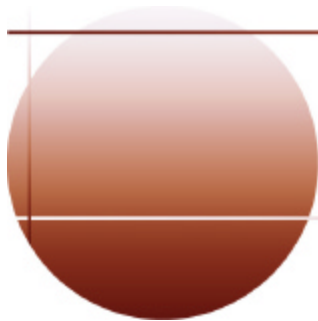


Session E60

How to Setup and Gather Documentation for IMS Problems

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How to Setup and Gather Documentation for IMS Problems - Agenda



- ▲ **Section 1: MVS Setup Recommendations**
- ▲ **Section 2: IMS Setup Recommendations**
- ▲ **Section 3: Preservation of Standard Documentation**
- ▲ **Section 4: Manual Dump Intervention**
- ▲ **Section 5: Situation Specific Diagnostics**



Section 1. MVS Setup Recommendations

Section 1:

MVS Setup Recommendations

MVS Setup Recommendations

System Trace Table



▲ Set MVS System Trace table size to 999K

- Default size is only 64K
- The MVS command "TRACE ST,999K" can be specified in the MVS COMMNDxx SYS1.PARMLIB member.
 - ▶ See the OS/390 MVS Systems Commands Manual for further detail
- Advantages:
 - ▶ **Extremely** valuable for a **large** variety of problem types.
- Considerations:
 - ▶ System Trace Table is page fixed storage.
 - ▶ Installations need to ensure there are enough real page frames to make this specification.

MVS Setup Recommendations

Master Trace Table



▲ Set MVS Master Trace Table size to 500K

- Default size is only 24K, approx. 336 messages. 500K specification = approx. 7000 messages.
- "TRACE MT, 500K" can be specified in the SCHEDxx member of SYS1.PARMLIB.
 - ▶ See OS/390 MVS Diagnosis: Tools and Service Aids, OS/390 Initialization and Tuning Guide/ Ref, and MVS Systems Commands manuals for complete details
- Advantages:
 - ▶ Master trace maintains a table of the most recently issued operator messages.
 - ▶ Allows view of external events at the time of failure.
- Considerations:
 - ▶ Ensure Master Trace Table is large enough to span most error time frames.
 - ▶ Uses Subpool 220 Key 0 High Private Pageable Storage of the master

MVS Setup Recommendations

Common Storage Tracker



▲ Turn on the MVS common storage tracking function to track ownership of CSA/ECSA.

- Use the DIAGxx SYS1.PARMLIB member to contain the request. Specify DIAG=xx in the IPL system parameters or use the SET DIAG=xx operator command.
 - ▶ Example: DIAGxx member: VSM TRACK CSA(ON)
 - ▶ See OS/390 MVS Diagnosis: Tools and Service Aids, OS/390 Initialization and Tuning Guide/ Reference, and MVS Systems Commands manuals for complete details.
- Advantages:
 - ▶ SVC dumps (or RMF reports) will provide CSA/ECSA ownership information with jobname, time, and requesting module information.
- Considerations:

08/26/03 ▶ Performance is degraded and ESQA utilized to a degree to which CSA workload occurs

MVS Setup Recommendations

CHNGDUMP MAXSPACE



- ▲ Ensure adequate CHNGDUMP MAXSPACE is specified to hold the internal SVC dump.
 - Use the COMMNDxx SYS1.PARMLIB member to issue the appropriate CHNGDUMP command at IPL time.
 - ▶ Example: CD SET,SDUMP,MAXSPACE=1000M - Default size is 500M
 - 2500M is standard for large multi-address space SVC Dumps.
 - ▶ See OS/390 MVS Diagnosis: Tools and Service Aids, OS/390 MVS Systems Commands, and OS/390 Initialization and Tuning Guide for additional details.
 - Advantages:
 - ▶ Higher likelihood that SVC dumps will be captured in their entirety without worry of "Partial Dump".
 - Considerations:
 - ▶ Ensure local page datasets are large enough to contain their normal peak load plus additional SVC dumps!
 - ▶ See OS/390 MVS Initialization and Tuning Guide for additional details.
 - ▶ See II06335 for additional details.

MVS Setup Recommendations

Automatic Dump Dataset Allocation



- ▲ Ensure automatic dump dataset allocation is in place.
 - Use the COMMNDxx SYS1.PARMLIB member to issue the appropriate DUMPDS commands to set this up.
 - ▶ Example: DUMPDS NAME=, DUMPDS ADD, and DUMPDS ALLOC=ACTIVE
 - ▶ See OS/390 MVS Diagnosis: Tools and Service Aids and OS/390 MVS Systems Commands manuals for complete details.
 - Advantages:
 - ▶ SVC dumps will be allocated to the correct size without worry of "Partial Dump".
 - Considerations:
 - ▶ Ensure assigned storage class has enough space to ensure adequate SVC dump storage requirements



Section 2. IMS Setup Recommendations

Section 2:

IMS Setup Recommendations

IMS Setup Recommendations

FMTO Option



- ▲ Specify IMS control region EXEC parm value: FMTO=D
 - Produces an SDUMP for terminating and non-terminating errors
 - ▶ Non-terminating errors include:
 - IMS dynamic allocation failures.
 - Some ESAF failures.

IMS Setup Recommendations

SYSMDUMP DD



△ Specify SYSMDUMP DD in JCL of:

- IMS CTL Region.
- IMS DLI/SAS Region.
- IMS DBRC Region.

