
IBM ServerPac
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IBM ServerPac for z/OS
Frequently Asked Questions

Worldwide



ServerPac_FAQ Package

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General Questions regarding ServerPac

Question:

What is the difference between a ServerPac, a CustomPac and a CBPDO (Custom-built Program Delivery Offering)?

Answer:

A ServerPac is a system replacement package where IBM performs the SMP/E install (RECEIVE, APPLY, ACCEPT) of the products and their service in your order. The latest RSU (Recommended Service Upgrade) level and all HIPER and PRP service available approximately one day before your order is built will be installed for the products included in your order. The resulting target libraries, distribution libraries, and the SMP/E environment are delivered in the order package. An installation dialog is provided that allows you to configure your installation to map to your environment, such as data set naming, data set placement, catalog specification, etc. A ServerPac is refreshed monthly to add/withdraw product support; therefore products are typically supported within a month of GA. In addition, the most current RSU level will be added with each monthly refresh.

A CustomPac is a suite of fee based services designed to help you efficiently install, migrate and maintain your z/OS systems and their related IBM and Independent Software Vendor (ISV) products.

For more information and to order proceed to the CustomPac website at

<https://www-03.ibm.com/services/ca/en/custompac> .

A CBPDO is a product upgrade package where IBM provides the SMP/E relfiles and service for the products in your order. You will need to perform the SMP/E install (RECEIVE, APPLY, ACCEPT) of the package into your environment. A CBPDO is refreshed weekly to add/withdraw product support, therefore products are supported in CBPDO at GA. All service available approximately one day before your order is built will be provided for the products included in your order.

Question:

What are the requirements for installing a ServerPac?

Answer:

The driving system requirements are documented in the z/OS Planning for Installation (GA22-7504) manual. Refer to the appropriate version of this manual for your driving system release. This manual can be found in the z/OS Internet Library website at <http://www-03.ibm.com/servers/eserver/zseries/zos/bkserv/>.

Question:

How do I obtain a ServerPac?

Answer:

The preferred method for ordering products and maintenance for the z/OS platform is using ShopzSeries at <http://www.ibm.com/software/shopzseries>. You can find further information about all the supported methods of ordering on the z/OS How to Buy web page located at <http://www-03.ibm.com/servers/eserver/zseries/zos/buy.html>

Question:

How do I print a copy of the Installing your Order manual provided in the orderhlq.SCPPLENU dataset?

Answer:

Follow these instructions to print your IYO on a local printer:

1. Download ohlq.SCPPLENU(PDFIYO) to your PC as a binary file with the extension PDF (i.e. IYO.PDF).
 2. Obtain and install the Adobe Acrobat reader:
<http://www.adobe.com>
 3. Open the IYO.PDF with Adobe Acrobat reader and select Print.
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Question:

How can I reuse the configuration information from my previous ServerPac install?

Answer:

You will need to go back and save your configuration from your previous ServerPac, then you can merge it when creating the configuration for your new ServerPac order. This will bring forward your saved information which can be used as a starting point for specifying your configuration of your new ServerPac order. This can save you a lot of time!

Question:

How can I find out what version of the ServerPac installation dialog I am using?

Answer:

The cover page of the ServerPac Installing Your Order manual will have the dialog version, order number, and the date your order was built. In the dialogs this information can be found in the Variables panel after entering SHOW C. To revert back enter SHOW DIPU.

Question:

Do I need to upgrade SMP/E on my driving system to install a z/OS ServerPac?

Answer:

ServerPac will STEPLIB to the target systems SMP/E for any steps that require the new level of SMP/E. If you are receiving your order electronically, please refer to the z/OS Planning for Installation (GA22-7504) for SMPE/E driving system requirements.

Question:

Do I need to upgrade SMP/E to install and maintain my subsystem ServerPac?

Answer:

When installing Subsystem ServerPac orders, the ServerPac Installing Your Order document (Section: SMP/E Zones in Your Order) will indicate the level of SMP/E used to build your order, which satisfies the driving system requirements for the products contained in your order. You will need that level of SMP/E to work with the zones in your order.

