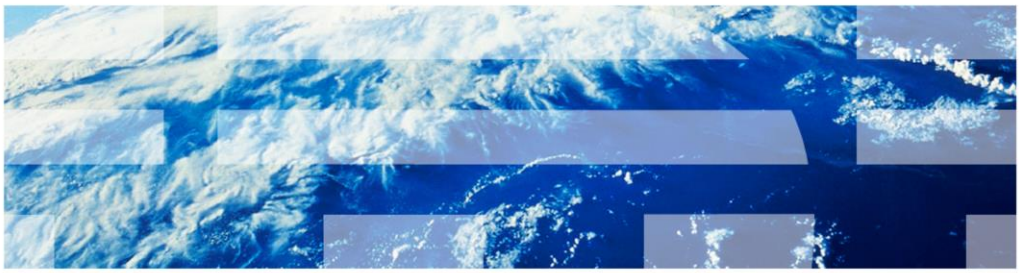
IBM

Tivoli NetView for z/OS

Determine what causes HICPU issues within a NetView address space



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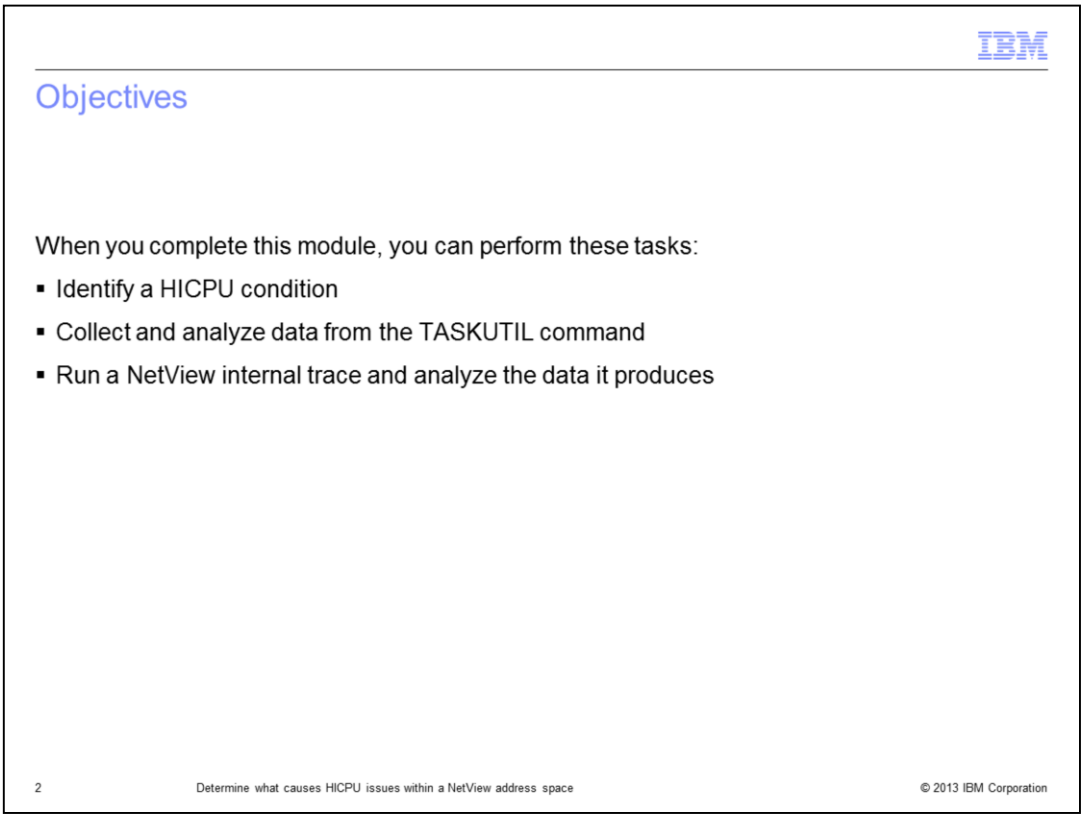
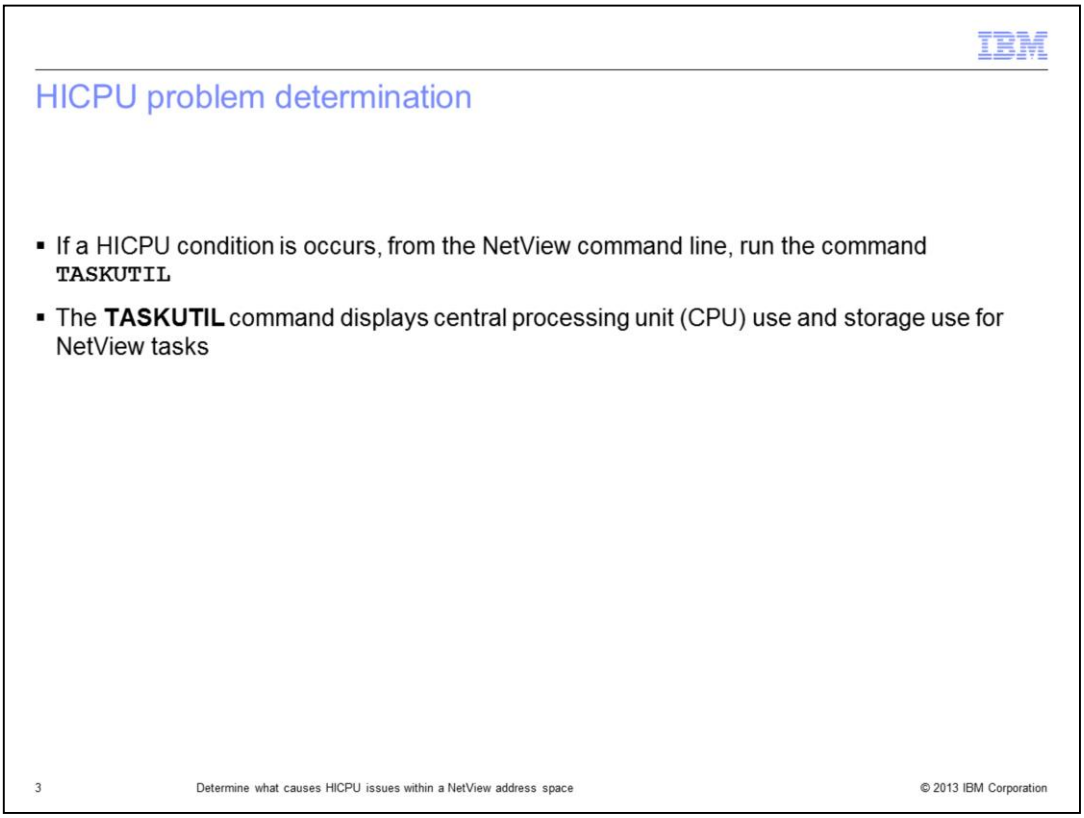
Tivoli® NetView® for z/OS®, Determine what causes HICPU issues within a NetView address space. In this module, you learn the steps to use to determine the source of high central processor unit usage. The lesson includes the initial data collection and analysis, and how to run a trace to collect more information if needed.