△ The SYSMDUMP specification will be used by IMS in the event that SDUMP processing should fail.

△ The following dump options should be specified in the SYS1.PARMLIB(IEADMR00) member to ensure that adequate areas of MVS storage are dumped to diagnose the problem under most circumstances:

- **SDATA=(CSA,LSQA,RGN,SQA,SUM,SWA,TRT)**

IMS Setup Recommendations

SYSUDUMP DD



- ▲ Specify SYSUDUMP DD in JCL of:
 - IMS Dependent Regions.
- ▲ The SYSUDUMP specification will be used by IMS dependent regions for failure events.
- ▲ The following dump options should be specified in the MVS SYS1.PARMLIB(IEADMP00) member to ensure that adequate areas of MVS storage are dumped.
- ▲ `SDATA=(CB,ERR,SUM) PDATA=(JPA,LPA,PSW,REGS,SA,SPLS)`

IMS Setup Recommendations

Table Traces



- ▲ **IMS Dispatcher, Scheduler, DLI, and Lock traces set on.**
 - Specify the following options in the IMS PROCLIB member: DFSVSMxx
 - ▶ **DISP=ON, SCHD=ON, DL/I=ON, LOCK=ON**
 - Or, use the IMS " /TRA SET ON TABLE nnnn " command
 - ▶ Where nnnn is alternately = DISP, SCHD, DLI, and LOCK

- ▲ **The LATCH trace should be turned on in non-production environments.**
 - Carries overhead up to 10% as measured at STL.

IMS Setup Recommendations

Interactive Dump Formatter



▲ Install the IMS Interactive Dump Formatter

- Provides ISPF Dialog for IPCS menu driven dump analysis.
- Highly effective for RSV (Remote Screen Viewing) users.
- For more details see
 - ▶ IMS/ESA Utilities Ref: System
 - ▶ IMS/ESA Diagnosis Guide and Reference
 - ▶ IMS Technical Conference Session E58 "Using IPCS With IMS"

IMS Setup Recommendations

External Trace Environment



- ▲ **IMS external tracing allows for IMS trace table output to be placed on IMS trace datasets rather than on the IMS OLDS when:**
 - **DISP=OUT option is used in the DFSVSMxx PROCLIB member.**
 - **LOG option is used with the IMS TRACE commands.**
- ▲ **Increases IMS system throughput should external tracing be desired.**
- ▲ **External trace datasets are allocated in the following order:**
 1. **DASD JCL - DFSTRA01 and DFSTRA02 DDNAMES.**
 2. **DASD MDA- DFSTRA01 and DFSTRA02 Dynamic Allocation Members.**
 3. **TAPE MDA - DFSTRA0T Dynamic Allocation Member.**
 4. **IMS OLDS - If none of the above are found.**

CQS Setup Recommendations

Trace Environment - Conservative



- △ Specify the CQS Execution Parameter **BPECFG=nnnnnnnn**
- △ Specify the following trace entries within the **BPECFG=nnnnnnnn** Proclib member:

```
--DEFINITIONS FOR BPE SYSTEM TRACES
TRCLEV=( AWE ,LOW ,BPE)           /* AWE SERVER TRACE          *
TRCLEV=( CBS ,LOW ,BPE)           /* CONTROL BLK SRVCS TRACE   *
TRCLEV=( DISP ,LOW ,BPE)          /* DISPATCHER TRACE          *
TRCLEV=( LATC ,LOW ,BPE)          /* LATCH TRACE                *
TRCLEV=( SSRV ,LOW ,BPE)          /* GEN SYS SERVICES TRACE    *
TRCLEV=( STG ,LOW ,BPE)           /* STORAGE TRACE              *
TRCLEV=( USRX ,LOW ,BPE)          /* USER EXIT TRACE           *
--DEFINITIONS FOR CQS TRACES
TRCLEV=( CQS ,LOW ,CQS)           /* CQS GENERAL TRACE         *
TRCLEV=( STR ,LOW ,CQS)           /* CQS STRUCTURE TRACE       *
TRCLEV=( INTF ,LOW ,CQS)          /* CQS INTERFACE TRACE       *
```


CQS Setup Recommendations

Trace Environment - More Aggressive



- △ Specify the CQS Execution Parameter **BPECFG=nnnnnnnn**
- △ Specify the following trace entries within the **BPECFG=nnnnnnnn** Proclib member:

```
--DEFINITIONS FOR BPE SYSTEM TRACES
TRCLEV=(AWE,HIGH,BPE,PAGES=24) /* AWE SERVER TRACE */
TRCLEV=(CBS,MEDIUM,BPE,PAGES=12) /* CONTROL BLK SRVCS TRACE */
TRCLEV=(DISP,HIGH,BPE,PAGES=36) /* DISPATCHER TRACE */
TRCLEV=(USRX,MEDIUM,BPE,PAGES=12) /* USER EXIT TRACE */
TRCLEV=(ERR,MEDIUM,CQS,PAGES=12) /* ERROR TRACE */
TRCLEV=(LATC,HIGH,BPE,PAGES=72) /* LATCH TRACE */
TRCLEV=(SSRV,HIGH,BPE,PAGES=6) /* GEN SYS SERVICES TRACE */
TRCLEV=(STG,LOW,BPE,PAGES=12) /* STORAGE TRACE */
--DEFINITIONS FOR CQS TRACES
TRCLEV=(CQS,HIGH,CQS,PAGES=12) /* CQS GENERAL TRACE */
TRCLEV=(STR,MEDIUM,CQS,PAGES=24) /* CQS STRUCTURE TRACE */
TRCLEV=(INTF,HIGH,CQS,PAGES=24) /* CQS INTERFACE TRACE */
```

Section 3. Preservation of Standard Documentation



Section 3:

Preservation of Standard Documentation



Preservation of Standard Documentation

△ Consider implementing normal operating procedures to preserve the following documentation near the time of error.

