

S50

IMS Service Highlights

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IMS Service Highlights Agenda

▲ Agenda

- **Section 1: IMS Maintenance Process Topics**
- **Section 2: IMS APAR Tips**
- **Section 3: IMS Product Service Expiration Dates**
- **Section 4: IMS SVL Software Support Information Sources**
 - **PSP (Preventative Service Planning) Buckets**
 - **IMS Information Items**
 - **IMS Support Web Pages**
- **Section 5: IMS SVL Software Support Communications**

Section 1: IMS Maintenance Tips

Section 1: IMS Maintenance Tips

Dataset Name Changes IMS 710

▲ The following shows dataset name changes in IMS Version 7

Old DistLib	Old TargetLib	New DistLib	New TargetLib
GENLIB	SMPMTS	ADFSMAC	SDFSMAC
GENLIBA	MACLIB	ADFSMAC	SDFSMAC
GENLIBB	MACLIB/SMPMTS	ADFSMAC	SDFSMAC
LOAD	-	ADFSLOAD	-
-	RESLIB	-	SDFSRESL
DBSOURCE	SMPSTS	ADFSSRC	SMPSTS
SVSOURCE	SMPSTS	ADFSSRC	SMPSTS
TMSOURCE	SMPSTS	ADFSSRC	SMPSTS
DFSCCLSTA	DFSCCLST	ADFSCCLST	SDFSCCLST
DFSEXECA	DFSEXEC	ADFSEXEC	SDFSEXEC
DFSISRCA	DFSISRC	ADFSISRC	SDFSISRC
DFSRTRMA	DFSRTRM	ADFSRTRM	SDFSRTRM
DFSMLIBA	DFSMLIB	ADFSMLIB	SDFSMLIB
DFSPLIBA	DFSPLIB	ADFSPLIB	SDFSPLIB
DFSSLIBA	DFSSLIB	ADFSLIB	SDFSSLIB
DFSTLIBA	DFSTLIB	ADFSTLIB	SDFSTLIB

Dataset Name Changes IMS 710, Continued

▲ Considerations to be made as a result of the IMS 710 dataset name changes:

- **MACLIB= operand of the IMSGEN macro is no longer needed and will generate a warning message during stage 1 processing**
- **SYSGEN no longer builds a target library for macros (formerly IMS.MACLIB), it is now done by DFSJCLIN. Custom processes that depend on this will have to be adjusted.**
- **SMPMTS will no longer contain IMS Macros. This may affect customization done to the SYSLIB concatenations of IMS Gen related jobs.**

IMS Information Item II08928: IMS Maintenance Guidelines

- ▲ **IMS Information Item II08928 (Recommended steps to perform a major IMS maintenance upgrade) has changed with GA of IMS 710**
 - **Items involving JCLIN and Target library**
 - **JCLIN Jobstream built for the following by using SMP GENERATE:**
 - **FMID JMK7704 Remote Log Tracking**
 - **FMID JMK7705 Database Level Tracking**
 - **FMID JMK7708 IMS Java**
 - **FMID HIR2101 IRLM (except R710 QPP customers)**
 - **This function requires APAR PQ46628/UQ55785 PDO 0130 ESO F107**
 - ▶ **APAR closed 07/09/01**
 - **SMP Generate creates a jobstream to rebuild Target libraries from the Distribution libraries**
 - **II08928 should be referenced prior to any maintenance upgrade.**

SMP Functions not Included in IVP

▲ IVP Panels involving SMP are not included for IMS Java

- **Installation JCL has been substituted**
 - **See the IMS Program Directory for details**
- **Implemented for consistency across IBM Products.**

IMS Java Install Job DFSJALLC Incorrect

- ▲ There is an error in the last DD statement in job DFSJALLC which is used to allocate the target and distribution libraries. The problem is with the DD statement for ADFSJLIB where the dataset name prefix points to the target high level prefix and it should point to the distribution high level prefix. It should be changed as follows:

FROM:

```
//ADFSJLIB DD DSN=&TARGPRE..ADFSJLIB,  
// DISP=(NEW,&DSP),  
// RECFM=U,LRECL=0,BLKSIZE=32760,  
// SPACE=(6144,(1200,85,46)),  
// UNIT=&UNIT,  
// VOL=SER=&DLIBVOL,  
// DSNTYPE=LIBRARY
```

TO:

```
//ADFSJLIB DD DSN=&DLIBPRE..ADFSJLIB,  
// DISP=(NEW,&DSP),  
// RECFM=U,LRECL=0,BLKSIZE=32760,  
// SPACE=(6144,(1200,85,46)),  
// UNIT=&UNIT,  
// VOL=SER=&DLIBVOL,  
// DSNTYPE=LIBRARY
```


SMPLTS Dataset

▲ SMPLTS dataset is now used by IMS

- Required for IMS Java FMID JMK7708
- Defined as a PDSE.
 - Informational APAR II12221 contains tips that are useful for support of unmanaged HFS and PDSE for those unfamiliar with the process

IBM High-Level Assembler Toolkit

▲ IBM High-Level Assembler Toolkit is required for IMS 710

- Required because IMS uses Concept-14 macros which are not shipped with IMS 710
- IBM High-Level Assembler Toolkit (5696-234) is a separately priced feature

Install Allocations Too Small

- ▲ Some of the IMS datasets allocated by job DFSIVJ03 (pre-IVP job) and by the IVP job IV_B102J (allocate DLIBS) do not allocate a large enough value as primary space. This can lead to out of space abend conditions during various processes. Suggested primary allocations Follow:

JOB	DATASET	Primary Allocation
DFSIVJ03	SDFS MAC	75 CYL
DFSIVJ03	SDFS PLIB	6 CYL
DFSIVJ03	SDFS TRM	8 CYL
DFSIVJ03	SDFS SLIB	6 CYL
IV_B102J	ADFS MAC	75 CYL
IV_B102J	ADFS PLIB	6 CYL
IV_B102J	ADFS SRC	200 CYL

Set IV_B340J Dataset Change

▲ IVP job IV_B340J (JCLIN for IMS Non-Sysgen Functions) contains the following DD statement:

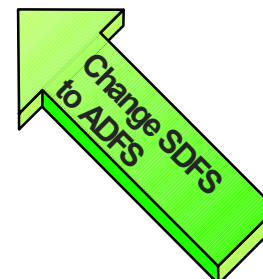
- //SMPJCLIN DD DISP=SHR,DSN=IMSTESTL.CBPDO.SDFSISRC(DFSJCLIN)

▲ This needs to be changed to:

- //SMPJCLIN DD DISP=SHR,DSN=IMSTESTL.CBPDO.ADFSISRC(DFSJCLIN)
- Where the dataset used is the distribution library as opposed to the target library.

