

CICS Transaction Server for z/OS



CICSplex SM Problem Determination

Version 3 Release 2

CICS Transaction Server for z/OS



CICSplex SM Problem Determination

Version 3 Release 2

Note!

Before using this information and the product it supports, be sure to read the general information under "Notices" on page 147.

This edition applies to Version 3 Release 2 of CICS Transaction Server for z/OS, program number 5655-M15, and to all subsequent versions, releases, and modifications until otherwise indicated in new editions.

© Copyright IBM Corporation 1994, 2011.

US Government Users Restricted Rights – Use, duplication or disclosure restricted by GSA ADP Schedule Contract with IBM Corp.

Contents

Preface	vii
Who this book is for	vii
Notes on terminology.	vii
CICS system connectivity	vii
 Summary of changes	ix
Changes for CICS Transaction Server for z/OS, Version 3 Release 2	ix
Changes made to this book for CICS Transaction Server for z/OS, Version 3 Release 1	ix
Changes made to this book for CICS Transaction Server for z/OS, Version 2 Release 3	ix
Changes to this book for CICS Transaction Server for OS/390 Release 3.	x

Part 1. Approach to problem determination. 1

Chapter 1. Introduction	3
What is problem determination?	3
How this book can help you	3
Where to look first	4
 Chapter 2. CICSplex SM system overview	7
The structure of CICSplex SM.	7
The Web User Interface	8
CMAS networks and registration	9
The structure of the CMAS	10
The agents in a MAS	11
The ESSS and data spaces	12
Common components	12
Kernel Linkage	13
Trace Services	13
Message Services.	13
Common Services.	13
Data Cache Manager	14
Queue Manager	14
Data Repository	14
Communications	14
 Chapter 3. Identifying a problem.	17
Has CICSplex SM run successfully before?	17
Have any changes been made since the last successful run?.	17
Are there any messages that could explain the problem?	18
Does the problem occur at specific times?.	18
Does the problem affect specific parts of the environment?	18
Common types of problem	18
 Chapter 4. Sources of information	21
Your own documentation	21
Change log	21
Manuals	21
Online diagnostic aids	21
Messages.	22
Symptom strings	22
LOGREC records	22

Traces	23
------------------	----

Part 2. Tools for problem determination	25
--	-----------

Chapter 5. Using trace	27
The CMAS and MAS trace facilities	27
Tracing in a CMAS	27
Tracing in a MAS	27
Types and levels of tracing	28
Controlling the amount of tracing in a CMAS or MAS	29
Using the WUI to control CMAS and MAS tracing	29
Interpreting CMAS and MAS trace entries	31
Formatting CMAS and MAS trace entries	31
Trace formatting options on the host	31
Trace formatting JCL.	33
Web User Interface trace services	35
Setting trace flags using the WUITRACE parameter	36
Setting trace flags through COVC	36
The available trace flags	37
Exception traces	37
 Chapter 6. Using dumps	 39
Unexpected dumps	39
CICSplex SM dumps under CICS	39
CICSplex SM-requested dumps	40
CMAS initialization failures	41
MAS initialization failures	41
ESSS program call (PC) routine failures	41
User-requested dumps	43
Using the MVS DUMP command	43
Using the CPSM API.	43
Using the Web User Interface	44
Using dumps with the Web User Interface	44
The available dump codes.	44
 Chapter 7. Displaying and formatting dumps with IPCS	 45
Using the CICSplex SM dump formatting routine	45
Formatting a CICSplex SM SDUMP	45
 Chapter 8. Using the ESSS utility (EYU9XEUT)	 49
The EYU9XEUT options	49
Dumping data structures (DUMP)	49
Reloading broadcast functions (RELOAD)	50
Stopping the ESSS (TERMINATE).	50
The EYU9XEUT JCL.	50
Using the ESSS Information Display Utility (EYU9XENF)	51
 Chapter 9. Using the online utility transaction (COLU)	 53
The COLU transaction	53
Valid keywords for component CHE	53
Valid keywords for component COM	54
Valid keywords for component KNL	54
Valid keywords for component QUE	55
Valid keywords for component SRV	56
Valid keywords for component TOP	56