- MVS Console (SYSLOG)
- JES JOBLOG of jobs related to failure
- IMS Master Console Log
- SYS1.LOGREC
- Any Dumps Produced
- IMS OLDS/SLDS



MVS Console (Syslog) Preservation

△ The MVS Console should be saved to view relevant system messages.

- The ideal time frame:
 - ▶ Back to the last IMS restart.
 - ▶ MVS Console from the prior clean execution (For comparison)
- The moderate time frame:
 - ▶ 24 hours of MVS Console messages.
- The minimum time frame:
 - ▶ Two IMS system checkpoint intervals.



JES JOBLOG Preservation

- ▲ The JES JOBLOG should be saved to view relevant Job related messages.
 - Save the JES JOBLOGs for
 - ▶ The IMS Control Region
 - ▶ The IMS DLI/SAS Region
 - ▶ The IMS DBRC Region
 - ▶ Any suspicious IMS Dependent Regions
 - ▶ CQS Regions
 - The ideal time frame:
 - ▶ JES JOBLOG from the current error execution
 - ▶ JES JOBLOG from the prior clean execution (For comparison)
 - The moderate time frame:
 - ▶ 24 hours of JES JOBLOG
 - The minimum time frame:
 - ▶ Two IMS system checkpoint intervals or two hours, whichever is greater.



IMS Master Console Log Preservation

- ▲ **The IMS Master Console Log should be saved to view relevant IMS messages.**
 - **The ideal time frame:**
 - ▶ **IMS Master Console Log from the current error execution**
 - ▶ **IMS Master Console from the prior clean execution (For comparison)**
 - **The moderate time frame:**
 - ▶ **24 hours of IMS Master Console**
 - **The minimum time frame:**
 - ▶ **Two IMS system checkpoint intervals or two hours, whichever is greater.**



SYS1.LOGREC Preservation

▲ The SYS1.LOGREC should be saved to view system failures logged internally.

- The ideal time frame:
 - ▶ Back to the last IMS restart.
- The moderate time frame:
 - ▶ 48 hours of SYS1.LOGREC data.
- The minimum time frame:
 - ▶ Current SYS1.LOGREC dataset.



Dump Preservation

- ▲ All associated IMS dumps should be retained.
 - **SYS1.DUMP Datasets should be examined.**
 - ▶ Multiple dumps may be created.
 - ▶ Keep all dumps at time of failure regardless of the subsystem.
 - **SYSMDUMP for the IMS Control, DLI/SAS, and DBRC regions need to be examined in case of primary SYS1.DUMP failures.**
 - ▶ Save these datasets if a dump was produced.
 - **SYSUDUMP should be saved for IMS dependent regions.**



IMS OLDS/SLDS Preservation

▲ The IMS OLDS/SLDS should be saved in case IMS Log analysis is required.

- The ideal time frame:
 - ▶ From the time of the last IMS restart
 - ▶ Prior execution
- The moderate time frame:
 - ▶ 24 hours of IMS Log Records
- The minimum time frame:
 - ▶ Active IMS OLDS



