Section 4:

IMS SVL Software Support Information Sources:

A. PSP Buckets

B. IMS Support Web Pages

IMS PSP Buckets

▲ **PSP (Preventative Service Planning) Buckets**

- **The PSP buckets are intended to help IBM software users manage the introduction of maintenance to their systems and support products throughout their life cycle including product migration.**

- **IMS UPGRADE names**

    - **IMS710 IMS810**

- **Each UPGRADE contains SUBSET entries**

    - **CHG/INDEX - Outlines changes to the entire UPGRADE bucket**

    - **The remaining SUBSET entries are the product FMIDs**

    - **Each installed FMID SUBSET should be examined for updates and additions as indicated in the CHG/INDEX**

Access/Search IMS PSP Buckets
http://www.ibm.com/ims

⚠ **To access the IMS PSP buckets**

- **Go to the IMS website and click on support in the left menu**

  – **http://www.ibm.com/ims**

Access/Search PSP Buckets, Cont.

⚠ **Access the IMS PSP buckets, cont.**

- **Page down to find "Other Resources" in the middle section**

Access/Search PSP Buckets, Cont.

△ **Access the IMS PSP buckets, cont.**

- **Click on "Search Preventative Service Planning Buckets"**

Services	Self help	Problem submission	Related products
Support			→ APARs for IBM eServer Solutions
· My support	**Solve a problem**	If you didn't find a solution to your problem and you have a maintenance contract:	
· Submit & track problems	→ APARs		
	→ Frequently asked questions (FAQs)	⌘ Submit & track problems	
· How to buy software support	→ Hints & Tips	→ How to buy support for your software	
	→ Technotes		
· Help	**Download**		
· Site tours	→ Check status of ordered PTFs	Other resources	
· Feedback		→ Search Preventative Service Planning (PSP) buckets	
	→ Order fixes by PTF number		
Translate My Page	**Learn**	→ Search Error Messages	
Select language ▾	→ Online Publications (Newsletters, Periodicals)	→ Product Lifecycle (end-of-service dates)	
→ Translate	→ Product information		
	→ Redbooks		
	→ White papers		

Search PSPs

Access/Search PSP Buckets, Cont.

⚠ **Access the IMS PSP buckets, cont.**

- **Continue through registration/signon**

Access/Search PSP Buckets, Cont.

⚠ **Access the IMS PSP buckets, cont.**

- **Register/continue....**

Access/Search PSP Buckets, Cont.

▲ **Access the IMS PSP buckets, cont.**

• **Search on the desired IMS Upgrade name (IMS710, IMS810)**

Access/Search PSP Buckets, Cont.

⏶ **Access the IMS PSP buckets, cont.**

 • **IMS810 Subset entries. Select the CHG/Index to see recent changes**

Access/Search PSP Buckets, Cont.

