

*TPF Users Group
Grapevine Texas*



IBM Software Group

IBM TPF Toolkit
Troubleshooting
TPF Toolkit Task Force

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AIM Core and Enterprise Solutions
IBM TPF Toolkit for WebSphere Studio 2.0

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Agenda:

- Troubleshooting
 - What do I do now?
 - Where do I go to look for more information?
- Reporting problems
 - How do I report a problem?
 - What information do I provide?

Troubleshooting

- What do I do now?
 - Error messages
 - Error dialog
 - Console
 - Can it be reproduced?
 - Rule out user error
 - Back up current workspace and try with a new workspace
 - Are you at the latest Interim Fix and APAR level?
 - Check if new updates available
 - Check fix list on the web site to see if the problem is already fixed

Troubleshooting (contd)

- Where do I look for more information?
 - Start with the product help
 - Help > Help Contents
 - FAQs
 - Included in product help
 - Support information > TPF Toolkit support documents > TPF FAQ
 - Web site
 - www.software.ibm.com/awdtools/TPFToolkit
 - Support page > Self Help > Technotes (FAQs)

Reporting problems

- How do I report a problem?
 - Open a PMR
 - Ask questions on the newsgroup
 - <news://news.software.ibm.com/ibm.software.vatpf.ide>
 - Mention Interim Fix level
 - Describe steps to recreate problem
 - Include error messages, preferably screen shots
 - Include error ID (e.g. TPFC5001E)

What information do I need to send?

- Send the .log file
 - Workspace\metadata\.log
 - All errors are logged in the log file
 - History of past errors that were logged
 - No sophisticated tool yet to filter, query log entries
 - Sample .log file

What information do I need to send? (contd)

- Send trace file if the problem can be reproduced
 - Enable trace
 - Preferences > TPF Toolkit > Message > Trace
 - Restart TPF Toolkit to generate trace
 - trace_enabled_toolkit.bat
 - Trace file generated in workspace\.metadata\TPFToolkit.trace
 - Useful if we cannot reproduce your problem

What information do I need to send? (contd)

- Send the remote command script file
 - Script file sent for remote command
 - LastCommand.log in TPFPROJ directory

What information do I need to send? (contd)

- FTP workspace (zip)
 - <ftp://testcase.boulder.ibm.com/software/toibm/vatpf/>
 - Session metadata stored in workspace
 - Useful if we cannot reproduce your problem

What information do I need to send? (contd)

- Send EPDC trace for debugger problems
 - Turn on EPDC trace
 - Preferences > Debug > Compiled Debug > Trace engine connection
 - Restart debug session to generate trace
 - Trace files generated in workspace (default) or at specified location
 - epdcdumpNN.hex, where NN is 01 to 99

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