Section 4. Manual Dump Intervention

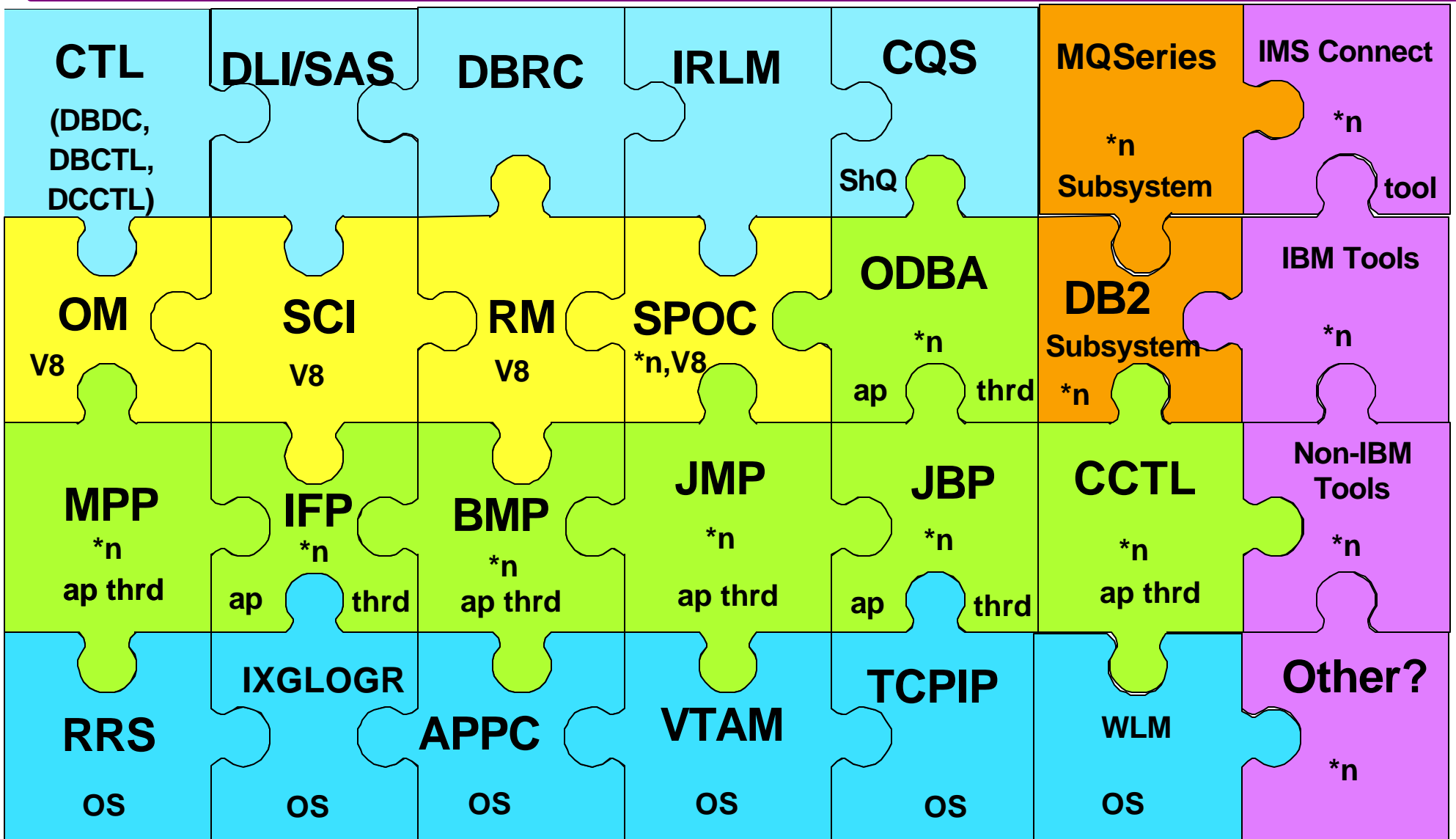
Section 4: Manual Dump Intervention



Additional Manual Dump Intervention

- ▲ IMS produces SDUMPs for some internal errors without human intervention.
- ▲ IMS Wait/Loop or partial loss of function conditions will require intervention to produce an SVC dump.
- ▲ Past experience indicates that IMS hangs can be caused by interaction with many address spaces including:
 - ▶ IMS Control Region
 - ▶ IMS DLI/SAS Region
 - ▶ DBRC Region
 - ▶ IRLM Region
 - ▶ CQS
 - ▶ Operations Mgr
 - ▶ Resource Mgr
 - ▶ Structure Call Interface
 - ▶ Troublesome IMS Dep Regs
 - ▶ CCTL Regions
 - ▶ ODBA
 - ▶ IXGLOGRC
 - ▶ RRS
 - ▶ APPC
 - ▶ VTAM
 - ▶ WLM
 - ▶ TCPIP
 - ▶ Websphere
 - ▶ ESAF - DB2, MQSeries, others
 - ▶ Other Regions ???
 - ▶ Other IMSplex members
 - With all their related regions

IMS and Related Address Spaces





To Dump, or not to Dump...

- ▲ Due to the complex interactions between these address spaces, it is difficult to determine exactly where the source of the problem lies without a dump of the associated address spaces.
- ▲ Omission of any interrelated address space adds to the possibility that the dump will not be sufficient to solve the problem.
- ▲ Time required to produce the dump must be weighed against the possibility that there may not be sufficient data to solve the problem, adding to the possibility that the problem could recur.



IMS Dump Techniques

△ IMS SVC Dumps can be requested using various techniques

- **MVS SYS1.PARMLIB IEADMCxx**
 - ▶ DUMP Command Parmlib
 - ▶ Available OS/390 V2R6.0
- **MVS SYS1.PARMLIB IEASLPxx**
 - ▶ SLIP Command Parmlib
- MVS DUMP command
- Customized JCL can be built and submitted
- Others?....



IEADMCxx, MVS SYS1.PARMLIB

▲ DUMP Command Parmlib Member

- For OS/390 operating systems V2R6.0 and above.

▲ Can be used to customize IMS dumps prior to error event.

▲ Simple operator interface.

▲ Create SYS1.PARMLIB members called IEADMCxx for each customized dump command.

- See the following for more detailed information:
 - ▶ OS/390 V2R6.0 MVS Initialization and Tuning Guide
 - ▶ OS/390 V2R6.0 MVS System Commands

▲ A SYS1.PARMLIB IEADMCxx example follows on the next page.



IEADMCxx Example for IMS

- ▲ Create SYS1.PARMLIB member called IEADMCI1 containing the following DUMP parameters:

```
JOBNAME=( j1 , j2 , j3 , j4 ) ,SDATA=( CSA , PSA , RGN , SQA , SUM , TRT , GRSQ )
```

Where:

j1 = IMS Control Region Jobname. j3 = DBRC Region Jobname.

j2 = IMS DLI Region Jobname. j4 = IRLM Region Jobname.

- ▲ Create a 2nd SYS1.PARMLIB member called IEADMCI2 containing the following DUMP parameters:

```
JOBNAME=( j5 , j6 , j7 ) ,SDATA=( CSA , PSA , RGN , SQA , SUM , TRT )
```

Where:

j5 = IMS CCTL Region 1.

J7 = IMS CCTL Region 3

j6 = IMS CCTL Region 2.