Question:

Where is the RIM tape?

Answer:

ServerPac no longer ships a RIM (Related Installation Material) tape. The first 13 files on the first system and distribution tape now contain the Related Installation Material, which includes the ServerPac Dialog and order-specific data.

Question:

Where is the ServerPac: Using the Installation Dialog manual?

Answer:

All manuals are available from the z/OS Internet Library located at:

<http://www-03.ibm.com/servers/eserver/zseries/zos/bkserv/>.

The *ServerPac Using the Installation Dialog* is included in the System level z/OS planning and installation bookshelf for your z/OS release.

Question:

What level of maintenance is integrated into my ServerPac order?

Answer:

When ServerPac builds the distribution and target libraries, the level of service integrated is based on when the order is being produced. As ServerPac is refreshed each month, the most current RSU service level is integrated. All available Integration Tested service, HIPER (but not PE), and PE fixing (PRP) PTFs are also integrated. All other service that was not integrated is pre-RECEIVED into the SMPPTS data set shipped with your order. So the service level of your ServerPac depends on when the order was produced. The level of maintenance integrated into your order is documented in the *Installing Your Order* manual in the section titled 'Service included with your order'.

Question:

zFS or HFS, which should I choose?

Answer:

Because zFS has higher performance characteristics than HFS and is the strategic file system, you should migrate your HFS file systems to zFS, starting at z/OS V1R7. Support for the HFS file system has been stabilized, but IBM has not announced removal of support for the HFS file system.

As of z/OS V1R7 (September 2005), the ServerPac dialogs allow you to change any or all HFS data sets to zFS data sets. By default all the file systems shipped via ServerPac are HFS, however you can switch them to zFS with the `CHANGE DSNTYPE HFS ZFS` command.

Tip: After changing the data sets to zFS, save your configuration so that it can be brought forward to subsequent configurations.

Questions regarding ServerPac Internet Delivery

Question:

I am planning on Internet delivery for my ServerPac, where should I start?

Answer:

You can obtain your ServerPac, CBPDO, or Service orders via the Internet. A good place to start is to view the ShopzSeries video clips or help section located at <http://www.ibm.com/software/ShopzSeries?action=hginternet>

Question:

How big will my ServerPac Internet order be?

Answer:

The size of your ServerPac order depends on the type (e.g. z/OS or Subsystem) and the product content included in your order. Typically, order size ranges from about 550 MB (Subsystem) to about 10GB (z/OS with the most commonly order products). The space required for your order in the download file system is provided on the download page in the file "Required information for ServerPac Dialog". The download page can be found on the "My Orders" tab on the ShopzSeries web site at <http://www.ibm.com/software/shopzseries> .

Question:

How long will it take for me to download my ServerPac Internet order?

Answer:

Several factors contribute to the length of time it will take to download your order.

1. The size of your order which is determined by the content (which products are contained in your order).
2. The connectivity you use. The faster the connectivity the faster the download.
3. The amount of traffic on your Intranet.
4. The amount of traffic on the Internet. Typically weekends and nighttime are faster than weekdays during the day or evening hours.

For sample download times, refer to

<http://www6.software.ibm.com/regsvs/nethelp/download.html#speed>

Question:

I can't download directly to my z/OS system, can I still use an ServerPac Internet order?

Answer:

Yes. For instructions refer to the Shopz website help section for Internet Delivery.

A good place to start is to view the ShopzSeries video clips or help section located at

<http://www.ibm.com/software/ShopzSeries?action=hginternet>

Question:

How do I order a ServerPac Internet order? Must I use ShopzSeries? My geography doesn't support product ordering on ShopzSeries, can I still get a ServerPac Internet order?

Answer:

In order to use the Internet Delivery option, you must place your order via ShopzSeries. If you are not already a ShopzSeries user, you must first register for ShopzSeries. When you place your order in ShopzSeries, you will

be able to select "Internet" as one of the Preferred Media options. If your country is not supported for product ordering in ShopzSeries, you will not be able to obtain an Internet ServerPac or CBPDO order.