▲ This is corrected by service for APAR PQ50808

```
//IVPJCLIN EXEC PGM=GIMSMP,TIME=(600),DYNAMNBR=250,  
//          PARM='DATE=U,CSI=IVPSMP71.GLBLZONE.CSI'  
//*  
//*  
//SMPJCLIN DD DISP=SHR,DSN=J93.I71P27.DBDC.SDFSISRC(DFSJCLIN)  
//SMPCNTL DD *  
    SET BDY(IMSTZ71).  
    JCLIN ASM(PGM=ASMA90) JCLINREPORT.  
/*
```



Consolidated Service Test (CST)

▲ Consolidated Service Test (CST) ***New***

- **Goal: Reduce confusion and potential business outages due to conflicting service levels and products failing to work consistently together**
- **Outcome:**
 - **A recommendation of a tested maintenance level for z/OS, OS/390 and key subsystems**
 - ▶ **Initially includes: IMS, CICS, DB2, MQSeries.**
 - ▶ **Will expand to include others**
 - **Quarterly report with recommended maintenance level; monthly addendum including monthly RSU updates available on website**

Consolidated Service Test (CST) Continued...

▲ Change in criteria for inclusion in the quarterly RSU:

- Severity 1, 2, 3 & 4 APARs

▲ Testing of quarterly RSUs:

- Three 30-day test cycles exercised
- System upgraded every 30 days to include the next monthly RSU
 - HIPERs, PE fixes, security, integrity and fixes to CST problems
- Stress and saturation testing, failure and recovery testing, and rolling IPL maintenance test of previous Quarterly RSU to current Quarterly RSU
- Done prior to availability
- Testing covers integrated workloads across all participating z/Series and S/390 products
 - Provides one clear consistent recommendation for the platform
 - Workloads will evolve over time

▲ Also available monthly

- 30 days of tested Hiper/PE and security/integrity APARs between quarterly testing

Consolidated Service Test (CST) Continued...

▲ CST Website for additional information/contact

- <http://www.ibm.com/servers/eserver/zseries/zos/servicetst/getserv.html>

Products and service levels

Date	Product/Release levels	Maintenance	SOURCEID
2nd quarter, June 30, 2001 Quarterly report	OS/390 R9 OS/390 R10 z/OS V1R1 CICS TS 1.3/CPSM 1.4 DB2 UDB for OS/390 V6 DB2 UDB for OS/390 V7 MQSeries for OS/390 V2.1 MQSeries for OS/390 V5.2 IMS V6 IMS V7 IRLM 2.10	Based on all service through May 18, 2001, plus HIPERs and PEs through June 5, 2001	CST01Q2
July 30, 2001	See list above	Hipers and PEs through June 30, 2001	CST01M7 CST01M7 must be installed after or concurrently with CST01Q2.
August 30, 2001	See list above	Hipers and PEs through July 31, 2001	CST01M8 New! CST01M8 must be installed after or concurrently with CST01Q2 and CST01M7.

PE and HIPER APAR Management

- ▲ **IMS recommends the use of Enhanced HOLDDATA to identify PE and HIPER maintenance not currently installed on the IMS RESLIB.**
 - **Entire OS/390 and MVS platform is covered in a single set of HOLDDATA.**
 - **Read ++HOLD data into the Global Zone used by IMS.**
 - **SMP/E REPORT ERRSYSMODS is used to identify all missing critical service.**

- ▲ **A complete description of OS/390 Enhanced HOLDDATA can be found on the Internet.**
 - **<http://service.software.ibm.com/390holddata.html>**

New SMP/E SYSTEMHOLDS

▲ The following new SYSTEMHOLD REASON ID's have been added in addition to the existing HOLD SYSTEM reason IDs (ACTION, AO, DELETE, DEP, DOC, EC, EXRF, IOGEN, and MSGSKEL)

- ENH (Enhancement)

- Used to identify new function in the service stream
- BYPASS if acceptable to install new function

- EXIT (Change to User Exit)

- Used to identify changes required to User Exits
- For example, Reassembly required, change in interface, etc.
- BYPASS if not using user exits, or prepared to do required task

- IPL (IPL)

- Used to identify *special* requirements (e.g., IPL with CLPA)
- Bypass when planning to IPL with CLPA to implement service

- Continued on next page

New SMP/E SYSTEMHOLDS - Continued

▲ New SYSTEMHOLD REASONIDs cont.:

- **RESTART**
 - Used to identify *special* requirements for subsystem restart
 - **BYPASS** if special requirements are planned

- **DB2BIND - Not applicable in IMS**
 - Used to identify service that requires a DB2 application REBIND for the designated service to become effective
 - **BYPASS** if the REBIND is planned or application is not affected

- **Additional REASONID's being considered**

New SMP/E SYSTEMHOLDS - HOLDDATA Summary Reports

▲ New z/OS R1.2 SMP/E HOLDDATA Summary Reports

- Bypassed Hold Reason Report
- Unresolved Hold Reason Report
- Summary of Bypassed and Unresolved Hold Reason Report

New SMP/E SYSTEMHOLDS - Structured ++HOLD

- ▲ The initial information provided in all ++HOLD statements will be in a consistent format across the OS390 / zOS platform
 - Same template for initial information used by all products
 - Key information will be provided in the first few statements
 - Enable system programmer to determine if they need to continue reading the ++hold information
 - The following fields will be contained within this template:

Function Affected

Description

Timing

New SMP/E SYSTEMHOLDS - Function Affected

▲ **The FUNCTION AFFECTED will identify the functional entity affected by the information in the ++HOLD (may not be the same as USERS AFFECTED)**

- **Meaningful to the system programmer that has to read and interpret the information.**
 - **May provide enough information for user to decide to continue reading or not**
- **Identify functional entities affected by the ++HOLD**
- **Presented in a HIERARCHY of components**
- **Product (IMS) at the top and lower levels for the various subcomponents**
 - **Applicable to the ++hold card only**
 - **One line for each level**
- **Example**
 - IMS**
 - IVP**

New SMP/E SYSTEMHOLDS - Description

The **DESCRIPTION** field provides a short description to describe the detail provided by the **++HOLD**.