Chapter 10. Using the interactive debugging transactions (COD0 and CODB)	59
Running the debugging transactions	59
Method-level debugging with COD0	60
Issuing commands recursively	60
Issuing commands that alter CICSplex SM	60
ALLOC (allocating a resource)	61
ATTACH (attaching a method)	62
CALL (calling external CICS programs and transactions)	64
DUMP (displaying and altering data)	65
EXEC (executing a method)	66
EXIT (exiting COD0)	67
HELP (getting online help)	67
LIST (listing tasks and allocated resources)	67
POST (posting an ECB)	76
PRINT (printing data areas under CICS/ESA, CICS TS)	77
PURGE (purging an allocated resource)	78
START (starting a method in the CMAS)	78
TRACE (setting CICS and CICSplex SM trace flags)	79
TRACK (setting trace flags by calling structure)	80
TRAP (setting trace flags for a method)	81
Displaying a MAL from COD0	81
System-level debugging with CODB	85
CODB commands	85
The COMP ID field	86
The ADDR field	87
The ALET field	87
The PF Key prompts	87
The MSG field	88
The memory display area	88
CODB altering memory	89
Accessing CODB from COD0	90

Part 3. Investigating and documenting a problem 91

Chapter 11. Abends, stalls, and bottlenecks	93
Investigating abends	93
Investigating stalls	94
An undetermined stall condition	94
A suspected loop	95
A suspected wait	95
Investigating bottlenecks	95
Chapter 12. Investigating output and system management problems	97
Incomplete operations data returned	97
No entry for EYUMAS1A	97
INACTIVE status	98
ACTIVE status	100
Missing monitor data	100
Unexpected real-time analysis results	101
An example SAM problem	101
An example MRM problem	102
Unexpected workload management routing decision	103
Is dynamic routing enabled?	103
Which workload is active?	104
Is the workload being separated?	105

Application programming interface problems	106
Chapter 13. Investigating Web User Interface problems	109
Server and browser messages	109
Server messages	109
Browser messages	109
COVC status panel	109
COVC debugging commands	110
Running the COVC transaction for debugging	110
Typical end-user problems	111
<hr/> Part 4. Working with IBM to solve a problem	<hr/> 113
Chapter 14. IBM Program Support	115
When to contact the Support Center	115
Working with the Support Center	115
What the Support Center needs to know	116
What happens next	117
Chapter 15. APARs, fixes, and PTFs	119
The APAR process	119
Collecting the documentation for an APAR	119
Documentation needed for problems with CICSplex SM	120
Sending the documentation to IBM	120
Applying the fix	121
The APAR becomes a PTF	121
<hr/> Part 5. Appendixes	<hr/> 123
Appendix A. CICSplex SM naming standards	125
The format of names	125
Element type identifiers	125
Component identifiers	126
Major components of CICSplex SM	126
Appendix B. Major components of CICSplex SM	129
Appendix C. System parameters for problem determination	131
Specifying system parameters	131
The problem determination parameters	132
Bibliography	135
The CICS Transaction Server for z/OS library	135
The entitlement set	135
PDF-only books	135
Other CICS books	137
Determining if a publication is current	137
Accessibility	139
Index	141
Notices	147
Trademarks	149

Preface

This book is intended to help you determine the cause of problems in a system running CICSplex[®] System Manager for CICS[®] Transaction Server for z/OS[®]. It contains a structural overview of the CICSplex SM system, guidance for investigating and documenting CICSplex SM problems, and instructions for working with the IBM[®] Support Center and submitting Authorized Program Analysis Reports (APARs).

Who this book is for

This book is for system programmers who are responsible for diagnosing CICSplex SM systems. You are assumed to have a good knowledge of CICS and CICSplex SM. You also need to be familiar with the books that tell you how to set up and use CICSplex SM.

Notes on terminology

In the text of this book, the term **CICSplex SM** (spelled with an uppercase letter *P*) means the CICSplex SM element of CICS TS for z/OS. The term **CICSplex** (spelled with a lowercase letter *p*) means the largest set of CICS systems to be managed by CICSplex SM as a single entity.

Other terms used in this book are:

KB 1 024 bytes

MB 1 048 576 bytes

MVS[™] MVS/Enterprise Systems Architecture SP

CICS system connectivity

This release of CICSplex SM can be used to control CICS systems that are directly connected to it.