△ **Access the IMS PSP buckets, cont.**

- **IMS810 Change Index - List updates to the other IMS810 Subsets**

```
                          Change Index

        DATE      SUBSET ALTERED     COMMENTS

445  04/02/13    HIR2101/0203      SECTION 4, ADDED ITEM 34    PQ83005 UQ84401
                 HIR2101/0203      SECTION 4, ADDED ITEM 35         59 UQ84179
444  04/02/09    JMK8802/GA        SECTION 4, ADDED ITEM 54       3 UQ84417
                 JMK8802/GA        SECTION 4, ADDED ITEM         0 UQ84674
443  04/02/09    JMK8801/GA        SECTION 4, ADDED ITE        1715 UQ83819
                 JMK8801/GA        SECTION 4, ADDED        Q81023 UQ84466
442  04/02/09    HMK8800/GA2       SECTION 4, ADDE         PQ82744 U  271
                 HMK8800/GA2       SECTION 4, ADDED     7  PQ82366   58

441. 04/02/06    HMK8800/GA2       SECTION 5, ADDED ITEM  2
440. 04/01/30    JMK8801/GA        SECTION 4, CHANGED ITEM 20
439. 04/01/26    HMK8800/GA2       SECTION 3, ADDED ITEM
                 HMK8800/GA        SECTION 3, REPLACED ITE
438  04/01/22    HIR2101/0203      SECTION 4, ADDED ITEM       0579 UQ83741
437. 04/01/19    JMK8801/GA        SECTION 3, REPLACED ITEM
436. 04/01/16    HMK8800/GA2       SECTION 3, ADDED ITEM  2
411  03/11/13    JMK8802/GA        SECTION 4, ADDED ITEM 40    PQ76570 UQ81871
410  03/11/13    HMK8800/GA2       SECTION 4, ADDED ITEM 41    PQ79481 UQ81802
409  03/11/13    HALDB1            SECTION 4, ADDED ITEM  1    PQ79481 UQ81802
408. 03/11/03    HALDB1            SECTION 2, ADDED ITEM  1
407  03/11/03    JMK8802/GA        SECTION 4, ADDED ITEM 38    PQ78696 UQ81088
                 JMK8802/GA        SECTION 4, ADDED ITEM 39    PQ77002 UQ80875
406  03/11/03    JMK8801/GA        SECTION 4, ADDED ITEM 60     75487 UQ80887
405  03/11/03    HIR2101/0203      SECTION 4, ADDED ITEM       9202 UQ81166
404  03/10/31    JMK8801/GA        SECTION 4, ADDED ITE        7790 UQ80889
403  03/10/31    HMK8800/GA2       SECTION 4, ADDED           Q77790 UQ80912
                 HMK8800/GA2       SECTION 4, AD              PQ75487 UQ80886
402  03/10/30    HMK8800/GA2       SECTION 4, AD         7   PQ77002 UQ80874
                 HMK8800/GA2       SECTION 4, AD        M 38  PQ76663 UQ81086
401. 03/10/28    HMK8800/GA2       SECTION 1, A        EM  2
400  03/10/27    JMK8802/GA        SECTION 4, ADDED ITEM 35    PQ78862 UQ81161
                 JMK8802/GA        SECTION 4, ADDED ITEM 36    PQ78435 UQ80754
                 JMK8802/GA        SECTION 4, ADDED ITEM 37    PQ74487 UQ80763
```

Section 5 update
Cross Product

Section 3 update
General Info

Section 1 update
Installation

Access/Search PSP Buckets, Cont.

⧋ **Access the IMS PSP buckets, cont.**

- **IMS810 Subset entries. Select the desired subset bucket**

| | Search |

| Home | Products & services | Support & downloads | My account |

Preventive Service Planning (PSP)

→ Select a country

← eServer support

zSeries support

Planning

Problem solving

Fixes

Library

Education

Services

Feedback

Sign out

Related links:

iSeries support

pSeries support

xSeries support

IBM eServer

Select the subset you want to view.

UPGRADE	SUBSETS	ABST...
IMS810	HMK8800/GA	Sys...ices V. 8, R. 1, M. 0
IMS810	HMK8800	Sys...ervices V. 8, R. 1, M. 0
IMS810	HMK8800/GA2	System...ervices V. 8, R. 1, M. 0
IMS810	JMK8806/GA	IMS Java V. 8, R. 1, M. 0
IMS810	chq/index	V. 8, R. 1, M. 0 for IMS Transaction and Database
IMS810	JMK8805/GA	DB Level Tracker V. 8, R. 1, M. 0
IMS810	JMK8804/GA	Remote Level Tracker V. 8, R. 1, M. 0
IMS810	JMK8804	Recovery Level Tracker V. 8, R. 1, M. 0
IMS810	JMK8803	ETO Feature V. 8, R. 1, M. 0
IMS810	JMK8806	IMS Java V. 8, R. 1, M. 0
IMS810	JMK8803/GA	ETO Feature V. 8, R. 1, M. 0
IMS810	JMK8805	DB Level Tracker V. 8, R. 1, M. 0
IMS810	HMK8800/GA/1	System Services V. 8, R. 1, M. 0
IMS810	HIR2101/0036	IMS IRLM V2R1 V. 2, R. 1, M. 0
IMS810	HIR2101/0203	IMS IRLM V2R1 V. 8, R. 1, M. 0
IMS810	JMK8802/GA	Transaction Manager V. 8, R. 1, M. 0
IMS810	HALDB1	HALDB Pub
IMS810	JMK8802	Transaction Manager V. 8, R. 1, M. 0

HMK8800/GA2

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Access/Search PSP Buckets, Cont.

