IBM ServerPac for z/OS

Frequently Asked Questions

Worldwide

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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 product upgrade or 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 (General Availability). 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 products.

- For more information and to order proceed to the CustomPac website at https://www.ibm.com/services/ca/en/custompac

- A CBPDO is a product upgrade package where IBM provides the SMP/E MCS and 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 GA32-0890 document. Refer to the version of this document for the release you are installing to find the driving system requirements. A link to this publication can be found in the "z/OS System-Level" section of the z/OS Internet Library at:
https://www.ibm.com/servers/resourcelink/svc00100.nsf/pages/zOSV2R3Library

Question:

How do I obtain a ServerPac?

Answer:

The preferred method for ordering products and maintenance for the z/OS platform is using Shopz at https://www.ibm.com/software/shopzseries/ShopzSeries_public.wss.

Question:

What is a Product ServerPac? How do I obtain it?

Answer:

- A Product ServerPac is a ServerPac package which adds a product or product set without requiring a base product such as z/OS Base or Db2® for z/OS where IBM performs the SMP/E install (RECEIVE, APPLY, ACCEPT) of the products and their service in your order. ServerPac now supports ordering of z/OS, DB2, CICS® and IMS™ SREL products through Product ServerPac.

- The preferred method for ordering Product ServerPac is using Shopz located at https://www.ibm.com/software/shopzseries/ShopzSeries_public.wss. Eligible products are identified in the product catalog with a filled triangle icon.

Question:

Does Product ServerPac provide support to connect to my existing system?

Answer:

Yes. The Product ServerPac is installed into separate GLOBAL, TARGET, and DLIB zones during order manufacturing. The CustomPac dialogs will provide an option to use your existing CSI. If you opt to use an existing CSI, job GZNMRG will merge the CSI shipped with your order into your existing CSI.

Question:

How do I print a copy of the Installing Your Order document provided in the orderhlq.SCPPLENU data set?

Answer:

Follow these instructions to print your IYO:

- Download orderhlq.SCPPLENU(PDFIYO) to your PC as a binary file with the extension PDF (i.e. IYO.PDF).

- Obtain and Install Adobe®Reader® at http://www.adobe.com.

- Open the IYO.PDF with Adobe® Reader® and select Print.

In addition to SCPPLENU data set, for tape orders, this document is also provided as a PDF file on the DVD shipped with the order. For DVD orders, this document is also provided as a PDF file on the first DVD shipped for the order. For Internet delivery orders, this document is also provided as a PDF file on the Shopz download page.

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

Answer:
You will need to save the configuration from your previous ServerPac order. 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 CustomPac installation dialog I am using?

Answer:
The version for your CustomPac installation dialog can be found via the dialog on the upper right hand corner of the 'CustomPac Order Management Menu' panel.

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

Answer:
The installation of a z/OS ServerPac does not use SMP/E from your driving system. ServerPac will STEPLIB to your target system's SMP/E for any job steps that invoke SMP/E. If you are receiving an Internet delivery order, refer to the z/OS Planning for Installation GA32-0890 document for SMP/E driving system requirements.

Question:
Do I need to upgrade SMP/E to install and maintain my Subsystem or Product ServerPac?

Answer:
When installing Subsystem or Product 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 ServerPac: Using the Installation Dialog SA23-2278 document?

Answer:
The ServerPac: Using the Installation Dialog SA23-2278 document is available in softcopy in the "z/OS System-Level" section of the the z/OS Internet Library. For Internet delivery orders, a link to this document is provided on the Shopz Installation Documentation Secondary download page for the order at
https://www.ibm.com/servers/resourcelink/svc00100.nsf/pages/zOSV2R3Library

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. The RSU and Integration Tested service are APPLYed and ACCEPTed, but HIPER and PE fixes are applied only. 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 document in the section titled 'Service included with your order'.

Question:
zFS or HFS, which should I choose?

Answer:
zFS is the strategic file system and has higher performance characteristics than HFS. Support for the HFS file system has been stabilized, but IBM has not announced removal of support for the HFS file system. You should migrate your HFS file systems to zFS. The default in the ServerPac Dialog is zFS for file systems but you can switch them to HFS using the CHANGE DSNTYPE ZFS HFS command.

Question:
Does ServerPac support Extended Address Volumes?

Answer:
No. ServerPac does not support Extended Address Volumes at this time.

Question:
I did not get hardcopy program directories for any of the products I ordered. Where can I get them?

Answer:
Program directories for the products in your order are no longer provided in hardcopy format. They are now provided in softcopy format only on the media delivered with your order. For tape or DVD orders, program directories will be provided as PDF files on the first DVD shipped for the order. For Internet delivery orders, a link to program directories will be available on the Shopz download page. For Internet delivery orders, program directories are also packaged with your order in binary format in the CPAC.PDFPD data set.

To view the program directories in PDF format, use Adobe®Reader®.

Question:

Can I order the Customized Offerings Driver on IBM tape media?

Answer:

No. The Customized Offerings Driver is delivered on DVD only. It is no longer delivered on tape media.

