

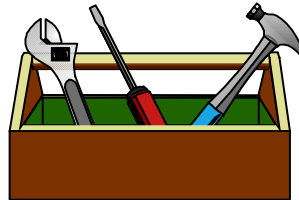
Welcome!!

Session # E34

/390 Service Update Facility

"Retrieve service off the Internet"

www.ibm.com/s390/suf/



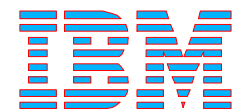
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Agenda

- Maintenance and Research
- SUF Introduction
- Deliverables
- Getting Started
- Environments Supported
- Installation Assistance
- Order Fulfillment Process
- Summary

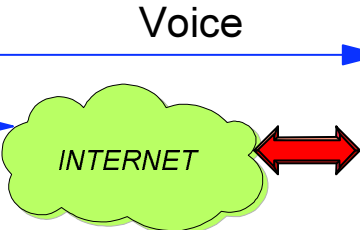
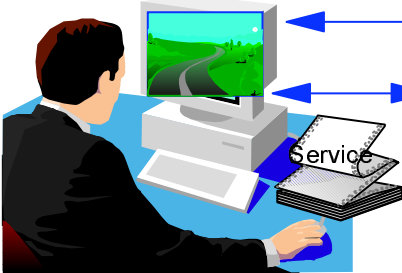


S/390 Service Update Facility is a strategic Internet software service solution.

Without
Suf:

Research, Order, Receive and Install service

- Research
- Maintaining Systems



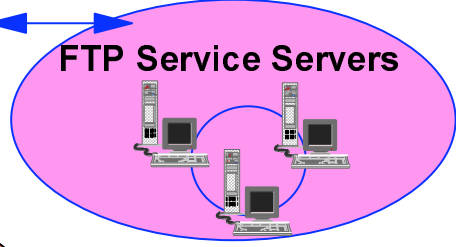
Service Request and Delivery Channels:

- Physical
- RETAIN, IBMLINK
- Subscriptions, ESO
- SVC CBPDO
- Internet, IIN
- VNET, Satellite
- Enhanced Holddata
- PSP Buckets
- Service Offerings
- ++ Enhance HOLDDATA



IBMLINK

- △ ServiceLink (SRD)
- ✓ Corrective
- ✓ ESO
- ✓ VM RSU



ADD

FTP:

- Internet(100MB)
- IIN E-Mail Box (5MB)

Physical

VM

Service Pkgs

VSE

OS/390

Serviced Hosts

IBM

MFTG

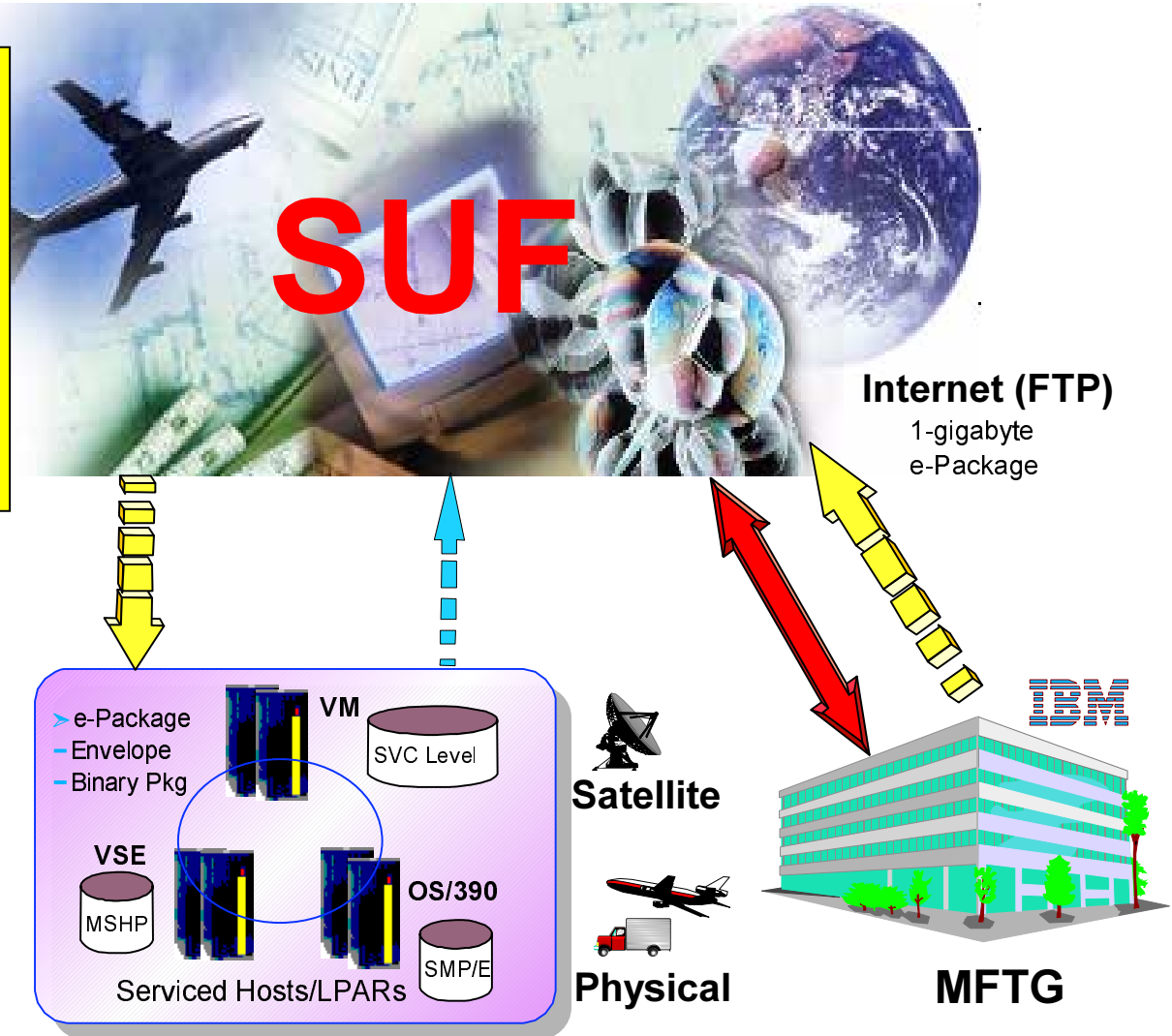
Global Service DB



S/390 Service Update Facility

To help you Research, Order, Receive and Install **TAILORED** service

- ✓ Supports OS/390, VM and VSE
- ✓ Single self service interface to IBM MFTG
- ✓ e-Order corrective, preventive and PE/HIPER software service over the Internet quick and easy.
- ✓ Relief from researching service required
- ✓ Service Package built to order and tailored to customer history.
- ✓ Increased stability of S/390 systems
- ✓ Multiple Delivery Options





Summary of SUF 2.1.2 Deliverables and Services:

	OS/390	VM/ESA	VSE/ESA
Service History Input	SMP/E CSI Targets Zones	RSU/ESO/PUT Service Level	MSHP RETRACE Output
Corrective service	Order by PTF or APAR # All requisites not already received or installed are shipped plus Enhanced Holddata	Individual PTFs	Order by PTF or APAR #. All requisites not already received or installed are shipped.
Preventive service	Quarterly /monthly available and tested Recommended Service Updates Plus Enhanced Holddata Optional Service: Hiper/PE to day of order	Monthly Recommended Service Updates Plus Hiper/PE Buckets	Refresh via physical media
Hipers/PE Reachahead	Current to the day prior to order production fixes not already received or installed. Plus Enhanced Holddata		Current to the day prior to order production fixes not already received or installed.
Service delivery options	Internet Physical media Advanced Digital Delivery (satellite)	Internet Physical media Advanced Digital Delivery (satellite)	Internet (corrective service) Physical media (corrective and preventive service)
Additional Services	<ul style="list-style-type: none"> - HotLink to Enhanced HOLDDATA - Order PTFs by APAR Number - Link to SUF and S/390 Support homepages and ServiceLink - Schedule Internet delivery off-shift 	<ul style="list-style-type: none"> Order PTFs by APAR Number Schedule Internet delivery off-shift Link to ServiceLink 	<ul style="list-style-type: none"> Order PTFs by APAR Number Schedule Internet delivery off-shift Link to ServiceLink



Getting Started

▲ Access SUF homepage: <http://www.ibm.com/s390/suf/>

▲ **Installation Cookbook:**

- ✓ Provides planning and setup information for the prerequisite products and SUF
- ✓ Most detailed info available for running SUF on the OS/390 "UNIX System Services"

▲ **Customer experiences, FAQs and Forums**

▲ **Optional: Click on Test-drive**

▲ **Order SystemPac e-business environment with SUF installed**

▲ **Entitlement**



S/390 IBM Processor Maintenance Agreement?
IBM Service contract? (e.g. SoftwareXcel)
S/390 Integrated Server Warrantee?