- **Key phrases and words used by all change teams for consistency across the platform**
- **Description will vary depending on hold REASONID**
- **Examples of descriptions for hold reason ACTION are:**
 - **Allocate new dataset**
 - **Control Block Size**
 - **Execute Utility**
 - **File Tailor**
 - **Installation Notes**
 - **Reallocate existing dataset**
 - **Recompile/relink application**
 - **Record Change**
 - **RSR**
 - **Other**
- **The list will be dynamically updated as needed**

New SMP/E SYSTEMHOLDS - Timing

- ▲ The **TIMING** field identifies when the ++hold action needs to be performed as follows:

TIMING	DEFINITION
Pre-APPLY	The action must be performed BEFORE APPLY processing
Post-APPLY	The action must be performed AFTER APPLY processing
Pre- or Post APPLY	The action must be performed either BEFORE of AFTER APPLY processing
Pre-ACCEPT	The action must be performed BEFORE ACCEPT processing
Post-ACCEPT	The action must be performed AFTER ACCEPT processing
PRE-IPL	The action must be performed BEFORE you IPL the system where the service has been applied
Post-IPL	The action must be performed AFTER you IPL the system where the service has been applied
Exploitation	The action enables you to exploit the new function added by the service
Pre-RESTART	The action must be performed BEFORE the subsystem restart
Post-RESTART	The action must be performed AFTER the subsystem restart
During-RESTART	The action must be performed during the subsystem restart
As Needed	No characteristic applies (Doc changes, etc.)

Structured HOLDS

Template

Function Affected	: Hierarchy of functional entities (product specific)
Description	: Short description standardized across products
Timing	: <i>When to perform action</i>

Example

Function Affected	: IMS IVP
Description	: File Tailor
Timing	: Post-ACCEPT

New SMP/E SYSTEMHOLDS - Information Sources

▲ The following contains additional information regarding the new HOLD REASONIDs and Structure ++HOLDS:

- Web Address PDF

http://ps.software.ibm.com/www/usa/images/holddata_maintenance.pdf

- RETAIN Information Item

II12867

Section 2: Maintenance Process Topics

Section 2:

IMS APAR TIPS

Minimal APARs Required for HALDB

▲ Minimal APARs Required to use HALDB. This information is maintained in the IMS710 JMK7701/GA PSP bucket, Installation Section.

APAR	PTF	Description
PQ37015	UQ47416	Secondary index migration performance
PQ35893	UQ49705	Batch INIT.DB and INIT.PART commands for HALDBS
PQ36991	UQ49987/8	ILDS creation performance
PQ37127	UQ47735	DFSMAID0 performance
PQ38822	UQ45056	RECON partition LIST command support
PQ46110	UQ52625	DFSPREC0 loop in rebuild on PHIDAM DB Primary Index
PQ46122	UQ52634	DFSPREC0 ILDS rebuild
PQ47388	UQ53417	DFSURIT0 abend0c4 WHEN RELOADING A PHIDAM DB
PQ48138	UQ53966	HALDB PDU panel DSPXPNA gives incorrect message
PQ45196	UQ55330	DFSPREC0 rebuild Primary Index
PQ48477 06-15-2001	UQ55163 PDO 0126	DFSPREC0 does not mark ILDS recovery done
PQ46449 07-09-2001	UQ55712 PDO 0130	ABENDU868 after Index Rebuild Utility DFSPREC0

Minimal APAR Level for ODBA

▲ Minimal APAR Level for ODBA

– PQ37325/UQ53832 - R710 PDO 0121 ESO F105

- **ERROR DESCRIPTION:** Corrects many problems encountered in the ODBA environment which can cause IMS outages including ABENDU0762, ABENDU0711, loops, hung threads, jobname duplication/confusion, and some cross memory access problems
- **USERS AFFECTED:** All IMS R710 USERS of ODBA
- **RECOMMENDATION:** Install corrective PTF

IMS Database APAR PQ42536

▲ INCORRECT OUTPUT WHEN UNLOADING A VIRTUALLY PAIRED DB

– PQ42536/UQ55983 - R710 PDO 0130 ESO F107

- **ERROR DESCRIPTION:** DFSURGU0 unload of virtually paired Database only unloads the root segment and none of the dependent segments after installing PQ37068/UQ44676 (PDO 0029 ESO F007) which suppressed the pointers to the logically related dependent segments.
- **USERS AFFECTED:** All IMS R710 USERS of HD UNLOAD of full function logically related databases that contain virtual logical children and with APAR PQ37068 (UQ44676).
- **RECOMMENDATION:** Install corrective PTF

IRLM APAR PQ45711

▲ Invalid posts in IMS causing multiple external symptoms/IMS outages

– PQ45711/UQ51731 - R210 PDO 0109 ESO F103

- **ERROR DESCRIPTION:** IRLM does not set control block bits properly causing IMS ECBs to be used improperly . ABENDU0780 RC05, Invalid ECB Post with 40RSX, ABENDU0819. DBMS request to IRLM receives RC08 without any RLPFCODE 0. This can occur when there is an IMS Takeover (DFS3713A msgDFS3713A on D/S peer during XRF TAKEOVER) on some member, after DBMS member failure, or anytime the DBMS STATUS exit is driven and owes a PURGE to IRLM. (F irlmproc,STATUS shows the STATUS as CLEANUP)
- **USERS AFFECTED:** All IMS USERS with IRLM 210
- **RECOMMENDATION:** Install corrective IRLM PTF

DB2 APAR PQ47800

▲ IMS ESI TCB receives ABEND0C1, causing IMS termination

- PQ47800

- UQ53969 - R610 PDO 0120 ESO F105

- UQ53970 - R710 PDO 0120 ESO F105

- **ERROR DESCRIPTION:** /SSR -DSNFDISPLAY THD(*) receives DFS058I 09:18:19 SSR COMMAND COMPLETED. ABEND0C1 is immediately received in the ESI (External Subsystem Interface) TCB. IMS DB2 connections are dropped and individual transactions received ABENDU3051. A re-start of IMS and DB2 is required to clear the problem. This occurs due to application of DB2 610 PE PTF UQ49182/APAR PQ42782 PDO 0051

- **USERS AFFECTED:** All IMS USERS with DB2 R610 or R710 connections

- **RECOMMENDATION:** Install corrective DB2 PTF

Section 3: IMS Product Service Expiration Dates

Section 3:

IMS Product Service Expiration Dates

IMS Y2000 LOCAL DLI LIBRARY

▲ The IMS Y2000 Local DLI Library

- Created as a PRPQ (Programming Request for Price Quotation)
 - ▶ IBM custom built program product.
- Extended the ability of Local DLI installations to process past the Y2K boundary.
- Component ID: 5799GBA00
- Service expiration date: June 30, 2001
- Replacement: DBCTL available in all current IMS releases.