Questions regarding ServerPac Internet Delivery

Question:

I am planning to use Internet delivery for my ServerPac order. 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 Shopz Internet Delivery User's Guide at https://www.ibm.com/software/shopzseries/ShopzSeries_public.wss?action=hginternet.

- To verify your system setup for Internet delivery of orders, go to the Connectivity Test for SW Download Readiness web site at https://www.ibm.com/marketing/iwm/iwm/web/preLogin.do?lang=en_US&source=cbct

Question:

How big will my ServerPac Internet delivery order be?

Answer:

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

Question:

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

Answer:

Yes. You can first download your order to your workstation or an intermediate node using Download Director; then you can download the order to your z/OS system from there. A good place to start is to view the Shopz Internet Delivery User's Guide at

https://www.ibm.com/software/shopzseries/ShopzSeries_public.wss?action=hginternet.

Question:

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

Answer:

In order to use the Internet delivery option, you must place your order via Shopz. If you are not already a Shopz user, you must first register for Shopz. When you place your order in Shopz, you will be able to select "Internet" as one of the Preferred Media options. If your country is not supported for product ordering in Shopz, you will not be able to obtain a ServerPac or CBPDO Internet delivery order.

Question:

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

Answer:

All Internet delivery orders (ServerPac, CBPDO, and Service) are available for download for 30 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. You can also contact the Shopz support and request an extension prior to your order expiring if you absolutely need additional time to complete the install.

Question:

Although IBM provides the Secure FTP (FTP using Secure Sockets Layer or FTPS) and HTTP Secure (HTTP using Secure Sockets Layer or HTTPS) options to download Internet delivery Orders from an IBM download server to a z/OS system, can I still use Standard FTP?

Answer:

No. You will only be able to download Internet delivery orders from an IBM download server to your z/OS host system using either Secure FTP or HTTP Secure and you must set up your z/OS driving system to use Secure FTP or HTTP Secure for downloads.

Question:

How do I verify if my system is set up to support Secure FTP?

Answer:

Go to the Connectivity Test for SW Download Readiness web site for instructions on how to set up and verify that your system can connect securely to the IBM download servers. You can find the Connectivity Test for SW Download Readiness web site at: https://www.ibm.com/marketing/iwm/iwm/web/preLogin.do?lang=en_US&source=cbct

Question:

How do I verify if my system is set up to support HTTP Secure?

Answer:

Go to the Connectivity Test for SW Download Readiness web site for instructions on how to set up and verify that your system can connect to the IBM download servers using HTTP Secure. You can find the Connectivity Test for SW Download Readiness web site at: https://www.ibm.com/marketing/iwm/iwm/web/preLogin.do?lang=en_US&source=cbct

Question:

What level of SMP/E is required if I want to download an Internet delivery order from an IBM download server to my z/OS system using HTTP Secure download option?

Answer:

You must have SMP/E V3R6 with PTFs UO01693 and UO01741 (Base) and UO01695 (Japanese) or higher.

Question:

May I use my existing FTP.DATA file to download a ServerPac order using Secure FTP?

Answer:

Yes, during the generation of the RECEIVE job, you will be given an option to use your existing FTP.DATA file.

Question:

Why am I getting a GIM* error message running a customized job to download my ServerPac order from the IBM download server to my z/OS system?

Answer:

If you are trying to download your ServerPac order using the Secure FTP (FTPS) or HTTP Secure (HTTPS) download method your z/OS system may not be set up correctly. If you have already verified that your system can connect to the IBM download server, check to see that you are using the correct level of SMP/E. You can also check the SMP/E for z/OS User's Guide, SMP/E for z/OS Commands, SMP/E for z/OS Reference, or SMP/E for z/OS Messages, Codes, and Diagnosis documents to see if you can determine the cause of the error. The documents can be found in the "SMP/E Version 3" section of the z/OS Internet

Library at:
https://www.ibm.com/servers/resourcelink/svc00100.nsf/pages/zOSV2R3Library

Question:

Must the network temporary storage be in a z/OS UNIX® file system?

Answer:

Yes it must be in a z/OS UNIX file system.

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:

The SMPNTS (SMP/E Network Temporary Store) is a directory of UNIX file system files that are used for temporary storage of network transported packages that were received during SMP/E RECEIVE processing. 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 a ServerPac Internet delivery order?

Answer:

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

Question:

Where would the LOADRIMS and LOADRIMH job be located for ServerPac Internet delivery orders?

Answer:

The LOADRIMS and LOADRIMH job can be found on the Shopz download page for your order. You can cut/paste the job and execute it from your z/OS host system.

Instructions for obtaining the LOADRIMS and LOADRIMH job can be found in the section titled:

"Downloading the LOADRIMS or LOADRIMH job from a server" in the ServerPac: Using the Installation Dialog SA23-2278 document. A link to this document is also contained on the Shopz download page for your order.

While receiving an order from the IBM download server using zFS as the download file system, the driving system hung and a re-IPL was required. How can this be prevented?

Answer:

zFS requires more system memory so please make sure you have at least 512 MB system memory.

Questions regarding ServerPac DVD Delivery

Question:
Can I get my ServerPac or CBPDO order on DVD media? How?