IEADMCxx DUMP Activation

- ▲ To request a dump from the IEADMCI1 and IEADMCI2 parmlib members, enter the following MVS commands:
 - DUMP TITLE=(DUMP OF IMS and CCTL Regions),PARMLIB=(I1,I2)
- ▲ Two dump datasets will be created on the MVS image from which the dump command was entered.



IMS SYSPLEX Dump Considerations

- ▲ **IMS SYSPLEX implementations need to consider the possibility that a hang or problem on one IMSplex member may be due to a problem originating from another member.**

- ▲ **Problems such as IMS Wait/Loops or partial loss of function conditions which require intervention to produce an SVC dump, should include SVC dumps from other members of the IMSplex.**

- ▲ **Challenge:**
 - **Ensure that a dump is taken for all necessary address spaces on each system.**



Sysplex IEADMCxx Example

- ▲ Create SYS1.PARMLIB member called IEADMCI1 containing the following DUMP parameters:

```
JOBNAME=( j1 , j2 , j3 , j4 ) , SDATA=( CSA , PSA , RGN , SQA , SUM , TRT , GRSQ ) ,  
REMOTE=( SYSLIST=( *('j1' , 'j2' , 'j3' , 'j4' ) , SDATA ) )
```

Where:

j1 = IMS Control Region Jobname. j3 = DBRC Region Jobname.
j2 = IMS DLI Region Jobname. j4 = IRLM Region Jobname.

- ▲ Create a 2nd SYS1.PARMLIB member called IEADMCI2 containing the following DUMP parameters:

```
JOBNAME=( j5 , j6 , j7 ) , SDATA=( CSA , PSA , RGN , SQA , SUM , TRT , XESDATA ) ,  
REMOTE=( SYSLIST=( *('j5' , 'j6' , 'j7' ) , SDATA ) )
```

Where:

j5 = CCTL Region 1. j7 = CCTL Region 3.
j6 = CCTL Region 2.

Note: the XESDATA and REMOTE parms are for use in SYSPLEX environments.



Sysplex IEADMCxx DUMP Activation

- ▲ To request a dump from the IEADMCI1 and IEADMCI2 parmlib members, enter the following MVS command:
 - DUMP TITLE=(IMS/CCTL SYSPLEX Dumps),PARMLIB=(I1,I2)
- ▲ Two dump datasets will be created on each MVS image in the SYSPLEX matching the REMOTE specifications for the JOBNAMEs.



Section 5. Situation Specific Diagnostics

Section 5:

Situation Specific Diagnostics

Situation Specific Diagnostics: Control Region Wait/Hang



▲ Control Region Wait/Hang

- Take a SVC dump using one of the methods discussed earlier in the presentation.
- Consider dumping related regions
 - ✓ IMS Control Region
 - ✓ IMS DLI/SAS Region
 - ✓ DBRC Region
 - ✓ IRLM Region
 - ▶ CQS
 - ▶ Operations Mgr
 - ▶ Resource Mgr
 - ▶ Structure Call Interface
 - ✓ Troublesome IMS Dep Regs
 - ✓ CCTL Regions
 - ▶ ODBA
 - ▶ IXGLOGRC
 - ▶ RRS
 - ▶ APPC
 - ▶ WLM
 - ▶ VTAM
 - ▶ TCPIP
 - ▶ Websphere
 - ▶ ESAF - DB2, MQSeries, others
 - ▶ Other Regions ???
 - ▶ Other IMSplex members with all their related regions
 - ✓ = Can't live without
- If a partial wait occurs, consider taking two of the above mentioned SVC Dumps to identify normal activity versus abnormal activity.
- Note: Modify dumps of IMS are no longer the preferred method to obtain wait documentation.

Situation Specific Diagnostics: IMS Loop



- ▲ If the IMS Control, DLI, DBRC or Dependent Region enters a loop state, perform the following:
 - Set MVS system trace table size to 999K and turn branch trace on
 - ▶ TRACE ST,999K,BR=ON
 - If possible, and not already set, use IMS command: /TRA SET ON TABLE nnnn
 - ▶ Where nnnn alternately = DISP, SCHD, DLI, LOCK, and LATCH.
 - Take a SVC dump using one of the methods discussed earlier in the presentation with related IMS regions.
 - ▶ **Note: IMSplex partner dumps are probably not required for loop problems, unless they are also looping.**
 - Reset the MVS system trace table to its original settings.
 - **Note: Modify dumps of IMS are no longer the preferred method to obtain loop documentation.**

Situation Specific Diagnostics: ESAF Interface Problems



△ Problems involving the ESAF (External Subsystem Attach Facility).