IMS 510

▲ IMS Version 510

- **Component ID: 569517611**
- **Service expiration date: Sept. 30, 2001**
- **Replacement: IMS Version 610 or 710**

Section 4: IMS SVL Software Support Information Sources

Section 4:

IMS SVL Software Support Information Sources:

A. PSP Buckets

B. Information Items

C. IMS Support Web Pages

PSP Buckets

▲ PSP (Preventative Service Planning) Buckets

- The PSP buckets are intended to help IBM software users manage the introduction of maintenance to their systems and support products throughout their life cycle including product migration.
- IBM provides PSP buckets for each Component release level.
- Each bucket is identified by an UPGRADE name.
 - IMS510 IMS610 IMS710
- Each UPGRADE contains SUBSET entries
 - Standard SUBSET entry: CHG/INDEX, can be used to quickly reference changes to the entire UPGRADE.
 - The remaining SUBSET entries are usually based on product FMIDs.
 - Each installed FMID SUBSET should be examined for updates and additions as indicated in the CHG/INDEX

IMS R710 PSP Bucket

▲ IMS release 710 UPGRADE name = IMS710

- The IMS710 SUBSETs are as follows:

CHG/INDEX HIR2101/9906 HIR2101/0014 HIR2101/0036

HMK7700 JMK7701 JMK7702 JMK7703 JMK7704 JMK7705

JMK7706 JMK7708 HMK7707

HMK7700/GA JMK7701/GA JMK7702/GA JMK7703/GA JMK7704/GA

JMK7705/GA JMK7708/GA

HALDB

- The HALDB subset contains HALDB PUB UPDATES

PSP UPGRADE/SUBSET Layout

△ Key areas for review within each FMID SUBSET entry include the following:

- Opening Text.
- Change Summary.
- Service Recommendation Summary.
- Section 1: Installation Information
- Section 2: Documentation Changes
- Section 3: General information
- Section 4: Service Recommendations
- Section 5: Cross Product Dependencies
 - ▶ This section is very important since it makes maintenance and product level recommendations for products other than those included in the IMS PSP UPGRADE. Cross Product Dependencies may describe problems that result in an IMS outage.

PSP BUCKET: Cross Product Dependencies - JMK7701- Database

3. 01/06/08

INTERDEPENDENT PRODUCT: IRLM 2.1

PROBLEM: Undetected hang/wait after processing IMS service for PQ42227/UQ52196

USERS AFFECTED: IMS R710 IRLM Datasharing Users with IMS service for PQ42227/UQ52196

RECOMMENDATION: PROCESS IRLM SERVICE FOR PQ47051/UQ53658

PSP BUCKET: HMK7700/GA- System Services

14. 01/05/24

INTERDEPENDENT PRODUCT: OS390 V2R10

PROBLEM: (OW48782) ADDRESS SPACES NOT SWAPPING IN AFTER THE SYSTEM HAS NOT BEEN IPLLED FOR 51 DAYS. THIS CAUSES ABEND522 IN BMP REGIONS FOLLOWED BY ABENDU0113 IF NOT USING PARDLI=1

USERS AFFECTED: IMS R710 users running on OS390 V2R10.

RECOMMENDATION: INSTALL UW79766 ON VOLID 0105 (HBB7703)
INSTALL UW79767 ON VOLID 0105 (JBB7713)

PSP BUCKET: HMK7700/GA- System Services

13. 01/04/27

INTERDEPENDENT PRODUCT: DFSMS/MVS VSAM

PROBLEM: DFSMS APARS OW46815 and OW47535 introduces a new bit MMPRNOPE to differentiate the permanent I/O error (RC=00201110) and the long busy error (RC=00181110) when the IOSCOD is x'43'. This DFSMS service is required for DEDB MADS I/O timing.

USERS AFFECTED: IMS R710 DEDB MADS I/O timing users.

RECOMMENDATION: INSTALL UW75942 ON VOLID 0012 (HDZ11D0)
INSTALL UW77104 ON VOLID 0102 (HDZ11D0)
INSTALL UW77105 ON VOLID 0102 (HDZ11E0)
INSTALL UW77106 ON VOLID 0102 (HDZ11F0)

PSP BUCKET: Cross Product Dependencies - JMK6601- Database

22. 00/10/02

INTERDEPENDENT PRODUCT: VSAM HDZ11D0 or higher

PROBLEM: Misc. abends such as ABENDU0113, ABENDU0769, ABEND0C4.. causing IMS to come down. Timing problem involving improper PLH serialization.