▲ Register, download SUF Application off our homepage

▲ Install and Configure (Done in SystemPac)

▲ Start using SUF





S/390 Service Update Facility

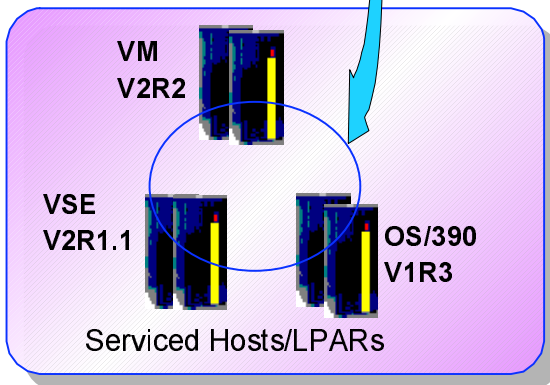
SUF Installation Environments:

Requirements for all environments:

- ✓ Websphere Application Server (WAS)
- ✓ Java 1.1.8
- ✓ HTTP (browser interface on user workstation)
- ✓ TCP/IP (FTP)
- ✓ Recommended Customer Firewall setup (Socks/Proxy)
- ✓ Internet connectivity...
- ✓ Intranet connectivity to Host

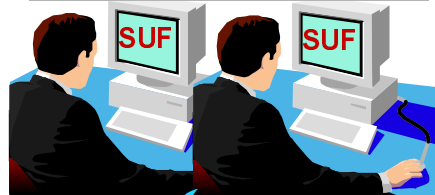
Desktop - Single User

Intermediate Node (DMZ)

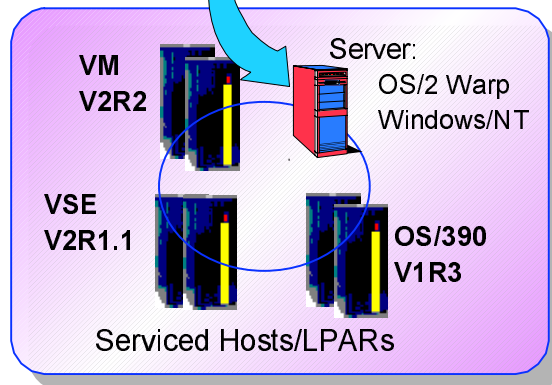


Or

Server - Multiple Users

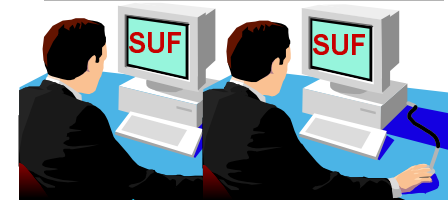


Intermediate Node (DMZ)

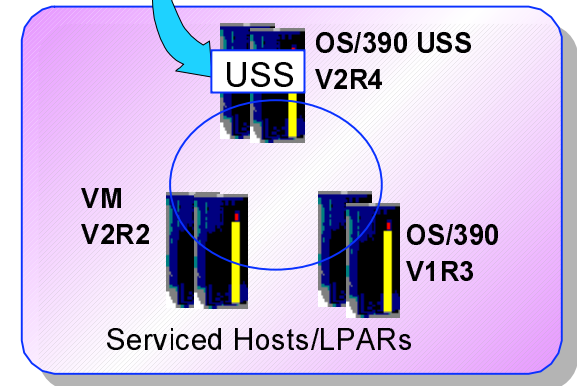


Or

Unix System Services



Host

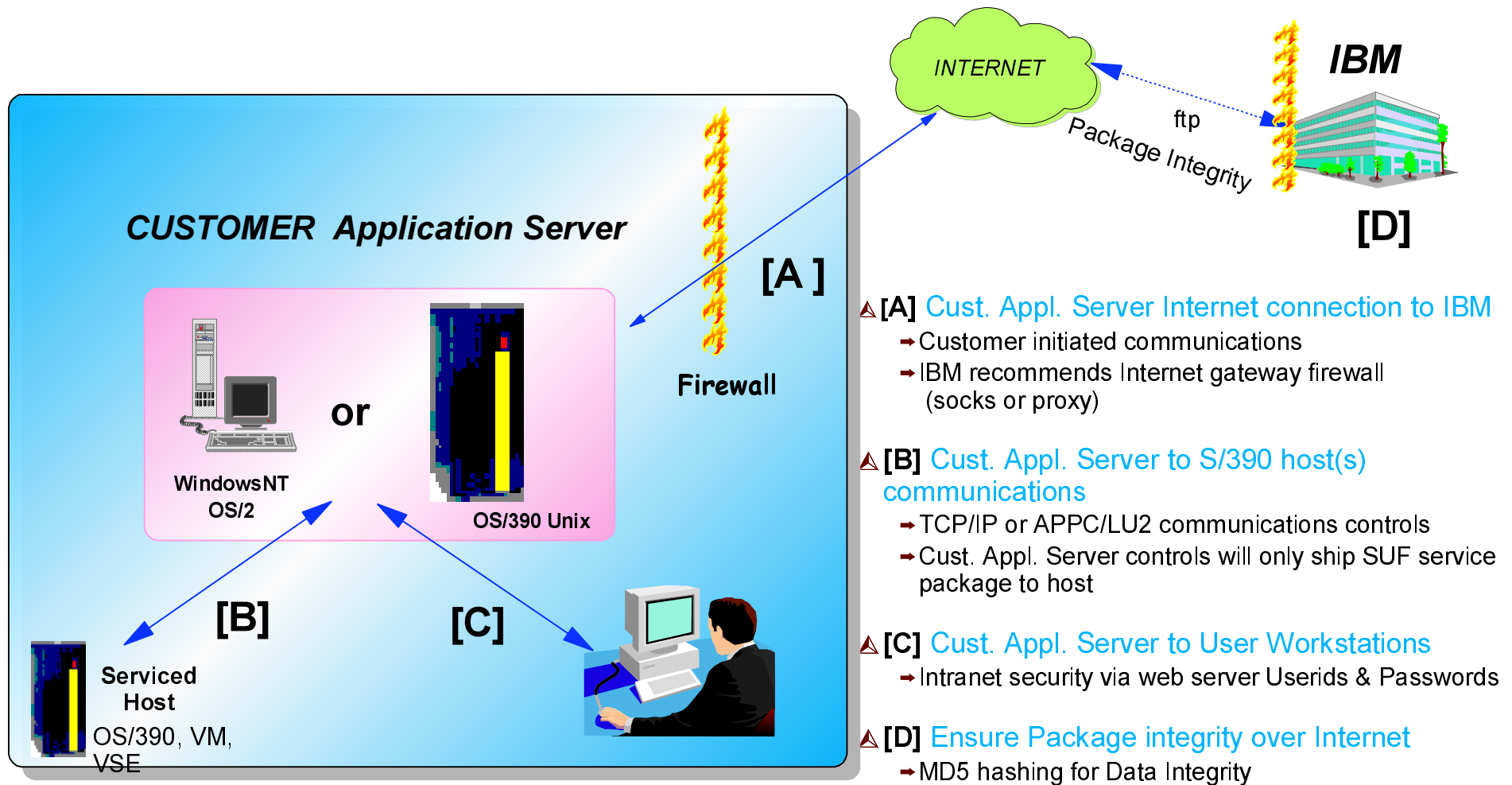


Minimum S/390 Entry Levels:
 OS/390 V1R3 or V2R4 for USS
 VM/ESA V2R2
 VSE/ESA V2R1.1