For this release of CICSplex SM, the connectable CICS systems are:

- CICS Transaction Server for z/OS 3.1
- CICS Transaction Server for z/OS 2.3
- CICS Transaction Server for z/OS 2.2
- CICS Transaction Server for OS/390[®] 1.3

You can use this release of CICSplex SM to control systems running supported releases of CICS that are connected to, and managed by, your previous release of CICSplex SM. However, if you have any directly-connectable release levels of CICS, as listed above, that are connected to a previous release of CICSplex SM, you are strongly recommended to migrate them to the current release of CICSplex SM, to take full advantage of the enhanced management services. See the *CICS Transaction Server for z/OS Migration from CICS TS Version 2.3* for information on how to do this.

Table 1 on page viii shows which supported CICS systems can be directly connected to which releases of CICSplex SM.

Table 1. Directly-connectable CICS systems by CICSplex SM release

CICS system	CICSplex SM component of CICS TS 3.1	CICSplex SM component of CICS TS 2.3	CICSplex SM component of CICS TS 2.2	CICSplex SM component of CICS TS 1.3
CICS TS 3.1	Yes	No	No	No
CICS TS 2.3	Yes	Yes	No	No
CICS TS 2.2	Yes	Yes	Yes	No
CICS TS 1.3	Yes	Yes	Yes	Yes
TXSeries 4.3.0.4	No	Yes	Yes	No
TXSeries 5.0	No	Yes	Yes	No

Summary of changes

This book is based on the CICS Transaction Server for z/OS, Version 2 Release 3 edition of *CICSplex System Manager Problem Determination*. It has been updated to incorporate changes made for CICS Transaction Server for z/OS, Version 3 Release 1.

Changes made since the last edition are marked by vertical bars in the left margin.

Changes for CICS Transaction Server for z/OS, Version 3 Release 2

For information about changes that have been made in CICS Transaction Server for z/OS, Version 3 Release 2, please refer to *What's New* in the information center, or the following publications:

- *CICS Transaction Server for z/OS Release Guide*
- *CICS Transaction Server for z/OS Migration from CICS TS Version 3.1*
- *CICS Transaction Server for z/OS Migration from CICS TS Version 2.3*
- *CICS Transaction Server for z/OS Migration from CICS TS Version 2.2*
- *CICS Transaction Server for z/OS Migration from CICS TS Version 1.3*

Changes made to this book for CICS Transaction Server for z/OS, Version 3 Release 1

CICSplex SM support for the CICS for Windows component of IBM TXSeries (also known as Windows NT 4.3 and Windows NT 5.0) is no longer provided in CICS Transaction Server for z/OS, Version 3 Release 2. Therefore, it is not now possible to set up a CICSplex SM remote MAS agent for Windows.

However, you can continue to use the CICS Transaction Server Version 2.3 or Version 2.2 for CICSplex SM support of TXSeries.

Changes made to this book for CICS Transaction Server for z/OS, Version 2 Release 3

The more significant changes for this edition are:

- Sections have been added to facilitate problem determination in a remote MAS.
- “The problem determination parameters” on page 132 includes several new parameters including ESDUMPCOM and EYUTRACE.

There has been a change in CICSplex SM field naming conventions in this release. Data set name fields such as DSNAME, and file name fields such as LOCFILE and REMFILE are now case-sensitive. When entering data set and file names into the CICSplex SM interfaces (EUI, API and WUI), ensure that you enter the data in the correct case. In previous releases of CICSplex SM, the data set names and file names are automatically converted to upper case.

Changes to this book for CICS Transaction Server for OS/390 Release 3

This book has been updated to reflect the new and changed functions of CICSplex SM for CICS Transaction Server for OS/390 Release 3. For example:

The CICSplex SM dynamic routing capability has been extended to include:

- EXEC CICS START commands that are associated with a terminal
- Distributed program link (DPL) requests:
 - The CICS Web interface
 - The CICS Gateway for Java
 - EXCI calls
 - CICS Client ECI calls
 - Distributed Computing Environment (DCE) remote procedure calls (RPCs)
 - Open Network Computing (ONC) remote procedure calls (RPCs)
 - Any function that issues an EXEC CICS LINK PROGRAM request
 - Internet Inter Object Request Block Protocol (IIOP)
- CICS business transaction services processes and activities

A new component, BAS, has been added to the trace components.