Question:

How long will the ServerPac Internet order be available for me to download? What should I do if I can't download it within the time limit?

Answer:

All Internet orders (ServerPac, CBPDO, and Service) are available for download for 14 days. If you are unable to download your order within this time, wait until you are ready to download and re-order at that time.

Question:

Must the network temporary storage be in a z/OS UNIX filesystem ?

Answer:

Yes it must be in a z/OS UNIX filesystem.

Question:

Can the network temporary storage be in a zFS? can it still be in an HFS?

Answer:

It can be in either a zFS or a HFS.

Question:

Where can/should the network temporary storage directory physically reside ?

Answer:

It should reside on the system you will be running the Receive job.

Question:

What mountpoint should be used for the network temporary storage for an ServerPac Internet order?

Answer:

One that you have access to, that is not being used for any other purpose.

Question:

Where would the LOADRIM/EUPDATE job be located for ServerPac Internet orders?

Answer:

The LOADRIM or EUPDATE job can be found on the ShopzSeries download page for your order. You can cut/paste the job and execute it from your z/OS host system.

Instructions for obtaining the LOADRIM job can be found in the section titled:

"Downloading the LOADRIM job from an FTP server" in the *ServerPac: Using the Installation Dialog (SA22-7815)* manual.

Instructions for obtaining the EUPDATE job can be found in the section titled:

"Downloading the EUPDATE job from an FTP server" in the *ServerPac: Using the Installation Dialog (SA22-7815)* manual.

ServerPac Install Questions

Question:

Full System Replacement or Software Upgrade, which should I choose?

Answer:

The major differences are:

Full System Replacement:

- Replaces existing master catalog
- Creates new operational data sets
- Does not support indirect cataloging
- Merges existing aliases and user catalogs at the end of the install process

Software Upgrade:

- Uses existing master catalog
- Reuses operational data sets
- Supports indirect and extended indirect cataloging
- Existing aliases and user catalogs are available throughout the install process

For additional information refer to the ServerPac: Using the Installation Dialog manual

Question:

Are there any hints that I should know about to make my ServerPac install simpler?

Answer:

Yes!

- If you save your previous configuration, you can merge it forward into your next ServerPac so you don't have to re-enter in all the information.
 - You can merge data sets together in Modify System Layout, if you do that at your installation. Just use the M line command.
 - You can easily convert your PDS to PDSEs, using the CHANGE DSNTYPE command.
 - Use the Recommended System Layout if you need a basic system configuration.
 - If you want to use your existing master catalog, and don't want ServerPac to provide you with operational data sets, use Software Upgrade instead of Full System Replacement.
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Question:

After the installation, the owner of all files in the HFS is not what I expected. What happened?

Answer:

After restoring the file system, the UID of the files will be the UID that IBM used to build your order, which will be correct. Unix Sytem Services will display a FILE OWNER based on the name your security product provides. The security for the file(s) uses the UID value, and not the FILE OWNER name that may be displayed.

Question:

When running the UPDATE job I receive message IKJ56228I message for SCPPVENU. Looking back through the JCL, it is not defined in the job. Where is it defined?

Answer:

The UPDATE job is a one-time migration action intended to update an existing set of dialogs to enable them for Internet delivery and the new tape format provided in September 2004. If you do not have an existing set of dialogs, then you should be executing the LOADRIM job, which creates a new set of dialog libraries.

Question:

When mounting an HFS or zFS dataset I receive a mount failure with ERRNO=6F and ERRNOJR=5B220107 or RC=6F and Reason Code=5B220107. What is wrong?

Answer:

Provide update access to the dataset for the userid associated with the OMVS started task.

Question:

I am running the RESTORE job in the installation of my Internet ServerPac order. I have correctly gone through the preceding steps, including running the LOADRIM job. I entered the size for the download file system into the dialog that was provided to me on the download page. During execution of the RESTORE job, I ran out of space. How much space do I need?