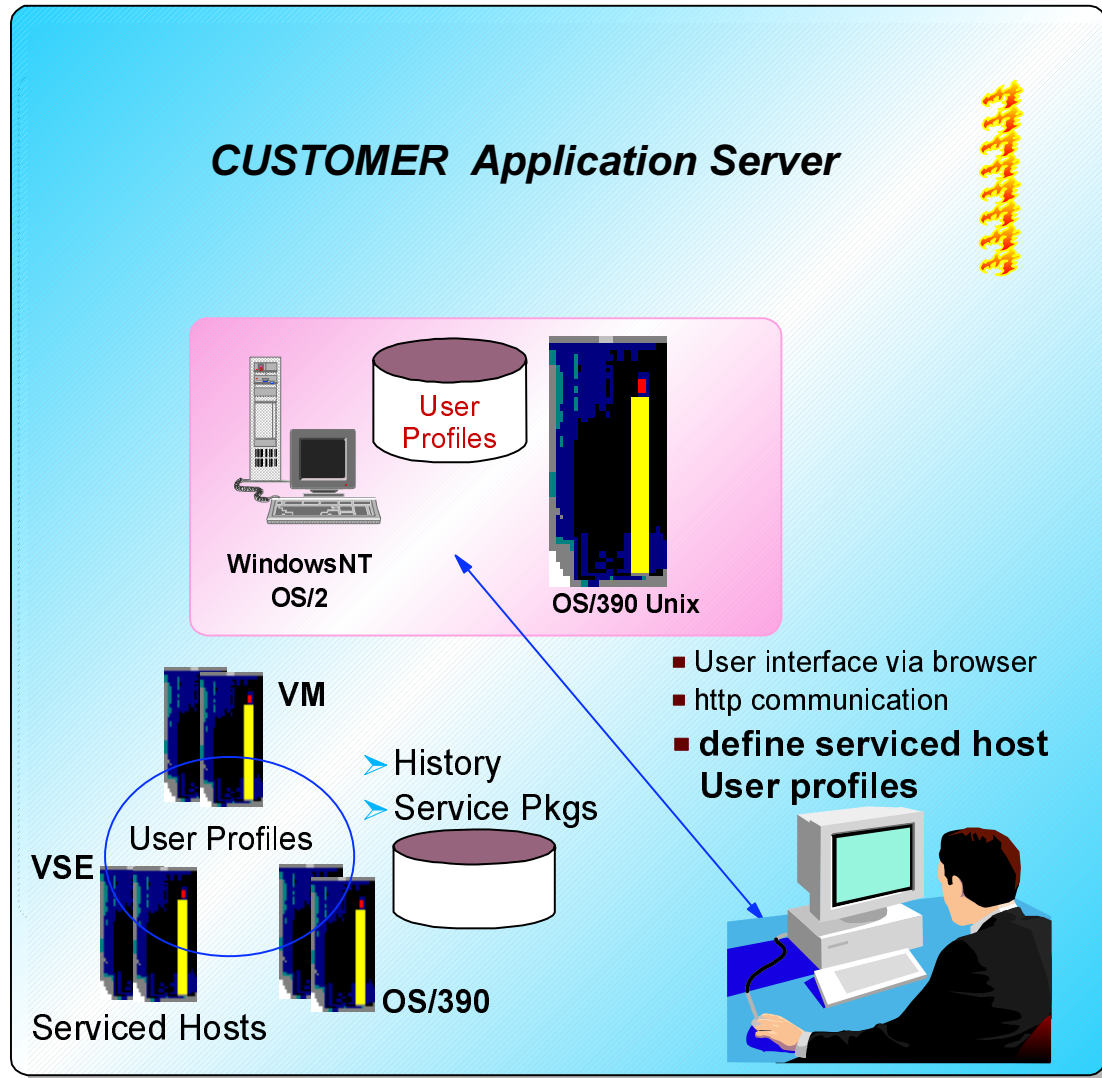
S/390 Service Update Facility

Security:





Host User Profiles:



▲ User Profile (OS390):

- ✓ Customer Number
- ✓ Host Nickname
- ✓ Host Type
- ✓ Userid/password
- ✓ TCP/IP Address
- ✓ Global Zone
- ✓ HLQ for Orders
- ✓ SMP/E DSN
- ✓ Physical Media Type
- ✓ Mailing Address
- ✓ User PKG Size Max.



S/390 Service Update Facility

To help you Research, Order, Receive and Install **TAILORED** service

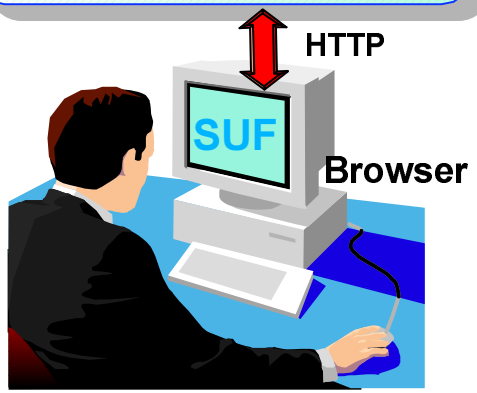
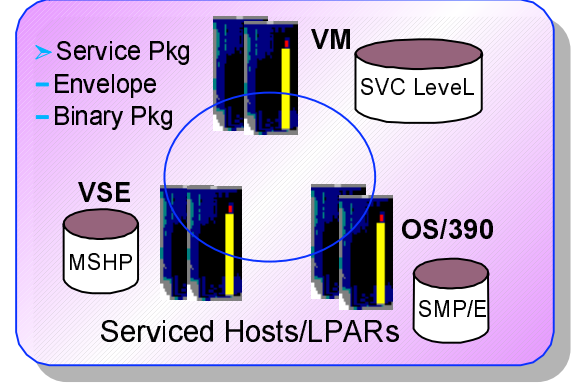
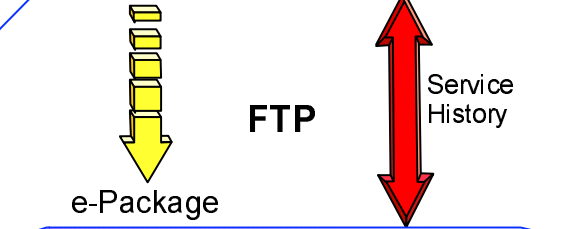
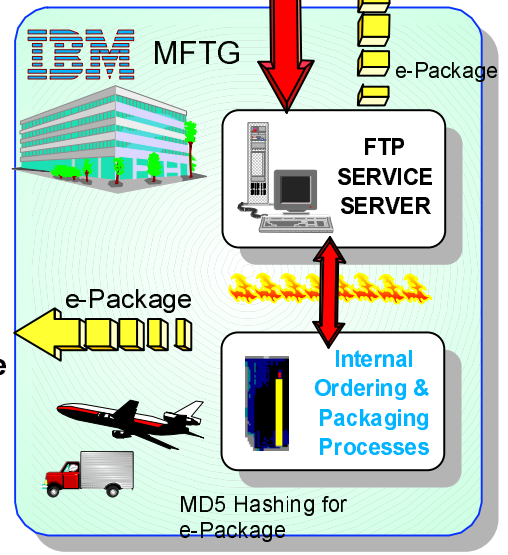
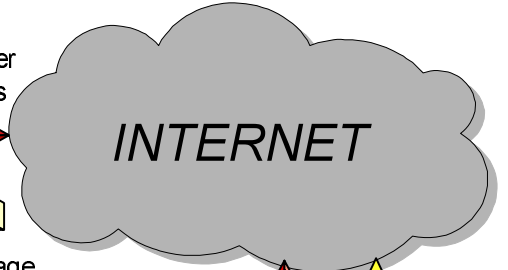
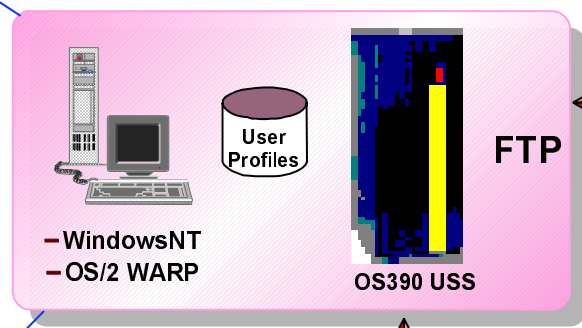
- ▲ Internet Connectivity Setup:
 - Direct, Proxy or Socks
- ▲ MFTG Site Setup
- ▲ User Profiles:
 - OS/390, VM/ESA and VSE/ESA
 - Host Connectivity
 - Service History:
 - SMP/E, VM SVC Lvl, MSHP
- ▲ e-Orders:
 - ▲ Hipers/PE Rechahead
 - ▲ Corrective service
 - ▲ Recommended Service Update
 - ▲ Plus OS/390 Enhanced Holddata
 - ▲ VSE System Refresh
 - ▲ Delivery Options
 - ▲ Order Status
 - ▲ Additional Services

1

2

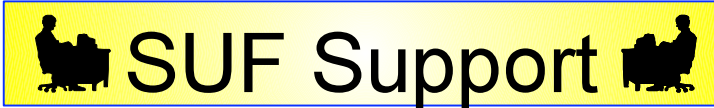
3

Customer Application Server (JAVA)



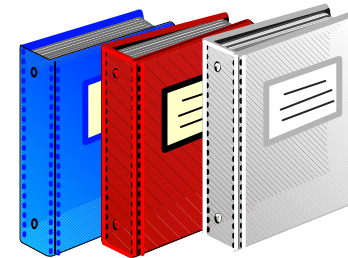


S/390 Service Update Facility



▲ **SUF WEB Page www.ibm.com/s390/suf/**

- CookBook on prerequisite hints and tips, and URL links
- Forum for SUF Installation Assistance
- SUF Users Guide
- Test Drive for examples of SUF e-order entry
- Registration
- Note: If setting up an S/390 Websphere Application Server environment, first reference www.ibm.com/s390/nc/library/technical for technical information.