USERS AFFECTED: IMS R610 VSAM Users with HDZ11D0 or Higher

RECOMMENDATION: Service for APAR OW45772 addresses this problem.
(OW46403 ESO F011 corrects OW45772)

ServerPac PSP Bucket

▲ If you install IMS using ServerPac, please review their PSP bucket because it contains necessary information

- **UPGRADE: OS390Rn**
 - where n = MVS release
 - ▶ Example OS390R10
 - **SUBSET: SERVERPAC**

- **UPGRADE: ZOSVnRn**
 - where n = Version/ Release, respectively
 - ▶ Example ZOSV1R1
 - **SUBSET: SERVERPAC**

Ordering PSP Buckets

▲ Call IBM service

- Inside USA:

- 1-800-237-5511

- Outside USA see:

- <http://techsupport.services.ibm.com/guides/handbook.html>

- Select "IBM/Tivoli contacts" on the right menu

▲ Use IBMLink PSP function

Section 4: IMS SVL Software Support Information Sources

Section 4:

IMS SVL Software Support Information Sources:

A. PSP Buckets

B. Information Items

C. IMS Support Web Pages

IMS Preventative Info Items

▲ Info Items:

- **II08928 - Recommended steps to perform a major IMS maintenance upgrade.**
- **II11421 - Modifications necessary to remove fastpath from install/IVP.**
- **II09598 - Recommended methods to process IMS USERMODs.**
- **II12095 - MIGRATION/COEXISTENCE INFORMATION TO IMS 7.1 RECONS FROM IMS 510 and IMS 610.**
- **II10131 - DBRC Recon upgrade procedure to IMS R610.**
- **II10735 - DBRC performance, tuning and diagnostic tips.**
- **II10915 - DBRC contention/performance user scenarios.**
- **II10851 - Procedure to close an open prilog that is no longer active.**
- **II12086 - ENQCT AND DEQCT VALUES ON /DISPLAY COMMANDS ARE INCORRECT**

IMS Diagnostic Info Items

▲ Diagnostic info Items:

- **II04971 - IMS Systems area common non-defect problems.**
- **II10623 - IMS R510 DBRC area common non-defect problems.**
- **II10630 - IMS R610 DBRC area common non-defect problems.**
- **II08612 - IMS R510 Fastpath area common non-defect problems.**
- **II10883 - IMS R610 Fastpath area common non-defect problems.**
- **II02937 - IMS DC common non-defect problems.**
- **II11174 - IMS Database area common non-defect problems.**
- **II02940 - IMS Logger/DBRC - Older entries only.**
- **II10850 - IMS & IRLM Wait/Hang diagnostic requirements/suggestions.**

IMS Diagnostic Info Items, Example: II12109

▲ **II12109 - IMS Systems area common non-defect problems. Created 11/03/99
Closed 07/11/00**

◆ This APAR is an extension of II02886, II04204, II05221, II05470, II07766, II08109, II08512, II08893, II09120, II09411, II09872, II10332, II10757, II11093, II11241, II11487, and II03290

- 1. DFS1934E - DFSLOAD0 FAILED TO LOAD DFSTIME0 E1
- 2. MSGASMA057E Undefined operation code for XPLDEF E2
- 3. STATUSCD (CD) when using CMD call E4
- 4. Abend0c4 in DFSRLP00 after label LG4001G E5
- 5. MSGDFS171A Security load failed RC0020 E8
- 6. /STO REG ABDUMP fails to bring down BMP E9
- 7. msgCQS0242E CQS cqfname FAILED STRUCTURE COPY/RECOVERY on an OS/390 release 2.8 system. E11
- 8. IMS/DB2 connection broken but still shows CONN E13
- 9. CSA / ECSA still allocated after IMS shutdown E14
- E25
- 21. DFSLOG42 date field description E25
- 22. DFS2499W RC02 Multiple execution inside single job step E27
- 23. MPR may end with Return Code set to zero with TLIM=00. E28

Section 4: IMS SVL Software Support Information Sources

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IMS SVL Software Support Information Sources:

A. PSP Buckets

B. Information Items

C. IMS Support Web Pages

eSupport Initiative: IMS Support Web Pages

▲ Customer self service

- Frequently Asked Questions
 - IMS Technical Questions/Answers
- Hints and Tips
 - ▶ IMS Technical Tips
- APARs
 - ▶ Searchable OS/390 APAR Database
- Flashes
 - ▶ IMS News

▲ Concentrated effort to continuously add content

IMS Product Website: <http://www.ibm.com/ims>

IBM

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→ Select a country | [Products](#) > [Software](#) > **DB2** Data Management Software

IMS

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For transactional and hierarchical management system for critical on-line and e-business applications and data. [IMS Overview](#).

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Lower Computing Cost
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Newsletters, presentations, redbooks, etc.

Recent News

- [IMS Version 7 Java Update Redbook Residency](#): Become familiar with Java application programming in IMS environments and provide advice on how best to take advantage of the most recent IMS enhancements in this area.
- Read Barbara Klein's "[New IMS enhancements for OS/390 and z/OS](#)" article in the August 2001 issue of Hot Topics: A z/OS Newsletter for information on the latest IMS enhancements.
- Looking for an overview of IMS? The [An IMS Overview](#) presentation is now available to you on the IMS website.
- [IMS Technical Conference](#) in Miami Beach, Florida, October 22-25

... click [here](#) for more IMS news, including **conference dates**

Featured Customer

eSupport Initiative IMS Product Website - Support

IBM

Home | Products & services | Support & downloads | My account

→ Select a country

Products & services > Software > Database and Data Management

IMS

How to buy

Support

- Forums / newsgroups
- Frequently asked questions (FAQs)
- Hints & Tips
- Product information
- Redbooks
- White papers

News

Case studies

Library

Services

Events

Education

Translate My Page

select language

Search this product: All support items

To search on other products, or use other search filters for this product, please use our [Advanced Search](#), [Search Tips](#)

Welcome

Registered users can use [My Software Support](#) to customize their support information

Contact support

Can't find an answer? Contact our support team.
→ [Submit/track a problem](#)

IBM support policy

→ [IBM Software Support Guide](#)

Forums / newsgroups

Forums where members share their knowledge and experience with others
→ [All Forums / newsgroups](#)

Self help

- [Frequently asked questions \(FAQs\)](#)
Answers to the most frequently asked questions.
- [Hints & Tips](#)
Brief information on installation, configuration, troubleshooting, and usage.
- [Product information](#)
Books, manuals and IBM-warranted product documentation.
- [Redbooks](#)
Technical manuals with solution scenarios, step-by-step instructions, and product experiences.
- [White papers](#)

Other documents

- [Authorized program analysis records \(APARs\)](#)
- [Online publications](#)
- [Release Notes](#)

Click Here

eSupport Initiative

IMS Product Website - Hints and Tips

The screenshot shows the IBM IMS Product Website interface. At the top left is the IBM logo. A navigation bar includes links for Home, Products & services, Support & downloads, and My account. Below this is a breadcrumb trail: Products & services > Software > Database and Data Management. The main heading is 'IMS'. There are two search filters: 'Filter results by component' with a dropdown menu set to '--- Select one item ---' and a 'Go' button, and 'Filter results by keyword(s):' with an empty text box and a 'Go' button. A 'Search tips' link is visible below the keyword filter. A pagination bar shows '1 2 3 4 5 6 7 8 9 10 [Next 10]'. Below this is a table of search results with columns for item number, title, description, and modified date. A green arrow points to the second result, with the text 'Click Here' inside it.

