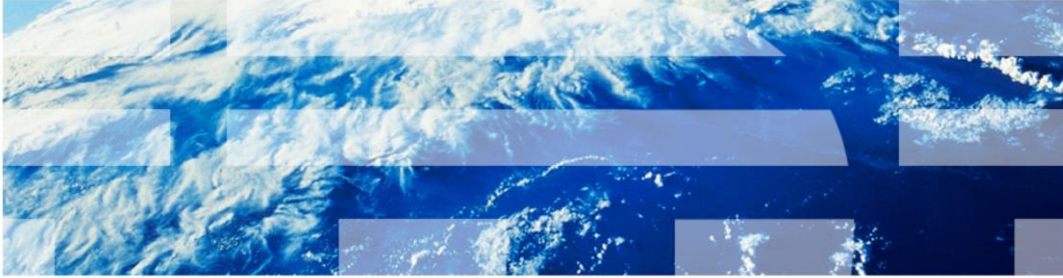


IBM Tivoli NetView for z/OS V5.4

Graphic Monitor Facility host subsystem
(GMFHS) not available



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IBM Tivoli® NetView® for z/OS® V5.4, Graphic Monitor Facility host subsystem (GMFHS) not available.

Objectives

When you complete this module, you can resolve a problem when GMFHS is not available

When you complete this module, you can resolve a problem when GMFHS is not available.

Overview

- GMFHS basics
- IHS3671I message
- DUI4070E message
- Continue GMFHS not available source

To cover the GMFHS not available issues, this module covers some basics, looks at two message types, and provides more troubleshooting methods.

GMFHS basics

- GMFHS is in its own address space
- DUGINIT is the customization file
- DUIFSMT is the Status Mapping Table
- GMFHS contains the C methods that manipulate the object data in Resource Object Data Manager (RODM)
- The GMFHS class structure is provided in the RODM load function input file, DUIFSTRC. This file is shipped with the Tivoli NetView for z/OS product.

GMFHS is in its own address space. DUGINIT is the customization file for GMHFS. DUIFSMT is the Status Mapping Table that maps resources to *NetView Management Console* (NMC) to display their status. GMFHS contains the C methods that manipulate the object data in RODM. The GMFHS class structure is provided in the RODM load function input file, DUIFSTRC, which is shipped with the NetView for z/OS program.

IHS3671I message

- The NetView Management Console (NMC) client displays the message **IHS3761I GMFHS is not available or the command has timed out at the workstation**
- Explanation: The Tivoli NetView Graphic Monitor Facility host subsystem (GMFHS) session is inactive for one of these reasons:
 - GMFHS was not started
 - The connection to GMFHS is inactive
 - The graphic data server timed out the request to GMFHS

Sometimes, the NMC client displays the message “IHS3761I GMFHS is not available or the command has timed out at the workstation”. These messages mean that the Tivoli NetView Graphic Monitor Facility host subsystem (GMFHS) session is inactive for one of these reasons: GMFHS was not started; the connection to GMFHS is inactive; the graphic data server timed out the request to GMFHS.

Response to IHS3671I message

- If the session with Tivoli NetView for z/OS failed, re-establish your session with the topology server and Tivoli NetView for z/OS
Run the command **NETCONV**
- If NETCONV is successful and the GMFHS session is still inactive, start GMFHS

If the session with Tivoli NetView for z/OS failed, you must re-establish your session with the topology server and Tivoli NetView for z/OS. To do that, run the command **NETCONV**. If the command is successful and the GMFHS session is still inactive, then start the GMFHS.

DUI4070E message

- On the z/OS console, this message is displayed:
DUI4070E GMFHS ATTEMPTED TO ESTABLISH COMMUNICATIONS WITH CNMTAMEL
BUT FAILED FOR DOMAIN = <domainid>
- Explanation:
 - The Graphic Monitor Facility host subsystem (GMFHS) tasks cannot communicate with the CNMTAMEL task for one of these two reasons:
 - the CNMTAMEL task is not functioning as a status focal point
 - the CNMTAMEL task is not active
 - GMFHS tasks cannot provide service to workstations
- Domainid: Specifies the domain ID to which this GMFHS is attempting to connect
- GMFHS cannot send any view or status data to the workstations

Sometimes on the z/OS console, you see the message “DUI4070E GMFHS ATTEMPTED TO ESTABLISH COMMUNICATIONS WITH CNMTAMEL BUT FAILED FOR DOMAIN = domainid”. This message means that the Graphic Monitor Facility host subsystem (GMFHS) tasks cannot communicate with the CNMTAMEL task because the CNMTAMEL task is not functioning as a status focal point or is not active. Therefore, GMFHS tasks cannot provide service to workstations. The domainid specifies the domain ID to which this GMFHS is attempting to connect. GMFHS cannot send any view or status data to the workstations.

Response to DUI4070E message (1 of 2)

- Verify that the CNMTAMEL task is running and is configured as a status focal point
 - For information about this configuration, see this website:
 - [IBM Tivoli NetView for z/OS Installation: Configuring Additional Components](#)
 - <http://publibfi.dhe.ibm.com/cgi-bin/bookmgr/DOCNUM/SC31-8874/CCONTENTS?>
 - If you are running multiple instances of NetView and GMFHS, ensure that the domain ID to which your GMFHS is attempting to connect meets these criteria:
 - An active NetView domain
 - A domain that is not already connected to another GMFHS
 - A domain that is not an earlier release NetView domain
- To see information about *program-to-program interface* (PPI) senders and receivers, check the log or run the command **DISPPI**

Verify that the CNMTAMEL task is running and is configured as a status focal point. If you are running multiple instances of NetView and GMFHS, ensure that the domain ID to which your GMFHS is attempting to connect is an active NetView domain, not already connected to another GMFHS, not an earlier release NetView domain. Check the log or run the **DISPPI** command to see information about *program-to-program interface* (PPI) senders and receivers.