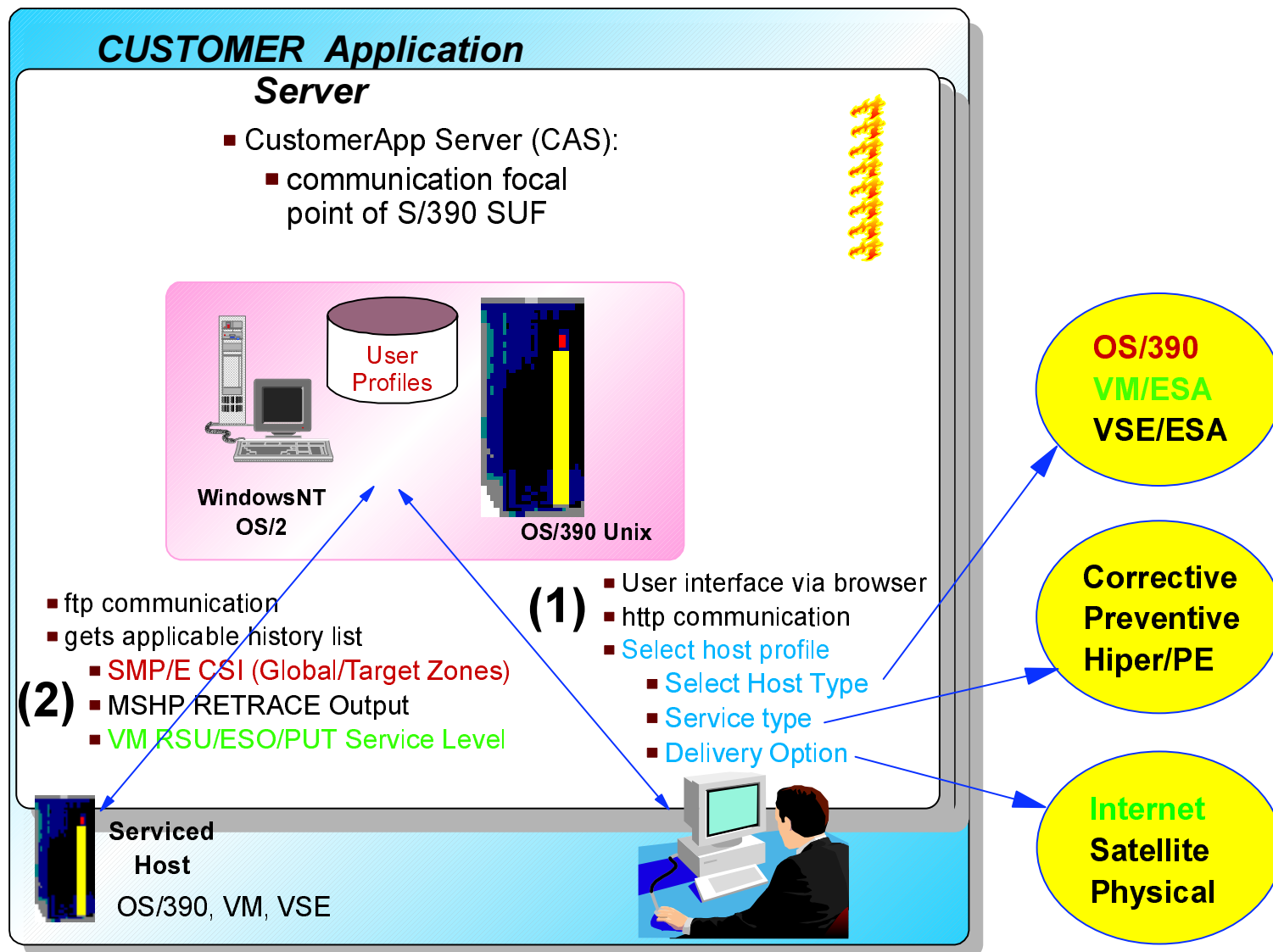
▲ **Post Installation Technical Support (Level 1/2)**

- SUF defect support is BAU through OS/390 Technical Support





Order Entry Example





S/390 Service Update Facility

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Version 2.12

- Enter the USER ID and PASSWORD for the user profile you want to use.
- Logon takes you to the SUF Home Page while Setup allows you to modify the user profile.
- To create a new user profile, clear the name and password fields then click Setup.

USER ID

PASSWORD

Use this userid as the default

Logon

Setup

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restricted by GSA ADP Schedule Contract with IBM Corp.



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→ Place Order

→ Check Status

→ Profile Setup

→ Additional Services



▶ IBM ▶ SUF Online ▶ S/390 Page ▶ Help



S/390 Service Update Facility

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Select the host you are ordering service for

plpsc
pkmfgvm4
plpsce2e

Continue

▶ IBM ▶ SUF Home ▶ S/390 Page ▶ Help



S/390 Service Update Facility

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Select the target zone(s) you wish to order service for

ICETGT	▲
ISFTGT	▼

Preventive Service

Corrective Service

PE/HIPER/YR2000 Rechahead

▶ IBM

▶ SUF Home

▶ S/390 Page

▶ Help



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Enter the PTFs or APARs you wish to receive

UW23409 UW34506

All values entered denote PTFs All values entered denote APARs

Continue

▶ IBM ▶ SUF Home ▶ S/390 Page ▶ Help



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If your preferred selection is not internet, that selection will always be used.

Preferred Alternate

Package Routing Code (Satellite Only)

Process orders when created

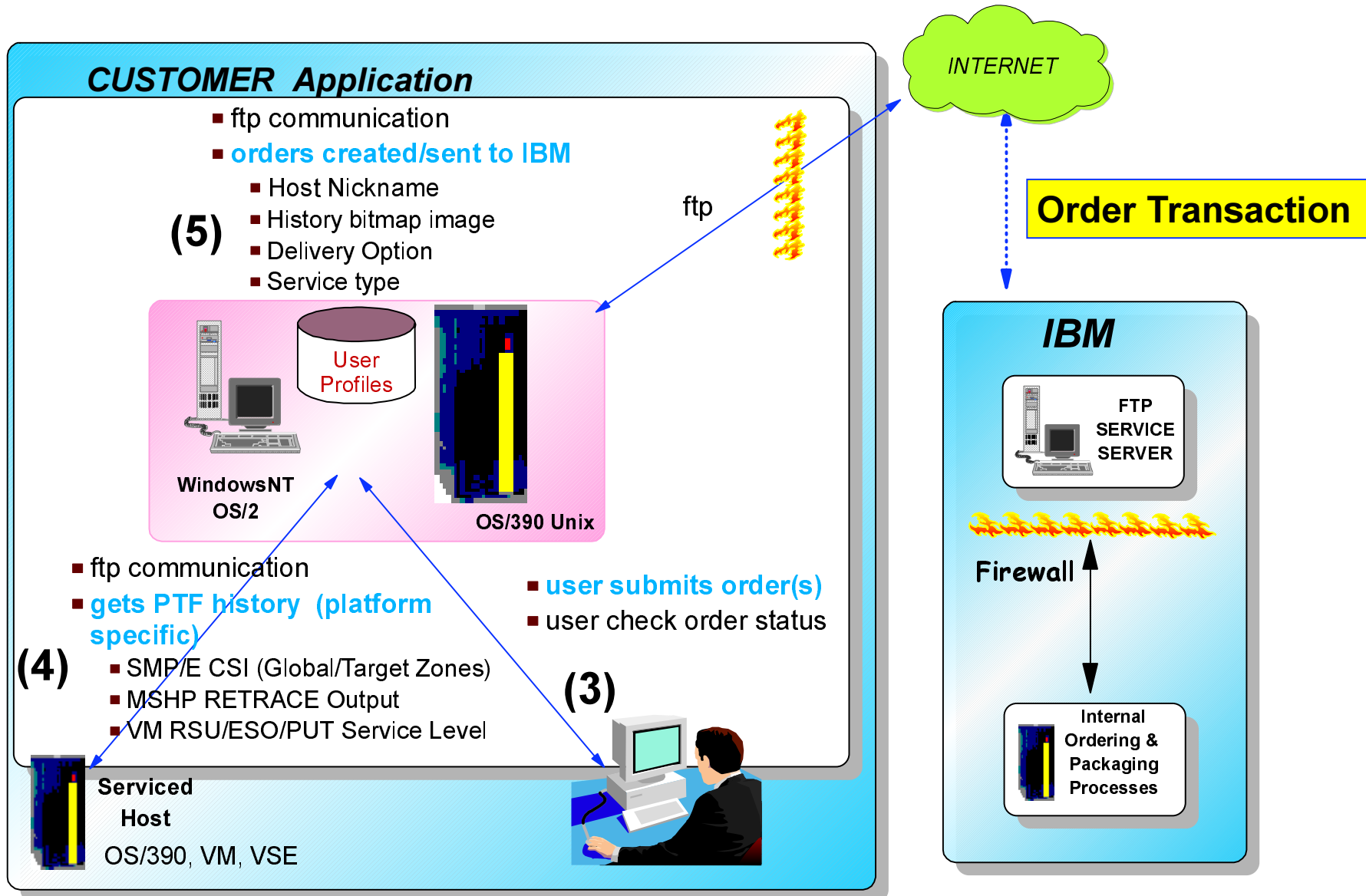
Receive Orders Between and

Submit Order To IBM

[▶ IBM](#) [▶ SUF Home](#) [▶ S/390 Page](#) [▶ Help](#)