1 - 10 of Total 1119 items found for [Hints and tips > Software > Database and Data Management > IMS]		Modified Date
[1]	Data in the IMS REXX program being truncated Data is being truncated to 4 KB when the REXX method is used	2001-09-14
[2]	Message DFS2066I when migrating to IMS Version 7 Solution to a problem indicated by message DFS2066I when migrating to IMS Version 7	2001-09-14
[3]	IMS Connect IPCS dump formatter panel IMS Connect IPCS dump formatter online panel does not spool output to print because of a CLIST error.	2001-09-14
[4]	Symptoms of UQ51504 for IMS V7.1 Symptoms of UQ51504 for IMS V7.1 are caused by missed JCLIN.	2001-09-14
[5]	DFSMAID0 error when running the HALDB Migration Aid utility Solution for a problem indicated by the error message: DFSMAID0 error parsing SYSIN	2001-09-14
[6]	OS/390 upgrade from 2.6 to 2.9 running IMS 6.1 and DBT2.3 at PUT9912 OS/390 upgrade from 2.6 to 2.9 running IMS 6.1 and DBT2.3 at PUT9912. PMR 46692	2001-09-13

eSupport Initiative

IMS Product Website - Selected Technote

The screenshot shows the IBM IMS Product Website interface. At the top left is the IBM logo. A navigation bar includes links for Home, Products & services, Support & downloads, and My account. A search box is located at the top right. Below the navigation bar, there's a breadcrumb trail: Products & services > Software > Database and Data Management. The main heading is "IMS" followed by the title "Message DFS2066I when migrating to IMS Version 7". There are two tabs: "Hints and tips" (selected) and "Product information". The "Hints and tips" section contains an "Abstract" (Solution to a problem indicated by message DFS2066I when migrating to IMS 7.1), a "Content Problem" (When migrating to IMS™ Version 7, you receive message DFS2066I, indicating a bad BIND parameter during ISC BIND.), and a "Solution" (A change in IMS 7.1 to resolve the problem reported in APAR PQ16555 (FIN) can result in this message. IMS now checks the ISC link buffer definitions for CICS and IMS to ensure that the storage of the receiving system will not be corrupted because it has a buffer smaller than the message it is receiving. This message, for example, indicates that the conflicting buffer definition was for decimal 3480 bytes (the 'F8' defines a buffer that is x'F' or 15 times 2 to the 8th): DFS2066I BAD BIND PARM DISP 0000000A, VALUE F8 NODE xxxxxx USER yy). The "Product information" section lists: Product Group: Software; Product Family: Database and Data Management; Product Type: IMS; Component: Transaction Manager; Software Platform(s): OS/390; Release: 710. A "Reference information" section shows Reference #: 1023414. On the left side, there is a sidebar menu with categories like "Support" (Forums / newsgroups, Frequently asked questions (FAQs), Hints & Tips, Product information, Redbooks, White papers), "News", "Case studies", "Library", "Services", "Events", "Education", and "Related links: CICS".

eSupport Initiative: Search Tips for IBM Support Data

▲ General search tips available at:

- **<http://www.ibm.com/support/srchtips.html>**

- **Support for exact string (case sensitive) using double quotes " "**

- ▶ **"IMS Version 7 Migration"**

- **Boolean Support AND, OR, AND NOT or +,-**

- ▶ **Operators must be entered in all caps**

▲ Usage example from the IMS Support page follows:

- **<http://www.ibm.com/ims>**

eSupport Initiative IMS Support Page Search

The screenshot shows the IBM IMS website interface. At the top left is the IBM logo. A navigation bar contains links for Home, Products & services, Support & downloads, and My account. Below this is a breadcrumb trail: Products > Software > DB2 > Data Management Software. A search bar is located in the top right corner.

On the left side, there is a vertical menu with the following items: How to buy, Support, News, Case studies, Library, Services, Events, and Education. A green arrow with the text "Click Here" points to the "Support" link.

The main content area features a large "IMS" heading and a descriptive paragraph: "IBM IMS is a family of transactional and hierarchical database management systems for critical on-line applications and e-business applications and data. [IMS Overview](#)." To the right of this text is a graphic with the following text: "Excellent Performance", "Lower Computing Cost", "System Management", and "Continuous Availability".

Below the main content, there are two dropdown menus labeled "Products" and "Info & Services". Under the "Products" menu, there is a section titled "IMS Family of products providing you end-to-end solutions" with an image of a person looking at a screen. Under the "Info & Services" menu, there is a section titled "Newsletters, presentations, redbooks, etc." with an image of a person looking at a screen.

At the bottom of the main content area, there is a "Recent News" section with three items:

- [IMS Version 7 Java Update Redbook Residency](#): Become familiar with Java application programming in IMS environments and provide advice on how best to take advantage of the most recent IMS enhancements in this area.
- Read Barbara Klein's "[New IMS enhancements for OS/390 and z/OS](#)" article in the August 2001 issue of Hot Topics: A z/OS Newsletter for information on the latest IMS enhancements.
- Looking for an overview of IMS? The [An IMS Overview](#) presentation is now available to you on the IMS website.

 Below these items is a link: → [IMS Technical Conference](#) in Miami Beach, Florida, October 22-25. At the very bottom of this section, it says "... click [here](#) for more IMS news, including [conference dates](#)".

On the right side of the page, there is a circular image of a group of people, with the text "Featured Customer" below it.

eSupport Initiative IMS Support Page Search

IBM

Home | Products & services | Support & Downloads | My account

Products & services > Software > Database & Data Management

IMS

Search this product: All support items

To search on other products, or use other search filters for this product, please use our [Advanced Search](#). [Search Tips](#)

Forums / newsgroups
Forums where members share their knowledge and experience with others
→ [All Forums / newsgroups](#)

Other documents
→ [Authorized program analysis records \(APARs\)](#)
→ [Online publications](#)
→ [Release Notes](#)

Self help
→ [Frequently asked questions \(FAQs\)](#)
Answers to the most frequently asked questions.
→ [Hints & Tips](#)
Brief information on installation, configuration, troubleshooting, and usage.
→ [Product information](#)
Books, manuals and IBM-warranted product documentation.
→ [Redbooks](#)
Technical manuals with solution scenarios, step-by-step instructions, and product experiences.