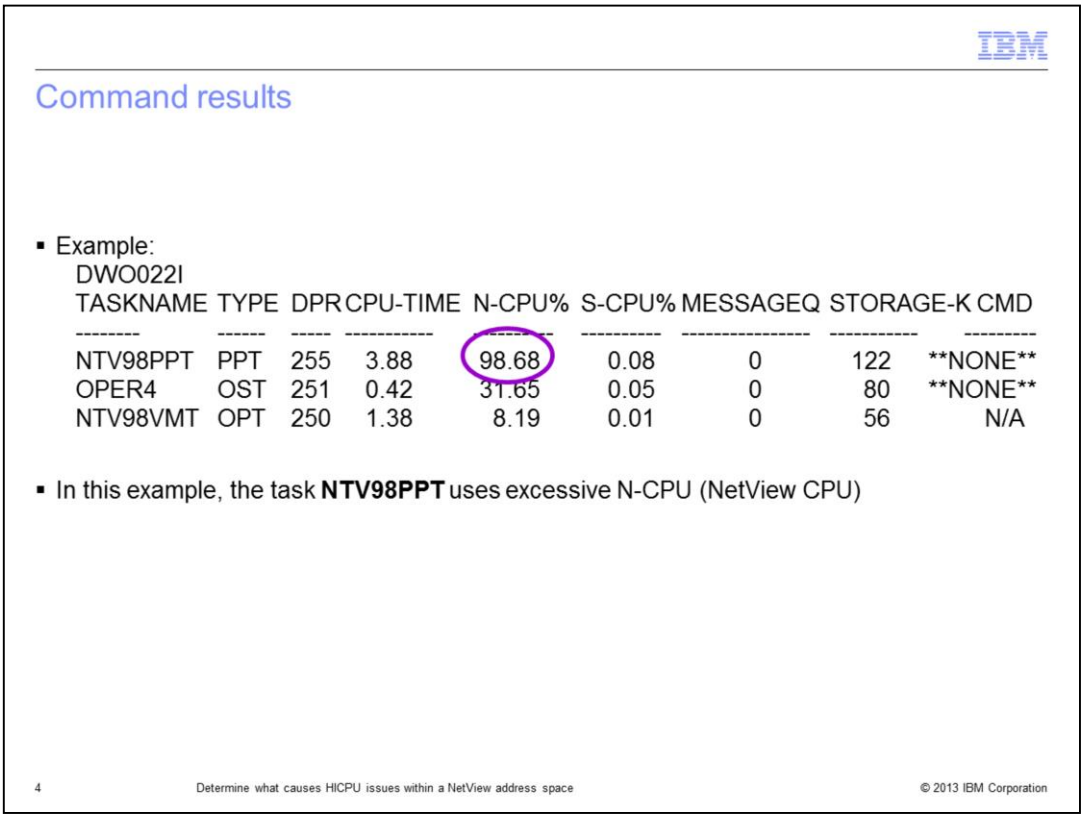


When you complete this module, you can perform these tasks:

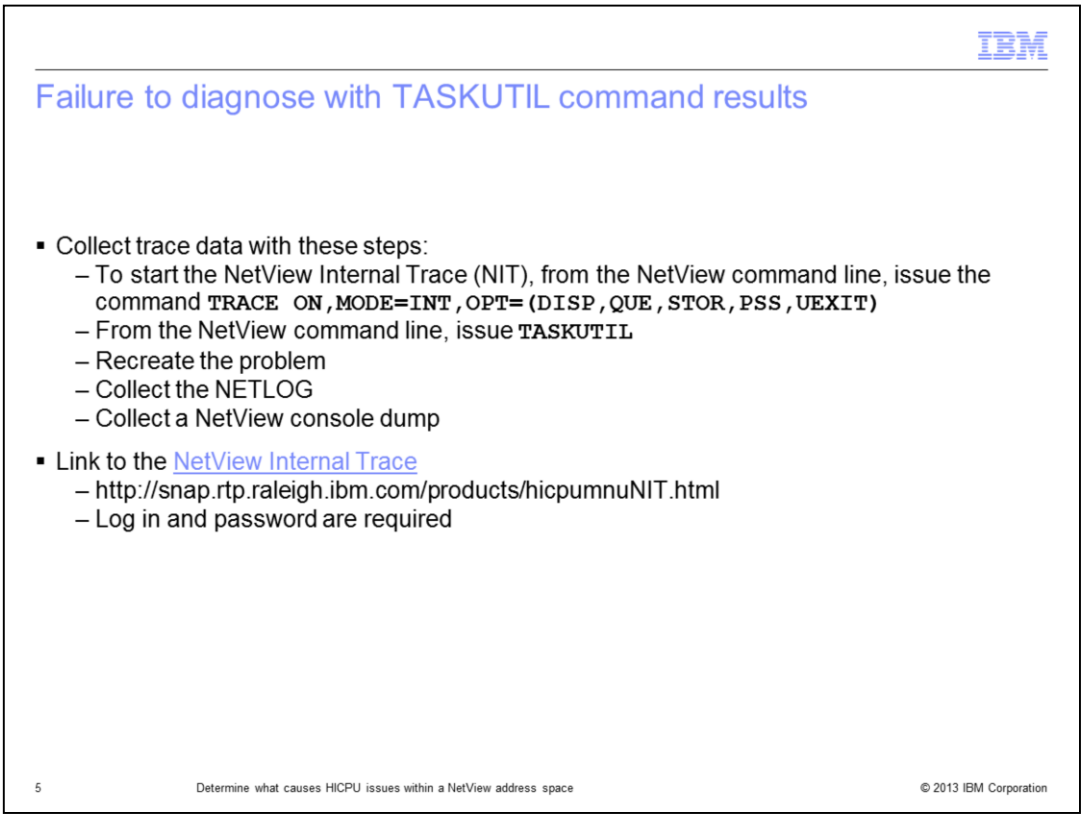
- Identify a HICPU condition
- Collect and analyze data from the TASKUTIL command
- Run a NetView internal trace and analyze the data it produces