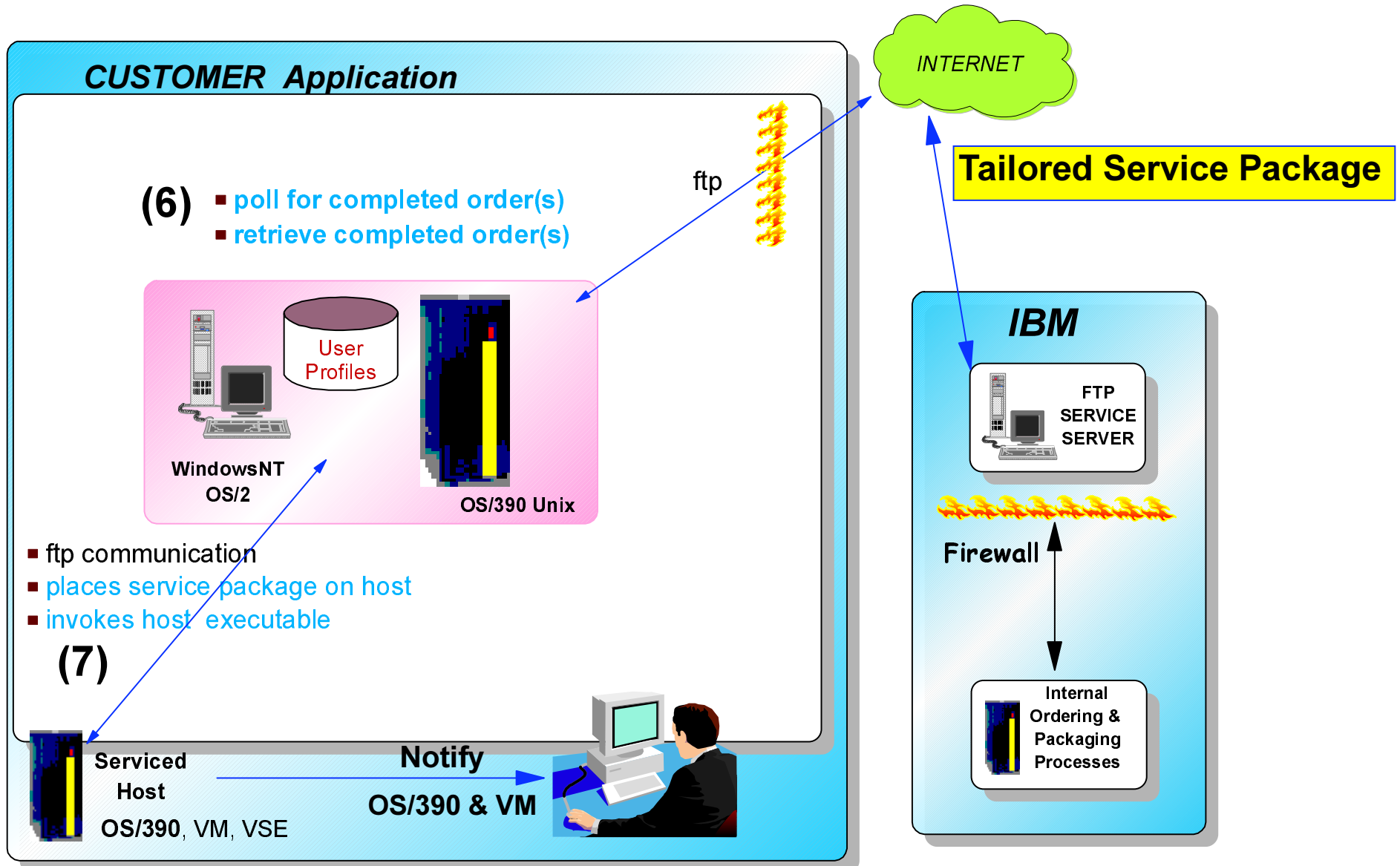


Order Submit & Fulfillment Example





Order Delivery (Internet Option) Example





Summary:

▲ Simplifies S/390 software service maintenance

- Service is tailored to system history
- SUF Electronic service package size is increased to 1-gigabyte

▲ Increases stability of S/390 operating system

- Hipers/PE Reachahead fixes are packaged with every OS390 and VSE order
- Holddata packaged with all OS390 service package deliverables

▲ Shortens service delivery time

- Electronic service package received is automatically FTP to host

▲ System programmer utilizes skills for enhancement not maintenance

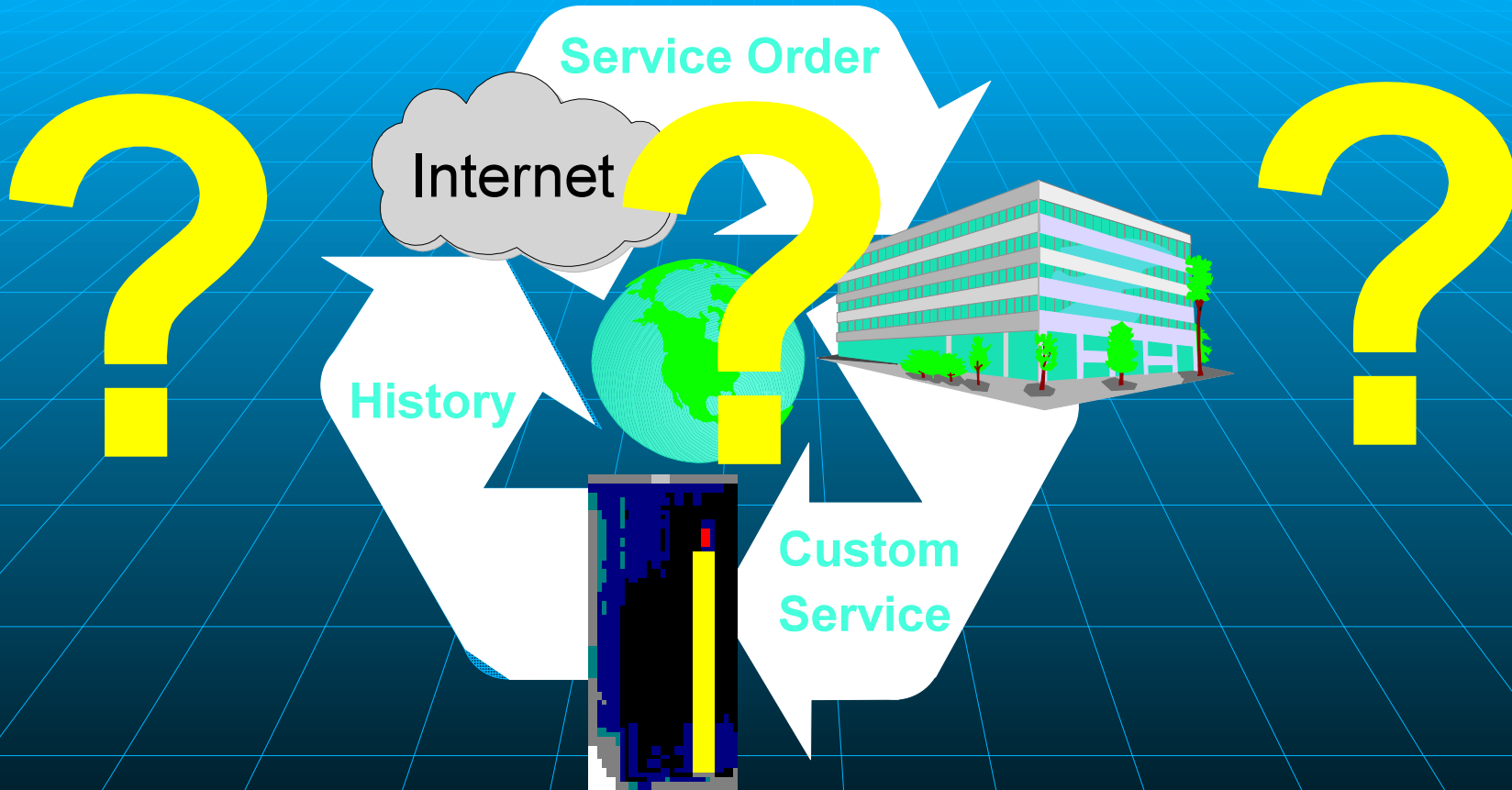
▲ For additional information refer to our Internet homepage

- <http://www.ibm.com/s390/suf/>



S/390 Service Update Facility

"Retrieve service off the Internet"



www.ibm.com/s390/suf/

SUF: Backup

Information





Current SUF Recommended Service Update Methodology:

△RSU is a package of recommended service that includes:

- ☞ Hipers (high impact problems) upto RSU level date
- ☞ Pervasive problem fixes
- ☞ All Severity 1 and 2 APARs
- ☞ Reach-ahead PE fixes
- ☞ Security and data integrity APARs
- ☞ Required requisite PTFs including severity 3 and 4
- ☞ 90-days of Enhanced Holddata for OS/390

△Recommended Service Updates are made available on the 15th of the month (e.g. April RSU service is available May 15th.)