Welcome
Registered users can use [My Software Support](#) to customize their support information

Contact support
Can't find an answer? Contact our support team.
→ [Submit/track a problem](#)

IBM support policy
→ [IBM Software Support Guide](#)

→ Select a country

IMS

How to buy

Support

- Forums / newsgroups
- Frequently asked questions (FAQs)
- Hints & Tips
- Product information
- Redbooks
- White papers

News

Case studies

Library

Services

Events

Education

Translate My Page

eSupport Initiative

IMS Support Page Search Results

IBM Software : Database and Data Management : IMS : Support - Netscape

File Edit View Go Communicator Help

Location: RODFAM%253E%253C%252FPRODGRP%253E%2522%253E&rs=81&qc=all&rt=1&realm=jc&m=k&lang=en&cc=us&v=10&Go.x=8&Go.y=11

IBM

Home | Products & services | Support & downloads | My account

Products & services > Software > Database and Data Management

IMS

Filter results by type of support:
 Filter by keyword(s):

[Advanced search](#) [Search tips](#)

1 - 9 of Total 9 items found for [DFSMODU0]

		Modified Date
[1]	ABEND0C4 DFSMODU0 after label VSUBPOOL, X'1A06' Common errors or problems encountered in the Systems area of IMS: ABEND0C4 DFSMODU0 after label VSUBPOOL, X'1A06'. APAR: II04204/11	2000-10-17
[2]	Abend073 rc08 reg14 points to DFSMODU0 Common problems, diagnostic procedures, and/or solutions in the Systems area of IMS: Abend073 rc08 reg14 points to DFSMODU0. APAR: II09872/25	2000-10-19
[3]	ABEND0C4 IMS DFHDLQ SVC6 DFSMODU0 DFSMRCL IEAVTRML IGC0001C ABENDAKEA CUST IS BRINGING UP 3.2.1, AND GETTING MSGDFHAP0001 ABEND0C4 IN MOD DFHDLQ. DLI ABENDED WITH PGM CHK. Users: ALL USERS with IMS DATABASES	2001-08-31

eSupport Initiative: Narrowing Search Categories

The screenshot displays the IBM eSupport website interface. At the top, there is a navigation bar with links for Home, Products & services, Support & downloads, and My account. Below this, a breadcrumb trail reads: Products & services > Software > Database and Data Management. The main heading is "IMS".

On the left side, there is a vertical navigation menu with sections: "Select a country", "IMS", "How to buy", "Support" (with sub-links for Forums / newsgroups, Frequently asked questions (FAQs), Hints & Tips, Product information, Redbooks, and White papers), "News", "Case studies", "Library", "Services", "Events", "Education", and "Translate My Page" (with a language selection dropdown).

The central search area features a search box with the placeholder text "enter a word or phrase" and a "Go" button. Below the search box, a dropdown menu is open, listing various support categories: "All support items", "APAR", "Forums / discussion groups", "Frequently asked questions", "Hints and tips", "Newsletter", "Online publications", "Product documentation", "Redbooks", "Release notes", "Technotes", "User groups", "User guide", and "White papers". A green arrow points to the "All support items" option in the dropdown with the text "Select category".

Below the search area, there are three main content sections:

- Forums / newsgroups**: Forums where members share their knowledge and experience with others. Link: All Forums / newsgroups.
- Other documents**:
 - Authorized program analysis records (APARs)
 - Online publications
 - Release Notes
- Product information**: Books, manuals and IBM-warranted product documentation.
- Redbooks**: Technical manuals with solution scenarios, step-by-step instructions, and product experiences.

On the right side, there are several informational boxes:

- Welcome**: Registered users can use My Software Support to customize their support information.
- Contact support**: Can I get an answer? Contact our support team. Track a problem.
- IBM support policy**: Link to IBM Software Support Guide.

eSupport Initiative: "Translate My Page"

The screenshot shows the IBM IMS website interface. At the top left is the IBM logo. A navigation bar contains links for Home, Products & services, Support & downloads, and My account. Below this is a breadcrumb trail: Products & services > Software > Database and Data Management. The main heading is 'IMS'. A search bar is present with the text 'Search this product' and a dropdown menu set to 'All support items'. Below the search bar is a note: 'To search on other products, or use other search filters for this product, please use our [Advanced Search](#). [Search Tips](#)'. The left sidebar contains a 'Translate My Page' section with a 'select language' dropdown menu, which is highlighted by a large green arrow labeled 'Pull Down Menu'. Other sidebar items include 'How to buy', 'Support', 'Forums / newsgroups', 'Frequently asked questions (FAQs)', 'Hints & Tips', 'Product information', 'Redbooks', 'White papers', 'News', 'Case studies', 'Library', 'Services', 'Events', and 'Education'. The main content area is divided into 'Forums / newsgroups' (describing forums where members share knowledge) and 'Self help' (listing links to FAQs, Hints & Tips, Product information, Redbooks, and White papers). The right sidebar features a 'Welcome' message for registered users, a 'Contact support' button, and an 'IBM support policy' link.

eSupport Initiative: "Translate My Page", Continued

News
Case studies
Library
Services
Events
Education

Translate My Page

French
select language
French
German
Italian
Japanese
Korean
Spanish
Simplified Chinese
Traditional Chinese

→ All forums / newsgroups

Other documents

→ Authorized program analysis records (APARs)
→ Online publications
→ Release Notes

→ questions.
→ [Hints & Tips](#)
Brief information on installation, configuration, troubleshooting, and usage.
→ [Product information](#)
Books, manuals and IBM-warranted product documentation.
→ [Redbooks](#)
Technical manuals with solution scenarios, step-by-step instructions, and product experiences.
→ [White papers](#)
Detailed investigations into how products work, often including coding tips and techniques.