Two new system parameters, BASTRACE and BASCONMSG, have been added for problem determination.

Part 1. Approach to problem determination

This part provides an introduction to the problem determination process and an overview of the CICSplex SM system. It introduces the facilities for checking out the CICSplex SM system and will help you to identify the type of problem you are having.

Chapter 1. Introduction

This book is designed to help you find the causes of problems with your CICSplex SM system.

Important

Keep in mind that CICSplex SM is a tool for managing the CICS systems at your enterprise. As you investigate a potential problem in your CICS environment, be sure to distinguish between problems in managing your CICS systems and problems with the CICS systems themselves.

What is problem determination?

Usually, when you are investigating a problem, you start with a symptom, or set of symptoms, and try to trace them back to their cause. This process is called *problem determination*, and it is important to realize that it is not the same as problem solving.

Often, the process of problem determination enables you to solve the problem. For example:

- If you find that the cause of a problem is conflicting CICSplex SM topology definitions, you can solve the problem by correcting the definitions.
- If you find that the cause of a problem is within CICS, you can solve the problem by modifying CICS. (For example, if CICSplex SM's Workload Manager will not route to a target region because there is no CICS connection between the routing region and the target region, you can create the links between the systems.)

However, you may not always be able to solve a problem yourself after determining its cause. For example:

- An unexpected message may be caused by an unexpected response from another product.
- If you think the cause of a problem is in the CICSplex SM code, you need to contact your IBM Support Center for assistance.

How this book can help you

In this book, we start with the symptoms of a problem, and try to help you use those symptoms to classify it. For each type of problem, we suggest possible causes, and techniques you can use to determine the actual cause.

You should always assume first that the problem has a simple cause, such as a definition error. If, as a result of investigation, you find that the cause of the problem is not straightforward, then consider possible causes that may be more difficult to identify. If further investigation still does not provide an answer, it is possible that the cause of the problem is in the CICSplex SM code itself. If this appears to be the case, you need to contact your IBM Support Center.

Figure 1 on page 4 will help you decide which part of the book to read first.