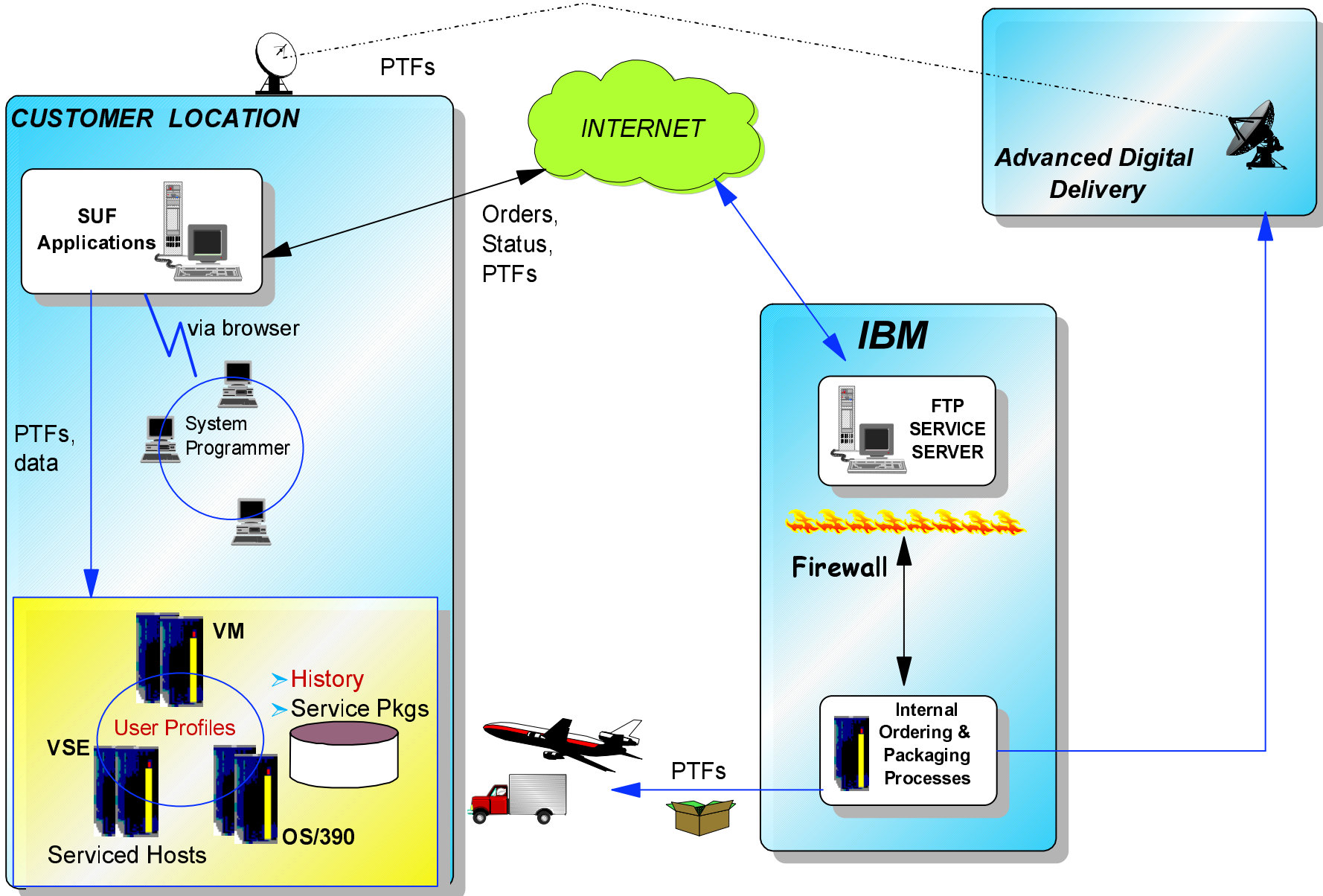
△Recommended Service Update Options Available:

- ☞ Current RSU-1 Recommended Level
- ☞ Most Current RSU
- ☞ RSUs for total of 6-months



S/390 Service Update Facility

Select **SUF Delivery Option:** (based on preference, size, security & availability)





Internet Delivery

- Projected speeds based on delivery size and speed of Internet line connection

Size	5 Megabytes	10 Megabytes	20 Megabytes	40 Megabytes	80 Megabytes
28kb	23 Mins	47 Mins	95 Mins	190 Mins	380 Mins
56 kb	12 Mins	23 Mins	47 Mins	95 Mins	190 Mins
128 kb	6 mins	12 Mins	24 Mins	48 Mins	95 Mins
1.54 mb (T1)	.22 Mins	.88 Mins	1.77 Mins	3.55 Mins	7.11 Mins

Example: OS/390 RSU of 80 Meg with line speed of 56 kb

80 Meg RSU reduced by 40% by using CSI to eliminate redundant PTFs

New working size = 48 Meg

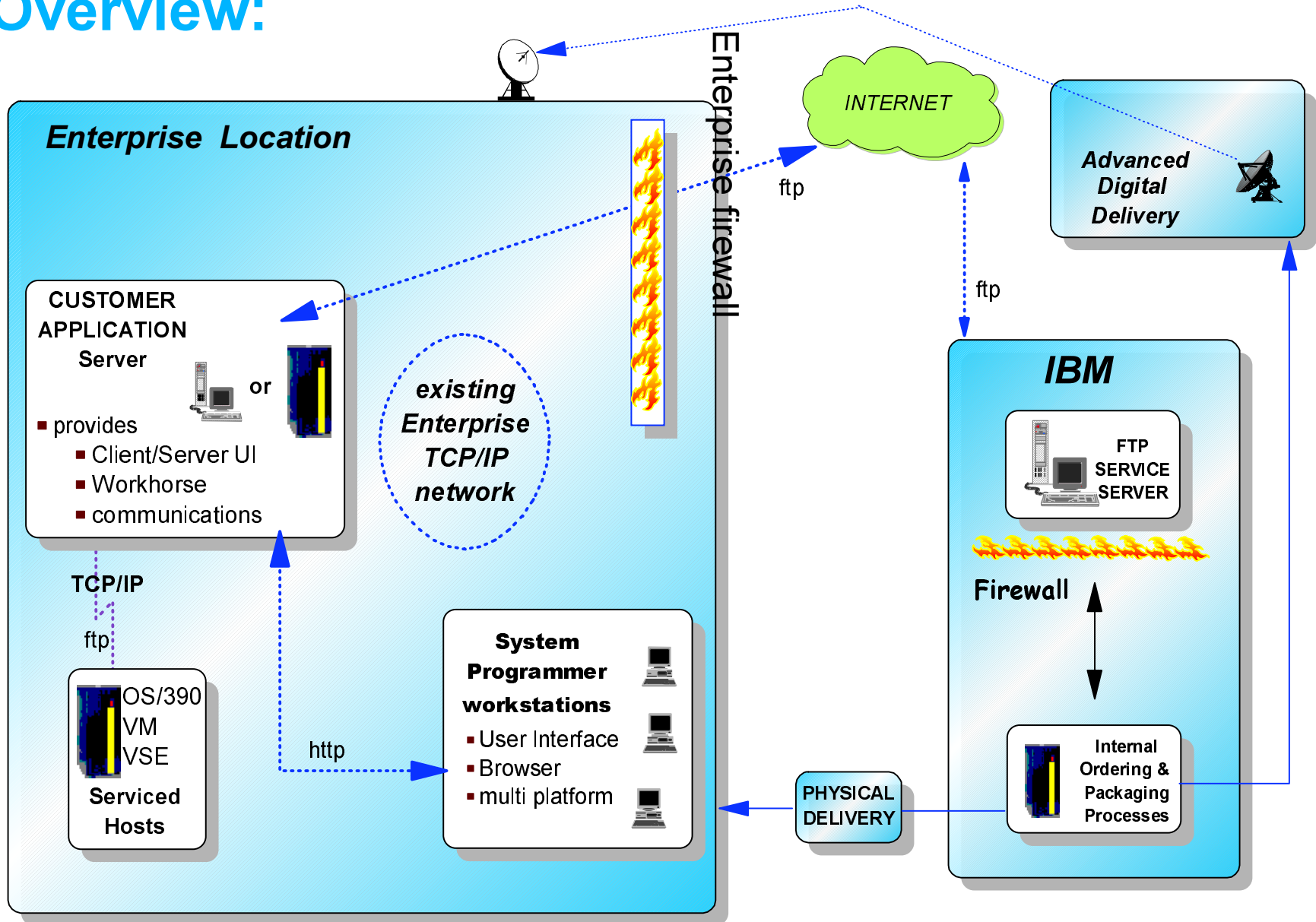
Compression prior to transmission = 60% reduction