- Turn on the IMS SUBS TRACE to the external trace dataset.
 - ▶ IMS command: /TRA SET ON TABLE SUBS OLDS
- Take a SVC dump of the related regions before and after the recreate attempt.
 - ▶ Ensure that pertinent regions for the affected subsystem (dbtmstr, db2dbm1, mqseries) are included with the other related IMS regions.
 - ▶ **Note: IMSplex partner dumps are probably not required for ESAF problems, unless they are also experiencing the problem.**

Situation Specific Diagnostics: DBRC Related Problems



△ DBRC Related Problems

- Obtain a listing of the DBRC RECONS prior to repair attempts.
 - ▶ Use Recover Control Utility (DSPURX00) - LIST.RECON command.
- If the RECON dataset listing cannot be obtained due to size, then alternatively obtain a subsystem listing (LIST.RECON is preferred).
 - ▶ Use Recover Control Utility (DSPURX00) - LIST.SUBSYS ALL command
- If recreates are possible:
 - ▶ Obtain before and after copies of the RECONS.
- Use D GRS,CONTENTION command on each system sharing the RECON to determine if the RECON is held at the exclusion of other waiters.
 - ▶ If so, dump the owning address space.
 - DUMP COMM=(dump title)
 - R nn,JOBNAME=(j1),SDATA=(CSA,PSA,RGN,SQA,SUM,TRT,GRSQ),END

Situation Specific Diagnostics: DBCTL Related Problems



▲ DBCTL Related Problems

- Issue **IMS /DISPLAY ACTIVE** and **/DISPLAY CCTL** commands, multiple times.
 - ▶ **/DIS ACTIVE**
 - ▶ **/DIS CCTL ALL**
 - ▶ **/DIS CCTL cctlname**
- Set the AP portion of the CICS trace to level 1-2.
- Set the FC (FILE CONTROL) portion of the CICS trace to level 1-2.
- Take a SVC dump using one of the methods discussed earlier in the presentation with related IMS regions, especially the CCTL regions.

Situation Specific Diagnostics: DC Related Problems



▲ Problems involving Data Communications

- Issue **IMS DISPLAY NODE x** command.
 - ▶ **/DIS NODE nodename**
- Turn on **IMS NODE trace**. Data will be captured in the **IMS TYPE6701** log record. Print records using **IMS utility programs DFSERA10/DFSERA30**.
 - ▶ **/TRA SET ON NODE nodename**
- Turn on the **VTAM Buffer Trace** and **VTAM Internal Trace** to complement the **IMS NODE trace**. Note: **GTF** must be active with the **USR** option.
 - ▶ **F NET,TRACE,TYPE=BUF,ID=nodename**
 - ▶ **F NET,TRACE,TYPE=VTAM,MODE=EXT,OPT=(API,PIU,MSG)**
- Take a **SVC dump** using one of the methods discussed earlier in the presentation with related **IMS regions** - especially **VTAM**.

Situation Specific Diagnostics: APPC Related Problems



△ Problems involving APPC

- Turn on the IMS LUMI Trace to the external trace dataset.
 - ▶ /TRACE SET ON TABLE LUMI OPTION LOG
 - ▶ /TRACE SET ON LUNAME XXXXXXXX INPUT
 - ▶ /TRACE SET ON LUNAME XXXXXXXX OUTPUT
 - (XXXXXXX is the partner LU)
- Turn on the VTAM Buffer Trace and VTAM Internal Trace to complement the IMS LUMI trace. Note: GTF must be active with the USR option.
 - ▶ F NET,TRACE,TYPE=BUF,ID=nodename
 - ▶ F NET,TRACE,TYPE=VTAM,MODE=EXT,OPT=(API,PIU,MSG)
- Take a SVC dump using one of the methods discussed earlier in the presentation with related IMS regions - especially VTAM and the APPC regions.

Situation Specific Diagnostics: APPC Related Problems, Continued



△ Problems involving APPC (cont...)

- Turn on the program trace for TPPCB DL/1 calls.
 - ▶ `/TRACE SET ON PROGRAM pppppppp`
 - pppppppp is the program name of the application.
- Turn on the MVS APPC component trace.
 - ▶ `TRACE CT,ON,200M,COMP=SYSAPPC`
 - nn,OPTIONS=(GLOBAL),END
- When the problem has been recreated, stop the CTRACE.
 - ▶ `TRACE CT,OFF,COMP=SYSAPPC`
 - ▶ APPC component trace sends its trace buffers to a `SYS1.DUMP` dataset.
- The following IPCS commands can be used to format the trace:
 - ▶ `CTRACE COMP SYSAPPC SHORT` - For one line entries
 - ▶ `CTRACE COMP SYSAPPC FULL` - Summary of each entry

Situation Specific Diagnostics: Database Problems



▲ For problems in the database arena, obtain

- Damaged database dataset.
- Database Image copy of broken database in state prior to damage.
- Image Copy of logically related databases.
- IMS OLDS from all data sharing IMS subsystems.
 - ▶ Save to last good database image copy of damaged database.
- If possible, and not already set, use IMS command and save output:
 - ▶ /TRA SET ON TABLE nnnn OPTION LOG
 - Where nnnn alternately = DLI and LOCK
- SYSOUT from the Pointer Checker broken database.
- SYSOUT from batch jobs that accessed the damaged database.

Situation Specific Diagnostics: Database Problems, Continued



▲ For problems in the database arena, obtain (Cont...)

- List.RECON and LIST.HISTORY DBD(broken database)
- SMF 60, 62, and 64 records from all data sharing systems
 - ▶ Back to last good image copy of broken database.
- For VSAM datasets:
 - ▶ IDCAMS LISTC for the broken VSAM dataset.
 - ▶ IDCAMS DIAGNOSE and EXAMINE for the broken VSAM KSDS datasets.

Situation Specific Diagnostics: CQS Problem



▲ For an IMS/CQS environment, related problems might include:

- IMS wait problems
- CQS wait problems
- CQS restart problems
- CQS structure rebuild problems

▲ Implementing normal operating procedures to preserve the following documentation near the time of error.

- Additional manual dump intervention.
- MVS Log Stream (For IMS Shared Queue related problems)
- Most recent SRDS (Structure Recovery Data Set) for each dumped structure.