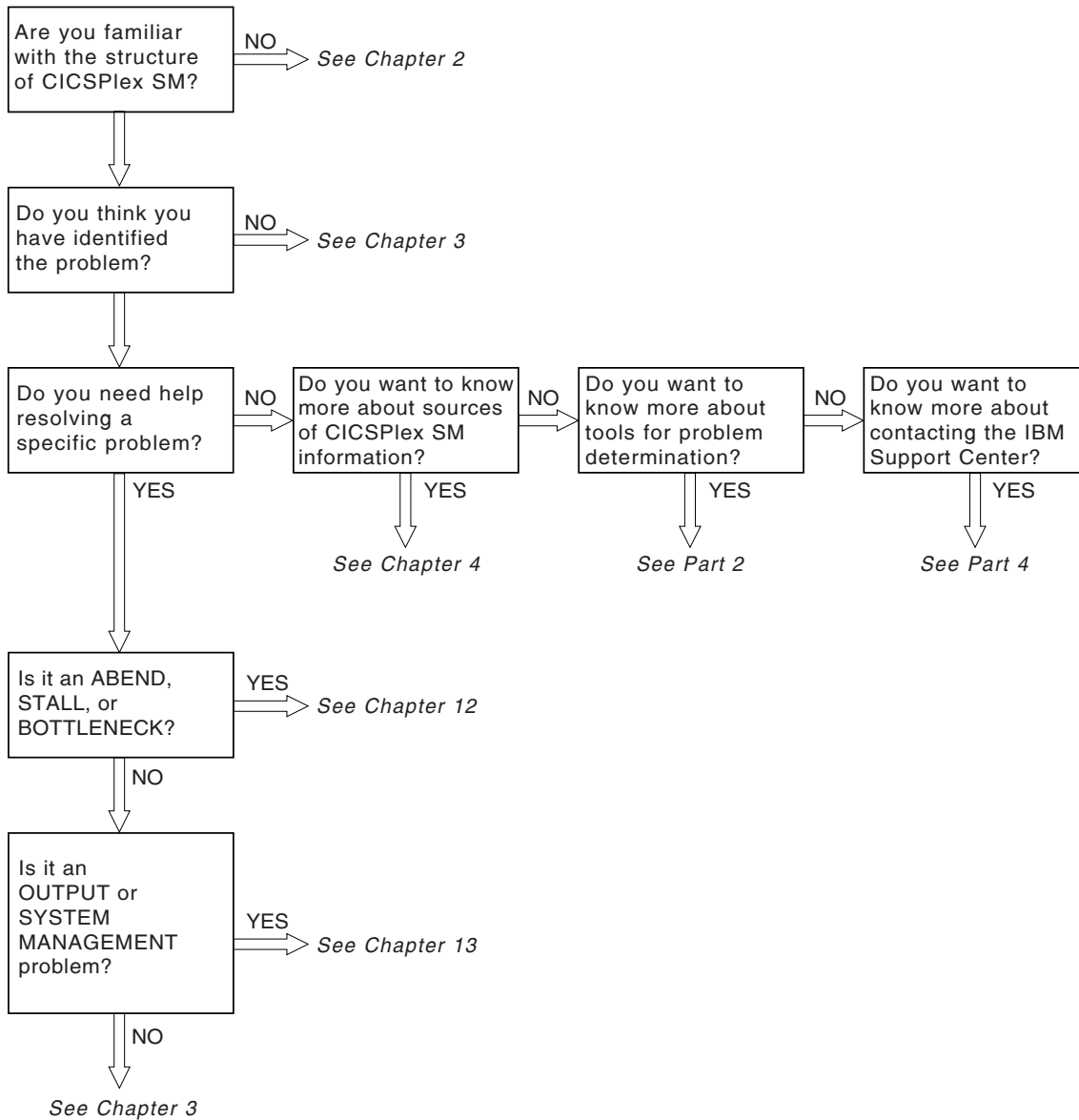


Figure 1. Where to look first

Where to look first

To find help in solving your problem, determine the answers to the following questions:

REQTEXT

Question 1: Are you familiar with the structure of CICSPlex SM?

- **YES:** See “Question 2.”
- **NO:** See Chapter 2, “CICSPlex SM system overview,” on page 7.

Question 2: Do you think you have identified the problem?

- **YES:** See “Question 3” on page 5.
- **NO:** See Chapter 3, “Identifying a problem,” on page 17.

Question 3: Do you need help resolving a specific problem?

- **YES:** See “Question 7.”
- **NO:** See “Question 4.”

Question 4: Do you want to know more about sources of CICSplex SM information?

- **YES:** See Chapter 4, “Sources of information,” on page 21.
- **NO:** See “Question 5.”

Question 5: Do you want to know more about tools for problem determination?

- **YES:** See:
 - Chapter 5, “Using trace,” on page 27
 - Chapter 6, “Using dumps,” on page 39
 - Chapter 7, “Displaying and formatting dumps with IPCS,” on page 45
 - Chapter 8, “Using the ESSS utility (EYU9XEUT),” on page 49
 - Chapter 9, “Using the online utility transaction (COLU),” on page 53
 - Chapter 10, “Using the interactive debugging transactions (COD0 and CODB),” on page 59
- **NO:** See “Question 6.”

Question 6: Do you want to know more about contacting the IBM Support Center?

- **YES:** See:
 - Chapter 14, “IBM Program Support,” on page 115
 - Chapter 15, “APARs, fixes, and PTFs,” on page 119
- **NO:** See “Question 3.”

Question 7: Is it an ABEND, STALL, or BOTTLENECK?

- **YES:** See Chapter 11, “Abends, stalls, and bottlenecks,” on page 93.
- **NO:** See “Question 8.”

Question 8: Is it an OUTPUT or SYSTEM MANAGEMENT problem?

- **YES:** See Chapter 12, “Investigating output and system management problems,” on page 97.
- **NO:** See Chapter 3, “Identifying a problem,” on page 17.

Chapter 2. CICSplex SM system overview

This chapter provides an overview of CICSplex SM processing. It introduces the components of CICSplex SM, and describes how they work together to provide effective management of your CICS systems.