Answer:

The space issue is most likely with the dataset allocated to DD SMPWKDIR, not your new HFS dataset. In the variables panel, variable SMPWKDIR NAME should point to a directory that has the amount of space required. Placing a B beside the variable and hitting enter twice will provide the required space.

Question:

I noticed that when the RESTORE job ran that it all of the tapes supplied in my order were not used. The job ended with a return code zero. Any idea what went wrong?

Answer:

Your order may contain blank tapes. So long as the jobs completes on condition code 0, you can proceed.

Question:

Do I need to run RACFDRV and RACFTGT jobs?

Answer:

IBM provides the RACFDRV and RACFTGT jobs to help you complete the security setup for your environment.

- The RACFDRV job establishes the RACF profiles needed on the driving system, to run the other driving system installation jobs.
- The RACFTGT job creates RACF profiles required to use the new target system, such as profiles for each high level qualifiers in the order, SSA qualifiers and started procedures.

If you have an existing RACF setup or use an OEM security product, IBM recommends that you do not run the jobs. Instead, you should supply the jobs to your Security administrator to verify that all the required security in the jobs is implemented in your existing environment.

Question:

My CALLLINK job is failing with message:

GIM54701E ** ALLOCATION FAILED FOR SMP00010 -

IKJ56232I DATASET xxx.xxxx NOT ON VOLUME AS INDICATED IN THE CATALOG OR VOL PARAMETER.

We do not have xxx (IMS/CICS/DB2) in our environment. How do I resolve this?

Answer:

For CALLLINK processing the CALLLIB allocation must succeed. In the variables panel section CALLLIB DSN, you need to blank out the DSN if you do not have the product(s).

Since the UPDDDD Job has run you can either:

1. Modify the variables, reselect the UPDDDD job and rerun step UPDDDD
2. Allocate an empty dataset and point the affected DD(s) to it

Question:

Modify System Layout shows my volumes as over-allocated after I have submitted the ALLOCDS job and gone back. What happened?

Answer:

If you specified N for Initialize Volume in the SUMP panel for your volumes, ServerPac will add the currently allocated space to the required space and assume the volumes are over-allocated. The ServerPac dialog cannot determine whether the over-allocation is because the ALLOCDS job has been run. To circumvent, you should first save your configuration to keep it for future save/merge configuration actions, then change the Initialize Volume flag to Y on the over-allocated volumes. This will not initialize the volumes, but it will exclude the currently allocated datasets from the space calculation.

NOTE: You may need to enter and exit the subsequent A (Alias) and SSA (System Specific Alias) panels to return to the I (Install) option.

Question:

I receive one of the following errors:

1. FAILING JOB OR PANEL NAME Receive
ERROR MESSAGE CPP061600
MESSAGE TEXT CPP061600S LIBRARY (CPPCENUO) Version Reference to Member CPPE626M, Which DOES NOT EXIST
2. IECL49I 813-04,IFG0195H,myjobname,STEP01,INPUT7,tape_unit,tape_volser,SYSL.orderid.LOADLIB

Answer:

Prior to executing the RECEIVE job, you need to update your existing dialogs. Refer to the section titled "Required Migration Step" in the *ServerPac: Using the Installation Dialog (SA22-7815)* manual. This step only needs to be performed once. All future release will update the dialogs automatically if required.

Question:

How do I raise the 85% full volume threshold when using the Recommended System Layout?

Answer:

You cannot change the 85% threshold value for Recommended System Layout.

To resolve the over-allocated condition refer to the section titled:

"Resolving over-allocated volume conditions" in the *ServerPac: Using the Installation Dialog (SA22-7815)* manual.

Question:

I encounter error CPP9999996S, where the contents of the ISPEXEC buffer was:

```
/*0038*/LIBDEF ISPSLIB DATASET  
ID('SYS06333.T114558.RA000.ABCSMAC3.R0209481' , 'XX.SERVPAK.SCPPSENU')
```

What happened?