Here is a lesson on how you can find what causes a high central processor unit condition within the NetView address space. To collect information for a HICPU condition, use the TASKUTIL command to display central processing unit use and storage use for NetView tasks.

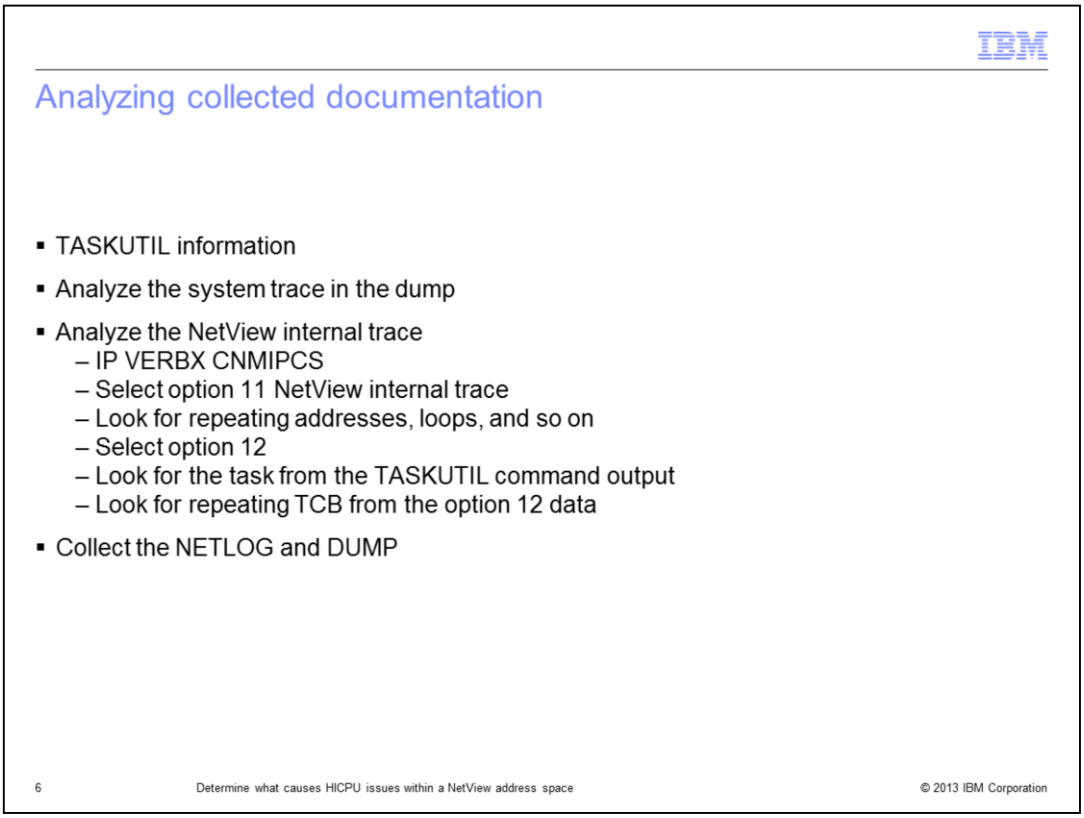


After you run the command TASKUTIL, a response similar to this example displays. In this example, the results from the TASKUTIL command indicate that the task NTV98PPT uses excessive NetView CPU.



If the TASKUTIL command does not provide sufficient data to diagnose the HICPU symptoms, or you do not know why the task and code cause the problem, you need more data. To get data, you perform these steps which include re-creating the problem and collecting documentation:

1. To start the NetView Internal Trace (NIT) from the NetView command line, issue the command **TRACE ON,MODE=INT,OPT=(DISP,QUE,STOR,PSS,UEXIT)**.
2. From the NetView command line, issue the command **TASKUTIL**.
3. Recreate the problem.
4. Collect the NETLOG.
5. Collect a NetView console dump.