The structure of CICSplex SM

CICSplex SM makes use of a distributed system management architecture that is based on a manager-and-agent model. In CICSplex SM, the agent runs in a managed CICS system, otherwise known as a managed application system (MAS). The agent is in constant communication with a manager, called a CICSplex SM address space (CMAS). This communication allows the manager to monitor and control the CICS system. The manager consolidates data from, and distributes actions to, the individual agents. The manager is also responsible for basic management applications, such as resource monitoring and workload management.

A typical CICSplex configuration would consist of many agents under the control of a single manager. In a more complex environment, there might be multiple managers, each controlling multiple agents. In order to achieve the distributed system management goal of a single-system image, these managers are normally connected to each other.

Another important aspect of distributed system management that is provided by CICSplex SM is operation from a single point of control. In CICSplex SM, the single point of control is the Web User Interface (WUI). The WUI runs on a standard web browser using TCP/IP to contact a Web User Interface server running on a dedicated CICS Transaction Server for z/OS, Version 3 Release 2 CICSplex SM local MAS connected to a CICS Transaction Server for z/OS, Version 3 Release 2 CMAS.

In addition to the visible parts of the CICSplex SM system that run within existing address spaces (such as the agent code for a managed CICS system, which runs in the CICS address space), there is one largely invisible part of the system that is also an address space: Environment Services System Services (ESSS). An ESSS address space resides in each MVS image where a CMAS is run. The ESSS is automatically created when the first CMAS is started in a given MVS image and it remains for the life of the IPL. The ESSS provides the cross-memory services used for communication between a manager and agents when they reside on the same MVS image. It also serves as the owner of all data spaces used by the product, which enables data spaces that are shared between a CMAS and a MAS to survive the shutdown of either.

Figure 2 on page 8 illustrates the basic structure of the CICSplex SM system.

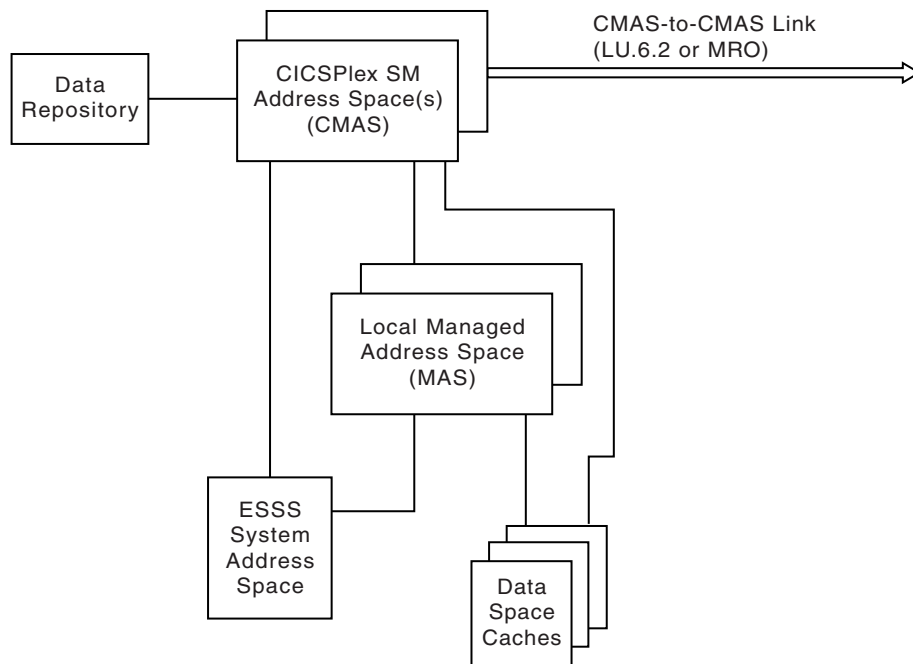


Figure 2. The CICSPlex SM system

The Web User Interface

The CICSPlex SM Web User Interface is an easy-to-use interface that you can use to carry out the operational and administrative tasks necessary to monitor and control CICS resources. You can link to the Web User Interface from any location that can launch a Web browser.

The Web User Interface is accessed using standard Web browser software in contact with a dedicated CICS region acting as a Web User Interface server. You can have more than one Web User Interface server active; for example, you may have a requirement for different languages to be used or different systems available to different servers. The Web browser client contacts the web server by an HTTP request via the CICS Web Interface.