Final deliverable size = 20 Meg... 47 Mins to transmit



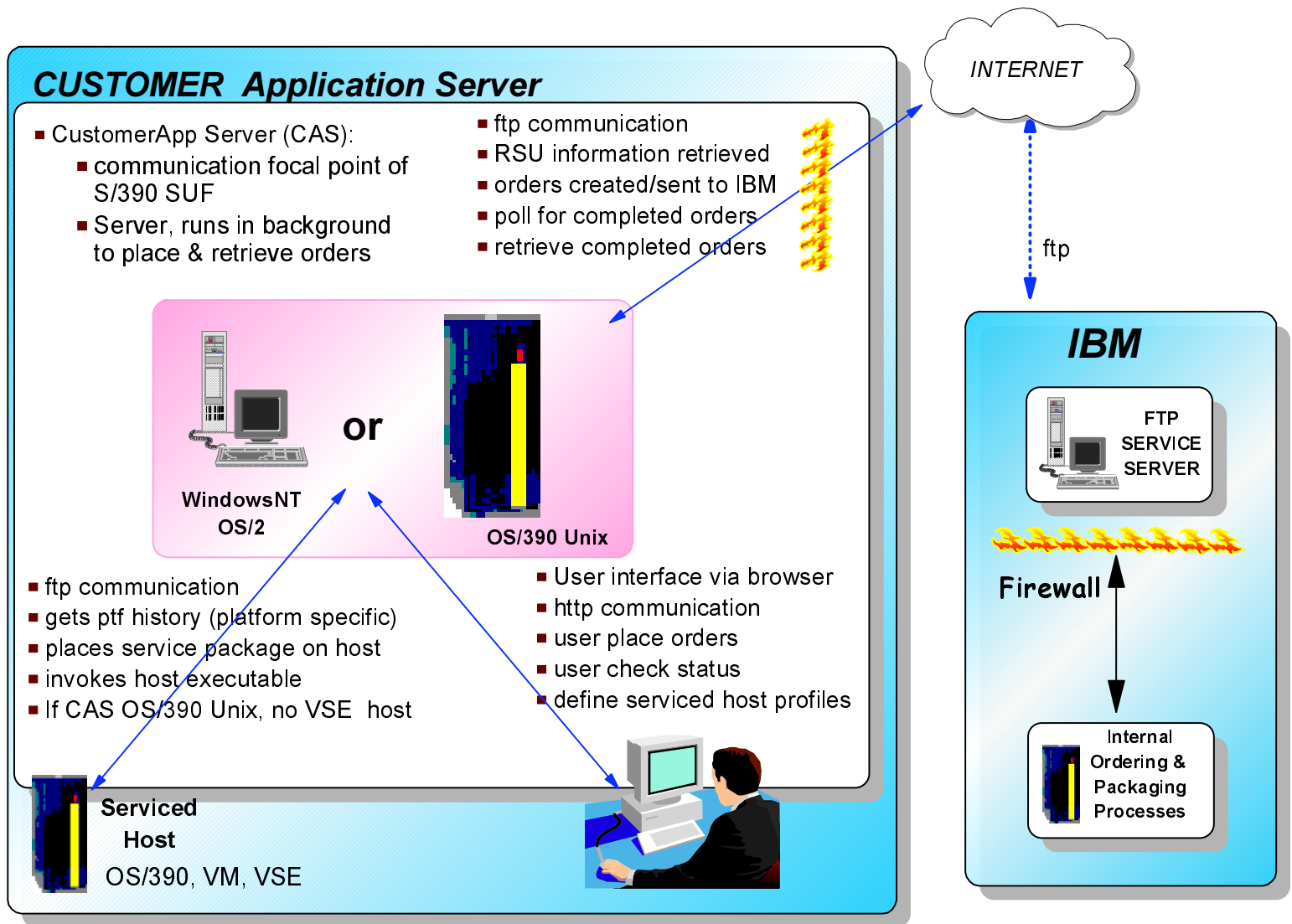
S/390 Service Update Facility

Overview:





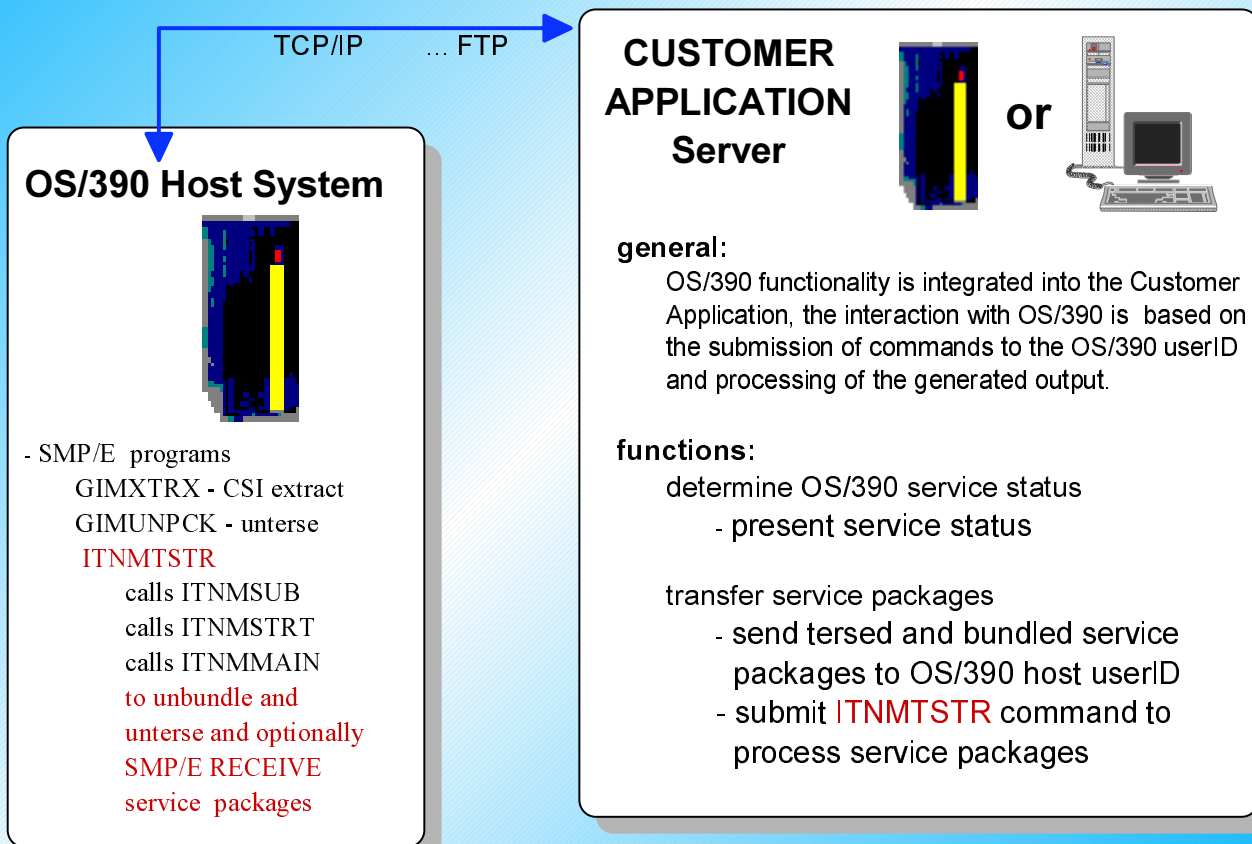
Customer App Server (CustApp)