After you collect the documentation, you analyze it for problem determination.

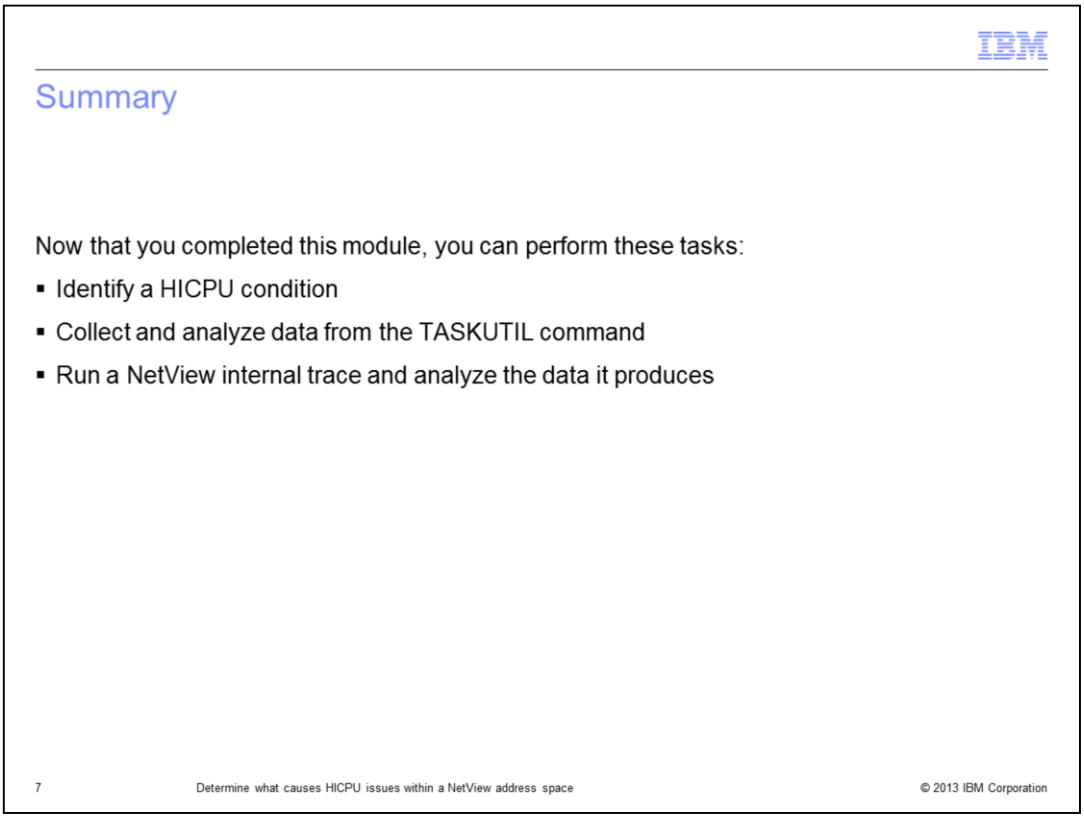
1. Analyze the TASKUTIL command output. Look for the TASKNAME of the excessive CPU. In this example, task NTV98PPT is the task name that is using excessive CPU. Check the message queue count column. Look at the command or clist that is running.

2. Look at the System Trace in the dump. Within the dump from the command line, issue the command **IP SYSTRACE**. Start at the bottom of the output and scroll page up while you look for repeating addresses that might indicate a possible loop.

3. Analyze the NetView Internal trace output. Within the dump, issue the command **IP VERBX CNMIPCS**. From the **NetView Dump formatter panel** select option **11 NetView Internal Trace**. Look for repeating addresses, loops, and so on. You can look for repeating TCB addresses. From the Dump formatter panel select option **12**. Look for the task from the **TASKUTIL** command output and note the TCB address. Then, look for repeating TCB from the option 12 data.

4. Collect the NETLOG and DUMP for the time period when the problem occurs.

If you cannot resolve the problem, send the collected data to the Software Support Center for analysis.



Now that you completed this module, you can perform these tasks:

- Identify a HICPU condition
- Collect and analyze data from the TASKUTIL command
- Run a NetView internal trace and analyze the data it produces

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