Response to DUI4070E message (2 of 2)

- Ensure that the CNMTAMEL and SSI tasks are active
- Ensure that task DUIFSSCO or scope checker is active when GMFHS is started
- If there is not a problem with the program-to-program interface (PPI), the command `STARTCNM GRAPHICS` resolves the problem rather than having to stop and start GMFHS

Ensure that the CNMTAMEL and SSI tasks are active. Ensure that task DUIFSSCO or scope checker is active when GMFHS is started. If it is not a problem with the PPI, the command **STARTCNM GRAPHICS** most likely resolves the problem. It is better to run this command than to stop and start GMFHS.

DUI4023E message

- On the z/OS console, this message is displayed:
DUI4023E STATUS SOLICITATION FOR DOMAIN <domainid> FAILED. SOLICITATION
START: <starttime> END: <endtime>
- Explanation: An attempt to obtain the current display status of the real resources for the indicated domain was not successful
- Message variables:
 - **Domainid**: Specifies the identifier of the non-SNA domain for which the status was being queried
 - **Starttime**: Specifies the start time of the status solicitation in the format hhmmss, where hh is the hour (00 - 23), mm is the minutes (00 - 59), and ss is the seconds (00 - 59)
 - **Endtime**: Specifies the end time of the status solicitation in the format hhmmss, where hh is the hour (00 - 23), mm is the minutes (00 - 59), and ss is the seconds (00 - 59)

On the z/OS console, you might see this *DUI4023E* message. This message means that an attempt to obtain the current display status of the real resources for the indicated domain was not successful. The message variables are described on the slide.

Reasons for DUI4023E message

- If this message has other messages with it that indicate that a network management communications gateway failed and can be restored, restore the gateway
- Check the console log for the system operator
 - Look for messages that indicate why the status solicitation failed
 - The *Graphic Monitor Facility host subsystem* (GMFHS) output log also contains one or more error synopsis entries that explain the reason for the failure
- The *network management gateway* (NMG) is not accessible
- The domain capabilities, as defined in the Resource Object Data Manager (RODM) object that represents the domain, do not match the real domain capabilities
 - Example: The object is coded as having a session protocol of PASSTHRU, and the real domain supports protocol DOMS010
- The RODM **CommandTimeoutInterval** field for the domain value is too small to enable the status solicitation response to be received before timing out

If this message has other messages with it that indicate that a network management communications gateway failed and can be restored, restore the gateway. Two examples of other messages are program-to-program interface or COS transport errors.

Check the console log of the system operator. You can look for messages that indicate why the status solicitation failed. The GMFHS output log also contains one or more error synopsis entries that explain the reason for the failure. The network management gateway (NMG) is not accessible. The domain capabilities, as defined in the RODM object that represents the domain, do not match with the real domain capabilities. The RODM **CommandTimeoutInterval** field for the domain value is too small to enable the status solicitation response to be received before timing out.

Response to DUI4023E message

- Restore the gateway if the NetView Management Console (NMC) gateway fails
- Verify the network management gateway (NMG) managing the domain
 - The NMG is active and capable of receiving GMFHS commands
 - Even after a session is established with the domain, the domain might not become inactive before the status solicitation completed
- Verify that the Resource Object Data Manager (RODM) definition for the domain entity correctly matches the actual domain
- After verifying the preceding steps, if the problem persists, increase the value of the **CommandTimeoutInterval** field

If the NMC gateway fails, restore the gateway.

Verify that the NMG that is managing the domain is active and capable of receiving GMFHS commands. Even though a session might be established with the domain (in the case of a DOMS010 session protocol), the domain might not become inactive before the status solicitation is complete.

Verify that the RODM definition for the domain entity correctly matches the actual domain.

If the problem persists after you verify the previous items, then increase the value of the **CommandTimeoutInterval** field.

GMFHS not available problem continued

- To ensure that the program-to-program interface (PPI) is active, run the command **GMFHS STATUS**
- Determine if the problem is on the host side
 - Run the command **DISPPI BUFQ ALL**
 - Check the PPI queues with the NetView command **DISPPI**
 - Check the GMFHS queues with the GMFHS command **GMFHS TASK**
This command displays a NetView GMFHS subtask status report
- Check to see if multiple **SNATM MONITOR** commands are running simultaneously

To ensure that the PPI is active, run the command **GMFHS STATUS**.

Issue **DISPPI BUFQ ALL** to determine whether the problem is on the host side. Check the PPI queues with the NetView command **DISPPI**. Verify that your PPI receiver is active. Also, check the GMFHS queues with the GMFHS command **GMFHS TASK**. This command displays a NetView GMFHS subtask status report. The status report displays the GMFHS subtask status report. The GMFHS subtasks must either be active or in a wait state.

Check to see if the system is running multiple **SNATM MONITOR** commands simultaneously. This state can temporarily interfere with GMFHS heartbeat availability because the **CNMTAMEL** task might not be getting enough processor cycles.

Summary

Now that you completed this module, you can resolve a problem when GMFHS is not available

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