The Web User Interface server runs as a CICSPlex SM local MAS and communicates with the managed resources via the CMAS to which it is connected. This CMAS needs to manage all CICSplexes that the WUI server needs to access. This is because the WUI server acts as a CICSPlex SM API application. However, it is not necessary for the CMAS, to which the WUI connects, to be managing any of the MASs in these CICSplexes.

All the menu and view definitions are stored on a server repository. There is one repository for each Web User Interface server. The menu and view definitions can be exported for backup purposes, for distributing definitions to other servers, and for migrating menus and views between product releases.

The Web User Interface provides an administration transaction COVC that allows you to:

- Start and shutdown the Web User Interface server
- View the server status
- View current user activity and terminate active user sessions
- Import and export repository definitions
- Set trace flags

Because a WUI server is defined as a MAS, it can be monitored using standard CICSplex SM monitoring.

CMAS networks and registration

If more than one CMAS is involved in managing a CICSplex they must all be able to communicate with each other in order to implement single-system image. This communication is also required to allow proper distribution of CICSplex SM definitions from the maintenance point CMAS to other CMASs and to maintain the dynamic CICSplex topology. The maintenance point CMAS is responsible for maintaining the CICSplex definitions in the data repository as well as distributing them to other CMASs.

However, CMASs need not be fully interconnected. The CICSplex SM communications component can deliver a request for remote processing even if the target is not directly connected to the CMAS or MAS where the request originates. The minimum requirement is that you can get from every CMAS to every other CMAS in the network via some route of CMAS-to-CMAS links, no matter how complex. Of course, performance may suffer if excessive transit nodes (those CMASs through which a request must pass on its way to the desired destination) are involved in a request. As a result, more than the minimum number of required communication links are often installed.

The CMAS provides information about the CICSplexes for which it can process requests to the ESSS address space that is running in its MVS image. This is necessary because ESSS establishes the connection between a CMAS and its local MASs. This connection is normally established when the MAS provides its name and the name of the CICSplex of which it is a member. So ESSS must be able to find a CMAS that manages the CICSplex named by a MAS.

Figure 3 on page 10 shows a sample CMAS network and the service points that result.