⚠ **Access the IMS PSP buckets, cont.**

- **Upgrade IMS810 HMK8800/GA2 Subset entry**

https://techsupport.services.ibm.com/server/390.psp390?search_type=READ&upgrade=IMS810&subset=HMK8800/GA2

Preventive Service Planning

Upgrade IMS810, Subset HMK8800/GA2

System Services Version 8, Release 1, Modification 0

Last change 2004/02/09, shown as of 2004/02/11.

Bucket Sections

Service Recommendation Summary	Installation Information
Documentation Changes	General Information
Service Recommendations	Cross Product Dependencies
Informational/Documentation	PTF/APAR Reference Lists
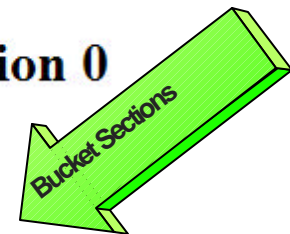
Access/Search PSP Buckets, Cont. PSP UPGRADE/SUBSET Section Layout

⚠ **Key areas for review within each FMID SUBSET entry include the following:**

- **Opening Text.**

- **Change Summary.**

- **Service Recommendation Summary.**

- **Section 1: Installation Information**
  - **Contains changes to the IMS Program Directory or other notable items related to IMS installation**

- **Section 2: Documentation Changes**

- **Section 3: General information**
  - **This section contains information to help you support IMS. The scope is broad, but important.**

- **Section 4: Service Recommendations**
  - **Contains a portion of PTF/APAR text including Users Affected**

- **Section 5: Cross Product Dependencies**
  - **This section is very important since it makes maintenance and product level recommendations for products other than those included in the IMS PSP UPGRADE.Cross Product Dependencies may describe problems that result in an IMS outage.**
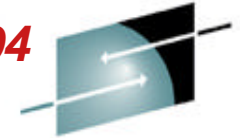
Access/Search PSP Buckets, Cont.

△ **Access the IMS PSP buckets, cont.**

  ● **Upgrade IMS810 HMK8800/GA Subset Installation Section 1.**

```
                    Installation Information

This section contains changes to the product's Program Directory.

2. 03/10/28 RACF/zOS service for OW52125 and OW51755 are required for
            IMS V8.  Failure to have this service on can result in an
            assembly failure with ASMA017W message for an unknown
            keyword in the RACROUTE statement.

1. 03/09/15 In IMS V8 the type 2 SVC DFSVC200 contains a new CSECT
            named DFSCPYRT. If more than 1 IMS V8 type 2 SVC is defined
            to the OS390 or z/OS system IPL will fail because of the
            duplicate CSECT name of DFSCPYRT from both SVC's.  This
            will be corrected by service for PQ77260. Until this
            service is available and implemented on your system do not
            have 2 different IMS V8 type 2 SVC's in SYS1.NUCLEUS.  Note
            this is an IMS V8 issue only - it is okay to have a type 2
            SVC from IMS V8 and a type 2 SVC from a different version
            of IMS like IMS V7.
```
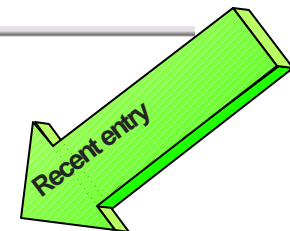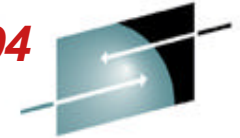
Recent entry

Access/Search PSP Buckets, Cont.

⚠ **Access the IMS PSP buckets, cont.**

- **Upgrade IMS810 HMK8800/GA2 Subset Cross Product Dependency Section 5.**

```
             Cross Product Dependencies

This section contains information that is dependent upon another
product other than this subset ID.  It also contains information
dealing with migration and product coexistance.

2. 04/02/06  INTERDEPENDENT PRODUCT: z/OS 1.5
             PROBLEM: ABENDU0845
             USERS AFFECTED: IMS810 DEDB users ON z/OS 1.5
                                 ( DFSMS HDZ11H0 )
             RECOMMENDATION: INSTALL SERVICE FOR APAR OA05999

1. 03/11/25  INTERDEPENDENT PRODUCT: z/OS 1.5 and above
             PROBLEM: DEDB users encounter ABEND0C4 in DBFMMIT0
             USERS AFFECTED: IMS810 DEDB users ON z/OS 1.5 ( DFSMS
                                 HDZ11H0 )
             RECOMMENDATION: INSTALL SERVICE FOR APAR PQ81018
```