eSupport Initiative: "Translate My Page", Continued

The screenshot displays the IBM eSupport website interface. At the top left is the IBM logo. A navigation bar contains links for 'Maison', 'Produits & services', 'Support & téléchargements', and 'Mon compte'. Below this, a breadcrumb trail reads 'Produits & services > Logiciel > Base de données et logiciel Data Management'. The main heading is 'IMS'. A search bar is present with the text 'Cherchez ceci' and 'Produit', and a dropdown menu set to 'Tous les éléments du support'. A 'Go' button is next to the search input. Below the search bar, there is a prompt: 'Cherchez sur les autres produits, ou utiliser des autres filtres de la recherche pour ce produit. S'il vous plaît utilisez notre [recherche avancée](#). [Pointes de la recherche](#)'. The left sidebar lists various support options: 'Comment acheter', 'Support', 'Groupes de discussion/newsgroup', 'Questions (Questions fréquente) demandés fréquemment', 'Indications & pointes', 'Informations du produit', 'Redbook', 'Livres blanc', 'Nouvelles', 'Etudes de cas', 'Bibliothèque', 'Services', 'Evénements', and 'Education'. The right sidebar features a 'Bienvenue' message, a 'Contact Support' section with the text 'Ne peut pas trouver une réponse? Soyez en contact avec notre équipe technique. → Soumettez un problème/ suivez-le', and a 'Support IBM Stratégie' section with the text '→ Guide du support du logiciel IBM'. The main content area is divided into three sections: 'Groupes de discussion/ newsgroup' (Les groupes de discussion où partagent les membres leur La connaissance et l'expérience avec Autres → Tous groupes de discussion/ tous newsgroup), 'Autres documents' (Enregistrements de l'analyse du programme (Tutoriel autorisé et analytique d'un programme) autorisés, Publications en ligne, Notes de mise à jour), and 'Auto-aide' (Questions (Questions fréquente) demandés fréquemment, Réponses aux questions posées le plus fréquemment, Indications & pointes, Informez des informations sur l'installation, la configuration, la résolution des incidents et l'usage, Informations du produit, Livres, les manuels et la documentation du produit l'IBM garantie, Redbook).

eSupport Initiative: "Translate My Page", Continued

IBM

Maison | Produits & services | Support & téléchargements | Mon compte

→ Sélectionnez un pays

Produits & services > Logiciel > Base de données et logiciel Data Management

IMS

Envoyez DFS2066I quand vous migrez vers Version IMS 7

IMS

Comment acheter

Support

- Groupes de discussion/ newsgroup
- Questions (Questions fréquente) demandés fréquemment
- Indications & pointes
- Informations du produit
- Redbook
- Livres blanc

Nouvelles

Etudes de cas

Bibliothèque

Services

Événements

Education

Indications et pointes

Résumé
La solution à un problème a indiqué par le message DFS2066I en migrant vers IMS 7.1

Contenu
Problème

Quand vous migrez vers la version d'IMS de TM 7, vous recevez le message de DFS2066I indiquant un mauvais paramètre de BIND pendant ISC BIND.

Solution

Une modification dans IMS 7.1 à convertir le problème rapporté dans APAR PQ16555 (FIN) peut aboutir à ce message. IMS maintenant vérifie les définitions de la mémoire de la liaison tampon d'ISC afin que le CICS et l'IMS garantissent que le stockage du système de réception ne sera pas corrompu parce qu'il a une mémoire tampon plus petite que le message que cela reçoit. Ce message, par exemple, indique que la définition conflictuelle de la mémoire tampon était pour la décimale les 3480 octet ('que le 'F8' définit une mémoire tampon qui est x'F 'ou 15 programme 2 au 8e.)

Informations du produit

Groupe du produit:
Logiciel

Famille du produit:
Base de données et logiciel Data Management

Type du produit:
IMS

Constituant:
Manager de la transaction

Plateforme du logiciel (s):
OS/390

Version:
710

Référence Informations

Support Initiative: Submit a Problem

IBM

Home | Products & services | Support & downloads | My account

Products & services > Software > Database and Data Management

IMS

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Answers to the most frequently asked questions.
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- [White papers](#)

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→ [Submit/track a problem](#)

IBM support policy
→ [IBM Software Support Guide](#)

→ [Submit a Problem](#)

Section 5: IMS SVL Software Support Communications

Section 5:

IMS SVL Software Support Communications

IMS Software Support Phone Numbers

▲ IBM Customer Support Toll Free Number

- IBM service Inside USA:

- ▶ 1-800-237-5511

- IBM service outside USA see:

- ▶ <http://techsupport.services.ibm.com/guides/handbook.html>

- Select "IBM/Tivoli contacts" on the right menu

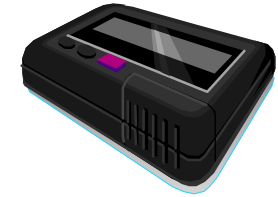
IMS Support Hotline

- ▲ **Should you need to discuss the progress of a PMR with either a technical or management contact - OUTSIDE the PMR, please call:**
 - **Concerns, suggestions, encouragement.**
 - ▶ **USA: 1-800-283-6103**
 - ▶ **Outside USA: 408-463-2090**
 - ▶ **8:00 am - 5:00 pm Pacific Time, Mon-Fri.**
 - **Management or technical resources available**
 - **Explain your concern and whether you would like to speak with a managerial or technical person**

Communications: Offshift Support

▲ STL Offshift Support

- 5:00 pm - 5:00 am Pacific Time, and weekends
 - Contact the IBM Customer Support Center
 - Outside USA:
 - ▶ Use local country IBM support phone number.
 - ▶ <http://techsupport.services.ibm.com/guides/handbook.html>
 - USA: Call 1-800-237-5511
 - Send Severity 1 PMR through ServiceLink or local support.
- IBM Level 1 support will page STL Level 2 support.
- STL Level 2 support will call customer at customer contact phone number in PMR/ETR.
- The IBM CSC number can/should be called if the process ever appears to stall.



Communications: Offshift Support Duty Manager



Should the offshift process breakdown, an offshift Duty Manager is available.

- Outside USA: Use local country IBM support phone number.
 - ▶ <http://techsupport.services.ibm.com/guides/handbook.html>
- USA: Call 1-800-237-5511



▲ Describe the offshift process breakdown and request contact with the STL Duty Manager.

- The STL Duty Manager will be paged.
- The STL Duty Manager can coordinate the necessary resources to correct the situation.