OS/390 Implementation

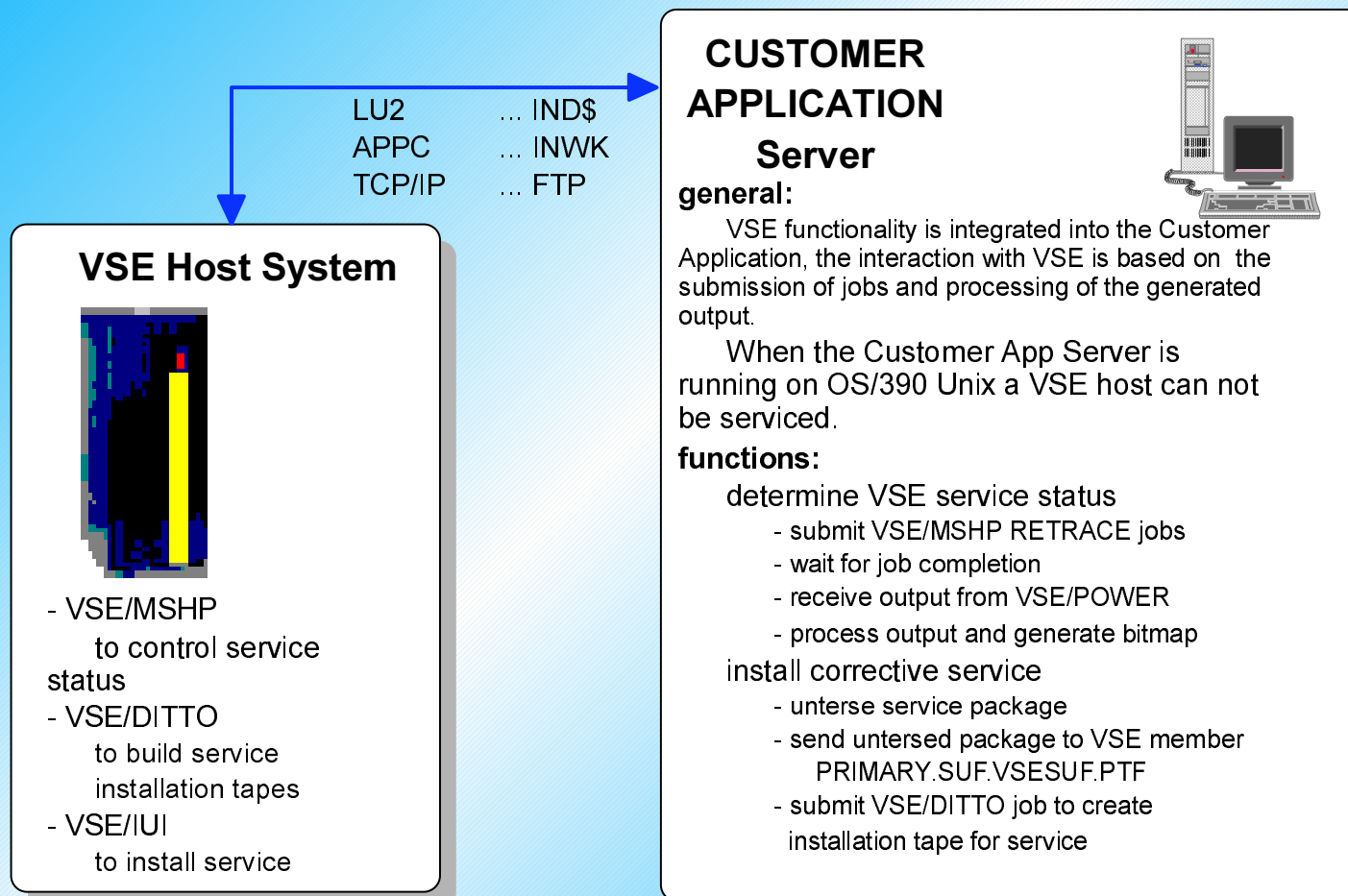
OS/390 Implementation Details





VSE Implementation

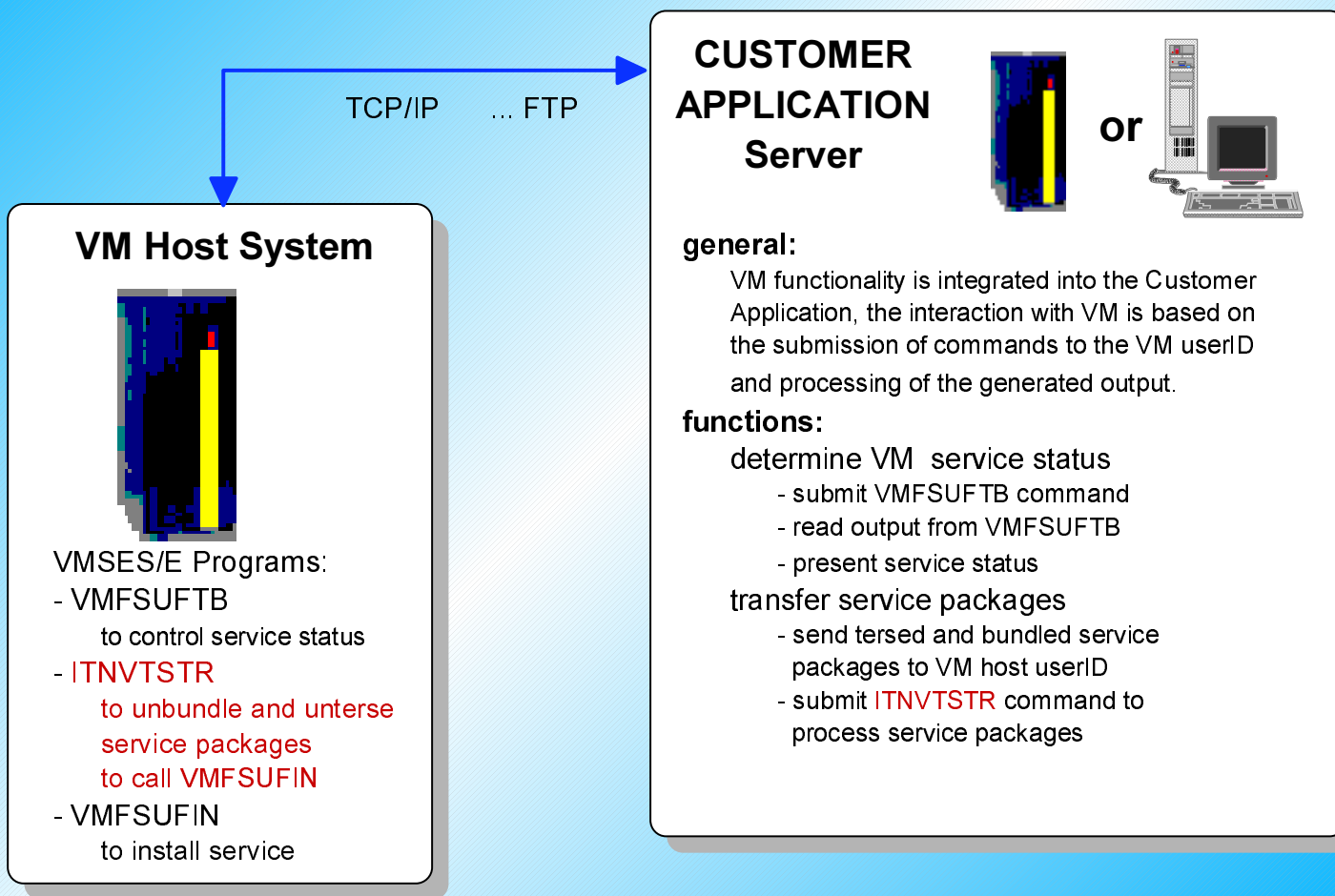
VSE Implementation Details





VM Implementation

VM Implementation Details





Hardware / Software Required

■ Entitlement:

- S/390 Processor with IBM Hardware Maintenance Agreement
- IBM Service contract? (e.g. SoftwareXcel)
- S/390 Integrated Server Warrantee?

■ Entry Levels:

OS/390 V1R3 or V2R4 with PTFs UR48338 & UR49290 (or higher)

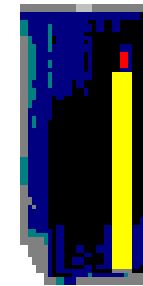
- OS/390 V2 R5 with PTF UR49291 (or higher)
- VM/ESA V2 R2 with PTF UM29143 or V2R3 (or higher)
- VSE/ESA V2R1.1 (or higher)

■ User Workstations with Netscape Navigator 3.X or 4.X, or Microsoft Internet Explorer 4.0

■ VSE Specific requirements also include

If using a Workstation Cust. App. server

- ▶ IBM Personal Communications/3270 (for LU/2), or
- ▶ IBM Access Feature for Advanced Program to Program Communications (APPC for LU/6.2)
- ▶ Connectivity Systems TCP/IP 4 VSE, or
- ▶ VSE/ESA V2R3 with IBM TCP/IP for VSE/ESA



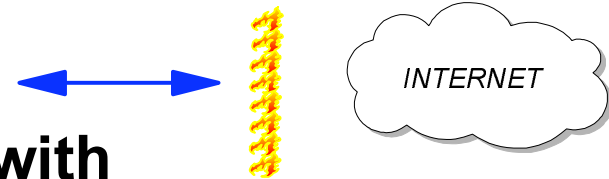


Hardware / Software Required

■ Customer Application Server (one of the following):

– All Platforms:

- ▶ FTP Internet connection (thru a Firewall)

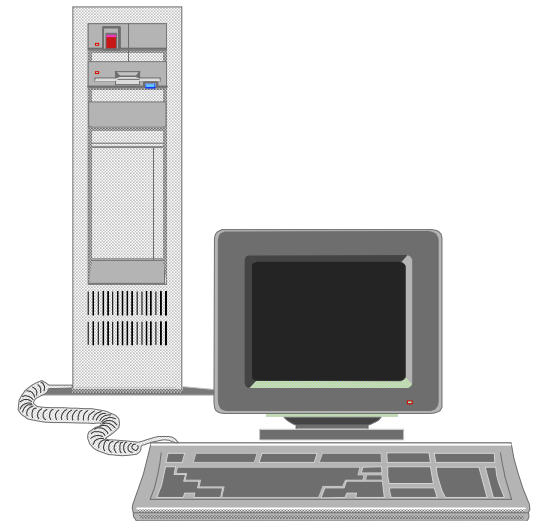


– Windows NT Workstation Server with

- ▶ MS WindowsNT 4.0 with ServicePack3
- ▶ DominoGoWebserver V4R6M1, Netscape Enterprise Server or IBM HTTP Server Powered by APACHE
- ▶ Java V1.1.4
- ▶ "SUF" Customer Application code installed
- ▶ 20mb to 1gig hard disk space available

– OS/2 WARP Workstation Server with

- ▶ Running OS/2 WARP Connect V4 with TCP/IP
- ▶ DominoGoWebserver V4R6M1
- ▶ Java V1.1.4
- ▶ "SUF" Customer Application code installed
- ▶ 20mb to 1gig hard disk space available





Hardware / Software Required

- **OS/390 Host Server with**
 - OS/390 V2R4 with DominoGoWebserver V4R6M1 installed & configured, or
 - OS/390 V2R5 with DominoGoWebserver V4R6M1 configured
 - Java V1.1.4
 - "SUF" Customer Application code installed
 - 20mb to 1gig HFS hard disk space available

- See <http://www.ibm.com/s390/suf/> for more detailed Requirement information