Section 4:

IMS SVL Software Support Information Sources:

A. PSP Buckets

B. IMS Support Web Pages

IMS Support Web Pages
IMS Product Website - www.ibm.com/ims

IMS Support Web Pages
IMS Support Page Search

△ **Enter APAR numbers, symptoms, keywords for access to entire support database.**

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IMS Support Web Pages
IMS Support Page Self Help

⚠ **Choose from a variety of support related services.**

IMS JAVA Commonly Asked Questions

http://www-1.ibm.com/support/docview.wss?uid=swg21081453

IMS Java: Commonly asked questions - Microsoft Internet Explorer

Address http://www-1.ibm.com/support/docview.wss?uid=swg21081453

File   Edit   View   Favorites   Tools   Help

IBM.   United States   [Search]

Home | Products & services | Support & downloads | My account

→ Select a country

← Support & downloads

Search result

Feedback

Related links:

IT product training

IBM Redbooks

Sales manual

Announcement letters

Software support handbook

Developers

IBM Business Partners

IMS Java: Commonly asked questions

Technote

Problem
Users have many common questions regarding the setup of IMS Java. This technote is intended to assist in solving those problems

Solution
1. Setting the classpaths in DFSJVMMS member:
There are 2 main scenarios one should consider when setting the classpath:

- The class file is not in a jar or zip file:
  (NOTE: assuming the application is in /Aa/Bb/Cc directory)
  - And the application does not have a package statement:

    classpath=/Aa/Bb/Cc

  - And the application has a package statement:
    - package Ba.Cc

Document information

Product categories:

Software

Database & Data Management

Databases

IMS

IMS Java

Operating system(s):
z/OS, OS/390

Software Version:
7.1, 8.1

Reference #:
1081453
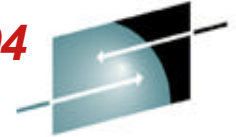
Key Internet Address Summary

⚠ **The following are key Internet addresses:**

- **IMS home page**
  - **http://www.ibm.com/ims**
- *IMS Java Commonly Asked Questions*
  - **http://www-1.ibm.com/support/docview.wss?uid=swg21081453**
- **Enhanced Holddata**
  - **http://service.boulder.ibm.com/390holddata.html**
- **Consolidated Service Test**
  - **http://www.ibm.com/servers/eserver/zseries/zos/servicetst/**
- **Structured holds**
  - **http://ps.software.ibm.com/www/usa/images/holddata_maintenance.pdf**
- **PSP (Preventative Service Planning)**
  - **http://techsupport.services.ibm.com/server/390.psp390**
- *ShopzSeries*
  - **https://www14.software.ibm.com/webapp/ShopzSeries/ShopzSeries.jsp**

Section 5:

Technical Support Contacts

IMS Support Contacts

⚠ **IBM Customer Support Telephone Number (recently changed):**

- **1-800-IBM-SERV**
- **1-800-426-7378**

⚠ **Should you need to discuss the progress of a PMR with either a technical or management contact - OUTSIDE the PMR, please call:**

- **USA: 1-800-283-6103**
- **Outside USA: 408-463-2090**
- **8:00 am - 5:00 pm Pacific Time, Mon-Fri.**

⚠ **Jeff Maddix　　email:　　maddix@us.ibm.com　　(408)463-4956**

⚠ **Steve Nathan email:　　snathan@us.ibm.com　　(732)412-4039**

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IMS Service Highlights Summary

⚠ **Summary**

- **Section 1: IMS Maintenance Process Topics**

- **Section 2: IMS APAR Tips**

- **Section 3: IMS Product Service Expiration Dates**

- **Section 4: IMS SVL Software Support Information Sources**

  – **PSP (Preventative Service Planning) Buckets**

  – **IMS Support Web Pages**

- **Section 5: Technical Support Contacts**
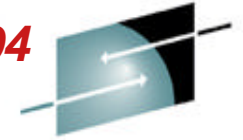
Thank you for SHAREing

in Long Beach