Situation Specific Diagnostics: CQS Additional Manual Dump Intervention



▲ IMS/CQS environment additional dump considerations include:

- Structure dumps
- CQS Region
- Other CQS Clients with their related CQS regions
- Above regions from the other IMSplex members
- MVS Logger

Situation Specific Diagnostics: CQS Structure Dump Contents



▲ CQS structure dumps should include:

- The primary structures
- The overflow structures
- The associated lock entries

Situation Specific Diagnostics: CQS Structure Dump Example



△ Below is an example of the STRLIST for a dump:

```
DUMPCOMM=(MSGQ STRUCTURE DUMP)
```

```
R nn,
```

```
STRLIST=(STRNAME=imsmsgq01,LOCKE,(LISTNUM=ALL,ADJ=CAPTURE,EDATA=UNSER),  
STRNAME=imsmsgq01oflw,LOCKE,(LISTNUM=ALL,ADJ=CAPTURE,EDATA=UNSER)),END
```

Where:

imsmsgq01..... is the main structure name

imsmsgq01oflw..... is the overflow structure name

Situation Specific Diagnostics: CQS Structure Dump Example



▲ For instances where it is decided that an IMS structure dump is necessary, it is possible that the MVS Logger function could be involved with the problem. Special MVS logger dump requirements follow along with the IMS CF structures:

```
DUMP COMM=(CQS/LOGR STRUCTURE DUMP)

R vv,STRLIST=(STRNAME=imsmsgq01,LOCKE,
              (LISTNUM=ALL,ADJ=CAPTURE,EDATA=UNSER),CONT
R ww,STRNAME=imsmsgq01oflw,LOCKE,
              (LISTNUM=ALL,ADJ=CAPTURE,EDATA=UNSER),CONT
R xx,STRNAME=mvslogqmsg01,LOCKE,ACC=NOLIM,
              (LISTNUM=ALL,EDATA=UNSER,ADJ=CAPTURE)),CONT
R yy,JOBNAME=(IXGLOGR),DSPNAME=('IXGLOGR'.SYSLOGR0),CONT
R zz,SDATA=(COUPLE,ALLNUC,LPA,LSQA,PSA,RGN,SQA,TRT,CSA,GRSQ,XESDATA),END
```

Where:

imsmsgq01.....	is the main structure name
imsmsgq01oflw.....	is the overflow structure name
mvslogqmsg01.....	is the associated logger structure name

Situation Specific Diagnostics: CQS - IEADMCxx Example with Structures



▲ Create 3 SYS1.PARMLIB members called IEADMCIA, IEADMCIB, IEADMCIC:

```
JOBNAME=(j1,j2,j3,j4,j5),SDATA=(CSA,PSA,RGN,SQA,SUM,TRT,GRSQ),  
REMOTE=(SYSLIST=(*( 'j1','j2','j3','j4','j5' ),SDATA))
```

Where:

j1 = IMS Control Region Jobname. j3 = DBRC Region Jobname.
j2 = IMS DLI Region Jobname. j4 = IRLM Region Jobname.
j5 = IMS CQS Region.

```
JOBNAME=(j6,j7,j8,j9,j10),SDATA=(CSA,PSA,RGN,SQA,SUM,TRT,XESDATA),  
REMOTE=(SYSLIST=(*( 'j6','j7','j8','j9','j10' ),SDATA))
```

Where:

j6 = APPC Region. j9 = Other CQS Client Region.
j7 = APPC Scheduler. j10 = Other CQS Region.
j8 = VTAM.

```
JOBNAME=(IXGLOGR),DSPNAME=('IXGLOGR'.SYSLOGR0),  
SDATA=(COUPLE,ALLNUC,LPA,PSA,RGN,SQA,TRT,CSA,GRSQ,XESDATA),  
STRLIST=(STRNAME=imsmsgq01,LOCKE,(LISTNUM=ALL,ADJ=CAPTURE,EDATA=UNSER),  
STRNAME=imsmsgq01oflw,LOCKE,(LISTNUM=ALL,ADJ=CAPTURE,EDATA=UNSER),  
STRNAME=mvslogqmsg01,LOCKE,ACC=NOLIM,(LISTNUM=ALL,EDATA=UNSER,ADJ=CAPTURE
```

Where:

imsmsgq01.....is the main structure name
imsmsgq01oflw.....is the overflow structure name
mvslogqmsg01.....is the associated logger structure

Situation Specific Diagnostics: CQS - IEADMCxx DUMP Activation



- ▲ To request a dump from the IEADMCIA, IEADDMCIB and IEADMCIC parmlib members, enter the following MVS command:
 - **DUMP TITLE=(DUMP OF IMSplex and Partners),PARMLIB=(IA,IB,IC)**

- ▲ Three dump datasets will be created on the MVS image from which the command is entered.