Answer:

What the ServerPac dialogs do is find your ISPPROF DD and then concatenate the masterhlq.SCPPSENU to the profile dataset. But in your case, it's finding SYS06333.T114558.RA000.ABCSMAC3.R0209481 as your ISPPROF dataset.

Modify your ISPPROF to a non-temporary dataset

Question:

Why is SDFHLOAD pointing to SYS1.LINKLIB?

Answer:

The CICS SDFHLOAD dataset is used during calllib processing, and it's included in the Variable section of the dialogs under section 'CALLLIB DSN'. The CALLLIB processing needs your current CICS SDFHLOAD, as it's not supplied with a z/OS ServerPac. If you do not use CICS, then you would set the variable to blanks. CALLLIB processing still needs a dataset defined to the DDDEF, so IBM will set a default of your driving system SYS1.LINKLIB. If you do not want the DDDEF to point to SYS1.LINKLIB, modify variable "DFLT CALLLIB DSN" to point to an alternate library. It will not be updated by the calllib processing.

Dialog Questions

Question:

I am currently performing my install using ServerPac, I received CPP0612015 ERROR BROWSING STORED OUTPUT IN SCPPOENU when I tried to use O-Output to look for the job output after the job ran. Why can't I view my output?

Answer:

To use the 'O' command:

1. The jobname must be your userid + character unless you have a TSO Output exit which allows other jobnames.
2. The variable OUTPUT LOGGING must be set to 'YES'.
3. The MSGCLASS in your job must be a held output class.

Question:

I can't see my order any more. Is it gone?

Answer:

No, your order has probably just been placed in "Finalized" status.

Follow these steps to change the status:

1. Once in the dialogs enter D DISPLAY - Select Orders to Display
2. On the subsequent panel enter Y for all values.
3. Once the list of orders is displayed, select your order with the E (Edit) command
4. Change the Status to S for Started, hit enter.

Question:

Why do I get the following error when doing a SUMD in the Modify System Layout panel?

```
/*0039*/TBSORT CPPT605D FIELDS(#DNLDDRG,C,A,#DKLDSN ,C,A)
```

Answer:

Delete the CPP* members (except CPP@JOB) from your ISPPROF dataset and retry.

Question:

Why do I receive the following error?

```
MESSAGE TEXT /*0059*/LMCOPY FROMID(&CPPSENU) TODATAID(&ISPPROF)
CPP9999996S Unexpected DIALOG ERROR
/*0059*/LMCOPY FROMID(&CPPSENU) TODATAID(&ISPPROF) FROMMEM(CPP@JOB SCLMSET(N)
```

Answer:

This error is usually caused by your ISPPROF dataset running out of extents or directory blocks.

Delete and reallocate your ISPPROF dataset larger and with more directory blocks and retry the operation.

Question:

I am installing CICS using the ServerPac. I have made the changes to the variables (ds name prefixes, etc) and saved them. When I review the installation jobs none of my variables are reflected in the data set naming. Why not?

Answer:

The dataset name variables are used in the CICS clists to configure CICS. The actual names of the datasets are specified in the Modify System Layout panel. You will need to modify the names in the Modify System Layout to reflect the actual dataset names you want.

There are numerous global commands you can use once in the dataset name displays.

Typing HELP will show the possible CHD commands. If the result of a change is not what you wanted, just enter B on the primary Modify System Layout panel and it will not save the changes made in this session.

Question:

Where do I find an explanation of the variable(s) represented in the 'Synonym' columns so that I may assign proper values to them?

Answer:

Placing a B beside the variable and pressing enter twice will present a short description of the variable and what it is used for.

Question:

I encounter an error “/*003*/ LISTDSI SCPPEENU” after porting my dialogs to the target system, what is wrong?

Answer:

When porting the dialogs from the driving system to the target system, both the Master set of dialogs (those created by the LOADRIM job) and the Order set of the dialogs (those created during the order Receive job) must be moved to the target system to use the ServerPac dialogs. The noted error message indicates that the System is unable to locate the Order set of the dialogs.

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