Answer:
Yes. As of September 2010, DVD media can be selected as the delivery option for ServerPac and CBPDO orders. DVD is listed as a media option along with Tape and Internet in Shopz. DVD orders are manufactured using DVD-R 4.7 GB media.

Question:
Do I need to install any additional software on my workstation to use DVD media?

Answer:
No. You don't need any additional software on your workstation. You just need a DVD Drive on your workstation to read the DVD(s).

Question:
I just received my ServerPac on DVD(s). Where should I start?

Answer:
The first DVD (if you got more than one DVD) will have a README.pdf file to get you started with the install.

Question:
What do I need to specify on the 'Receive an Order' panel for DVD orders?

Answer:
Specify 'F - File system' if you transferred the contents of the DVD(s) directly to your z/OS UNIX environment on the driving system. Specify 'S – Server' if the workstation where the DVD(s) are located can function as an FTP server for RECEIVE processing.

ServerPac Install Questions

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 SA23-2278 document.

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.

Question:

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

Answer:

After restoring the file system, the User ID (UID) of the files will be the UID that IBM used to build your order, which will be correct. UNIX System 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 mounting an HFS or zFS data set 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 data set for the userid associated with the OMVS started task.

Question:

I am running out of space on the RESTORE job. What can I do?

Answer:

If you are using the SMPWKDIR DD statement, verify there is the correct amount of space in the file system as specified in the CustomPac Variable SMPWKDIR NAME (FA00PQ05). ServerPac now provides an option to allocate the SMPWKDIR file system through the dialog. If you are not using the SMPWKDIR DD statement, it allows you to specify additional workspace outside of your package directory.

Question:

I noticed that when the RESTORE job ran that 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, as long as the job completes with 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:

- Modify the variables, reselect the UPDDDD job and rerun step UPDDDD.

- Allocate an empty data set and point the affected DD(s) to it

Question:

I receive one of the following errors:

```
1. FAILING JOB OR PANEL NAME Receive ERROR MESSAGE CPP061600
MESSAGE TEXT CPP0616005S LIBRARY (CPPCENUO) Version Reference to Member CPPE626M,
Which DOES NOT EXIST
2. IEC149I 813–
04,IFG0195H,myjobname,STEP01,INPUT7,tape_unit,tape_volser,SYS1.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 SA23-2278* document. This step only needs to be performed once. All future releases 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 SA23-2278* document.

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:

- The ServerPac dialogs finds your ISPPROF DD and concatenates the masterhlq.SCPPSENU to the profile data set. But in your case, it's finding SYS06333.T114558.RA000.ABCSMAC3.R0209481 as your ISPPROF data set.

- Modify your ISPPROF to a non-temporary data set.

Question:

Why is SDFHLOAD pointing to SYS1.LINKLIB?

Answer:

This is because you blanked out the variable pointing to "CICS SDFHLOAD DSN" in the CALLLIB DSN variables section of the CustomPac Dialogs. If you use CICS, you should have specified the correct SDFHLOAD data set name. If not, and you blanked out the variable, CustomPac assigns a default of 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:
How do I verify whether my dialog is at the correct level or not?

Answer:
Ensure you have migrated the CustomPac Installation Dialog to level 27.20.00 or higher. You can determine the level of the CustomPac Installation Dialog you are using by checking the upper right hand corner of the primary panel CPPPPOLI. For additional information on the migration action refer to the z/OS Migration Guide. The z/OS Migration Guide can be found in the "z/OS System Level" section of the z/OS Internet Library at:
https://www.ibm.com/servers/resourcelink/svc00100.nsf/pages/zOSV2R3Library

Question:
How can I get the new default jobcard shipped with the CustomPac Installation Dialog?

Answer:
There is a new default jobcard containing the LINES parameter supplied with dialog level 27.20.00. If you want to use the new default jobcard, ensure CPP@JOB member is not present in your userid.ISPF.ISPPROF data set before starting the installation dialog. However, if you want to use your existing jobcard for RECEIVE and installation jobs then it is not required to remove CPP@JOB member from userid.ISPF.ISPPROF data set before starting the installation dialog.

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:

The jobname must be your userid + character unless you have a TSO Output exit which allows other jobnames.

The variable OUTPUT LOGGING must be set to 'YES'.

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 place 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 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 data set running out of extents or directory blocks.

Delete and reallocate your ISPPROF data set 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 data set name variables are used in the CICS clists to configure CICS. The actual names of the data sets are specified in the Modify System Layout panel. You will need to modify the names in the Modify System Layout to reflect the actual data set names you want.

There are various global commands you can use once in the data set 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. Description of the variable(s) is also documented in the Installing Your Order document in the section titled 'Appendix B. Variables Used in This Order'.

Question:

I encountered 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 and the Order set of the dialogs 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.

Question:

On the panel CPPP610A, I specified a volume which is physically online on the driving system. Why do I still get the CPP0610020E message?

Answer:

When receiving an order, the dialog will try to dynamically allocate a data set using the Data Set Qualifier specified in panel CPPP610A. If your security product does not allow such allocation, dialog will return the CPP0610020E message even though the volume is online.