- ▲ Two dump datasets will be created on each image in the SYSPLEX matching the REMOTE specifications for the JOBNAMEs.
 - **NOTE: MVS logger feels that they normally need the MVS logger address space from the system which experiences the problem.**

Situation Specific Diagnostics: CQS - MVS Log Stream



- ▲ The merged MVS log stream can be used to examine CQS log records.
 - IEBGENER can be used along with the default log stream subsystem exit routine, IXGSEXIT, to copy the log records at time of failure for later analysis

Situation Specific Diagnostics: CQS - MVS Log Stream, JCL Example



```
//CQSCPYLG JOB USERID,USERID,MSGLEVEL=1,CLASS=K
//*****
//* This job copies a CQS log stream to a dataset (max 32K / record) *
//*                                                                 *
//*   - Replace the DSN on the SYSUT1 card with your CQS logstream *
//*     name.                                                       *
//*                                                                 *
//*   - Replace the DSN on the SYSUT2 card with your desired output *
//*     dataset name. You may also need to adjust the space      *
//*     allocations, depending on the size of your logstream.     *
//*                                                                 *
//* Changes:                                                       *
//*   02/24/97 ben Creation                                         *
//*****
//STEP1      EXEC  PGM=IEBGENER,REGION=1024K
//SYSPRINT DD  SYSOUT=*
//SYSUDUMP DD  SYSOUT=*
//SYSIN      DD  DUMMY
//SYSUT1     DD  DSN=SYSLOG.MSGQ01.LOG,
//              SUBSYS=(LOGR,IXGSEXIT),
//              DCB=(BLKSIZE=32760)
//SYSUT2     DD  DSN=CQS.LOG.COPY,
//              DISP=(NEW,KEEP,DELETE),
//              VOL=SER=USER05,
//              SPACE=(CYL,(2,10)),
//              UNIT=SYSDA
```


Situation Specific Diagnostics: CQS - SRDS



- ▲ Save the most recent CQS SRDS (Structure Recovery Data Set) for each structure dumped.
 - Use IDCAMS repro if LRECL is acceptable (less than 32761)

Situation Specific Diagnostics: RRS



- △ If you use RRS (Recovery Resource Services) with your IMS system and encounter a wait problem with IMS, or receive RRS related errors
 - Take a SVC dump of the standard IMS regions using one of the methods discussed earlier, CTL, DLI, DBRC, suspicious dependent regions, IRLM, etc.
 - In addition, ensure to include the MVS RRS address space and the MVS logger address space (IXGLOGR)

```
SLIP SET,C=U0711,JOBLIST=(ctljname,rrsjname,IXGLOGR),  
SDATA=(CSA,PSA,RGN,SQA,SUM,TRT,GRSQ,LPA,ALLNUC),  
ID=nnnn,DSPNAME=('RRS'.*),END
```

Where ctljname = IMS Control Region Jobname
 rrsjname = RRS Region Jobname
 nnnn = Name used to recognize this SLIP

Situation Specific Diagnostics: RRS, Continued



△ RRS related problems, continued

- Turn on the RRS component trace. Reported to have minimal performance impact
- Place the following in the CTIRRSxx PARMLIB member:

TRACEOPTS

ON

BUFSIZE(8M)

OPTIONS('EVENTS(ALL)')

- Place the following in the MVS COMMNDxx SYS1.PARMLIB member:
 - **TRACE CT,ON,COMP=SYSRRS,500M,PARM=CTIRRSxx**
 - ▶ This will allow the trace to be active at IPL time
- RRS component trace will be present in the RRS address space
 - **Format using IPCS CTRACE COMP(SYSRRS) FULL command**

Situation Specific Diagnostics: RRS, Continued



△ RRS related errors, continued

- Save the IMS OLDS
 - IMS TYEP67D0 log records will be produced for some ABENDU0711s
 - ▶ Print records using IMS utility programs DFSERA10/DFSERA30
 - Other RRS related records produced,
 - ▶ TYPE 4098 checkpoint for RRS/MVS logname
 - ▶ TYPE5615 - IMS restarted with RRS
 - ▶ TYPE5616 - Start of protected UOW
- Issue two or three IMS DISPLAY UOR ALL commands to show status about IMS UOR for protected resources on the RRS/MVS recovery platform
 - RRS-URID provided by RRS and IMS recovery token displayed

Situation Specific Diagnostics: MSC Related Problems



- ▲ If you use IMS MSC (Multiple Systems Coupling) and experience a related problem
 - Take a SVC dump of the coupled IMS regions (minimally the CTL regions, but the problem may reside in any IMS related region as discussed earlier)
 - ▶ In addition, ensure that the VTAM address space is included
 - ▶ Do this as close to the problem time as possible, prior to attempting to fix the problem
 - Save the IMS OLDS for both coupled systems from the time of the message creation
 - Issue DISPLAY LINK ALL and DISPLAY LINK ALL MODE commands to show the status and queue counts for the logical link and physical link information for partner

Situation Specific Diagnostics: MSC Related Problems, Cont.



MSC related problems, continued

▲ If the problem is recreatable,

- Turn on the VTAM Internal Trace for both coupled systems
 - `F NET,TRACE,TYPE=VTAM,OPT=(API,PIU,MSG),DSPSIZE=5,SIZE=999`
- Using these options, the VIT will be created in a VTAM dataspace. When the problem has been recreated, the dump parameters should also include the VTAM dataspace:
 - `DSPNAME=('NET'.ISTITDS1)`
- The MSC LINK trace should also be turned on for both coupled systems
 - `TRACE SET ON LINK link# LEVEL 3 MODULE ALL`
 - ▶ IMS TYPE67 records containing TM control blocks for each message at key points

How to Setup and Gather Documentation for IMS Problems - Summary



- ▲ **MVS Setup Recommendations**
- ▲ **IMS Setup Recommendations**
- ▲ **Preservation of Standard Documentation**
- ▲ **Manual Dump Intervention**
- ▲ **Situation Specific Diagnostics**