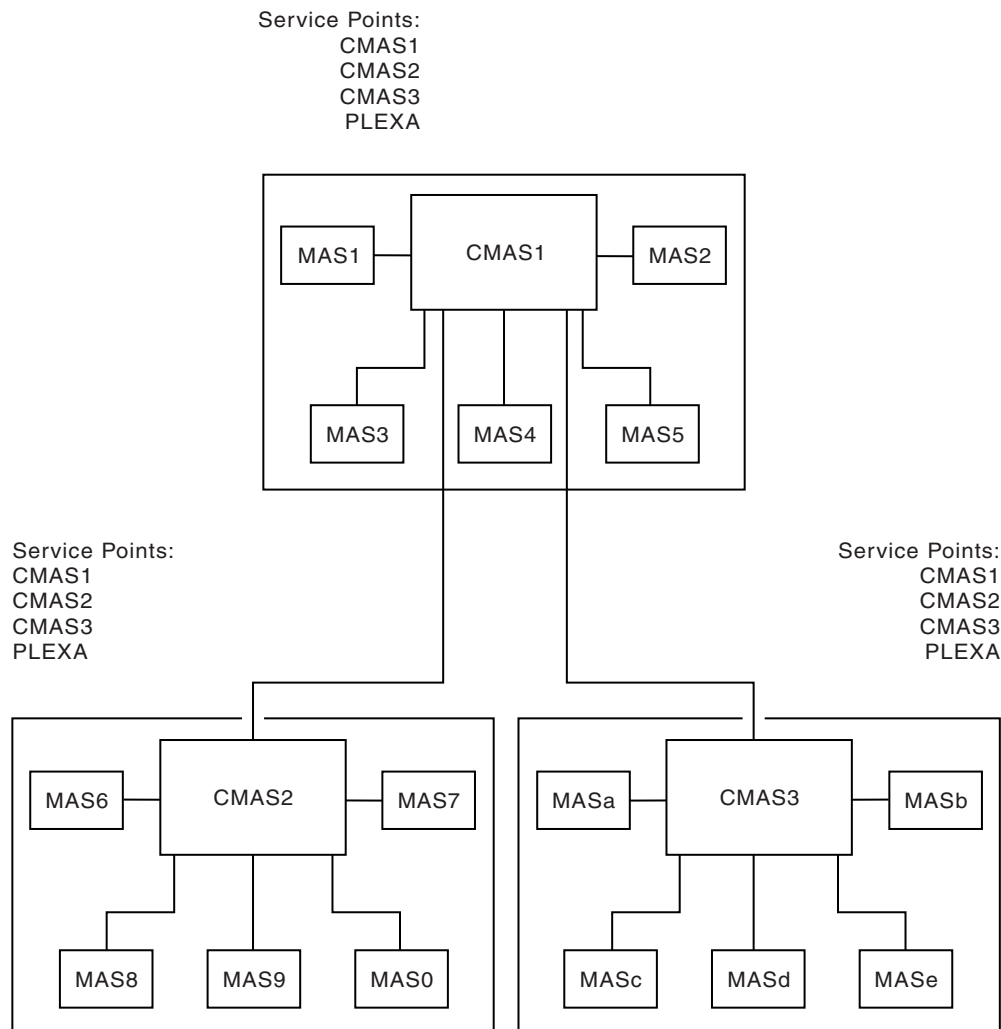


Figure 3. A sample CMAS network

The structure of the CMAS

The CMAS is a special type of CICS/ESA system. To all of the tasks that normally run in CICS/ESA, the CMAS adds a timing services task. A CMAS is started by running program EYU9XECS. This program is responsible for locating the CICSplex SM subsystem and identifying the address space as a starting CMAS. If this is the first CMAS to start after an MVS IPL, EYU9XECS starts a CICSplex SM subsystem. The program then transfers control to program EYU9XSTC, which is the timing services control program. After initializing, EYU9XSTC attaches DFHSIP, which is the CICS/ESA system initialization program. This starts the CICS/ESA system that runs within a CMAS.

It is possible to invoke CICSplex SM code automatically during CICS initialization to initialize the region as a CMAS. The preferred method of initializing the region as a CMAS is to use the CPSMCONN=CMAS SIT parameter as described in the CPSMCONN system initialization parameter topic in the CICS System Definition Guide.

An alternative method is to specify programs to be run in the initialization program list table (PLTPI). For a CMAS, the PLTPI specifies program EYU9XLCS, which issues a CICS START command to start transaction XLEV. This transaction is queued to start when CICS initialization is complete.

The XLEV transaction runs program EYU9XLEV, which is responsible for creating the run-time environment for a CMAS. The component called Kernel Linkage is responsible for building data structures and controlling the interfaces between other CICSplex SM components. Program EYU9XLEV starts the Kernel Linkage processing. Note that this program is used to create not only the CMAS run-time environment, but also the environment for agent code in local MASs.

The environment that Kernel Linkage creates is called the method call environment. Each program in the CICSplex SM system is called a method. The methods in a single component are grouped together and referred to as a major object, which is really just another name for a component. When one method calls another method, it uses the Kernel Linkage method call services and passes parameters using a data structure called a message argument list (MAL). For each major object, there exist two primary control structures. The first, the major object descriptor block (MODB), is built by Kernel Linkage during initialization and, among other things, contains a directory of all the methods (or programs) that make up the component. The second, the major object environment block (MOEB) is pointed to from the MODB. The MOEB is created during the initialization of each component. While the format of all MODBs is the same, the MOEB for each component is unique and serves to store critical information and to anchor data used by the component.

Once the method call environment has been built, each component that requires initialization is given control to do so. Some components are merely callable services, however others are active parts of the system. Those that are active components (such as Communications, Monitor Services, real-time analysis, and Workload Manager) make calls to Kernel Linkage during initialization to start one or more tasks in the CMAS. These calls identify the method to be run. Kernel Linkage uses the method name and the MODB to determine the proper transaction ID to be used on the EXEC CICS START command. All such transactions have EYU9XLOP defined as their first program. The tasks that are started run as CICS tasks under control of the CICS/ESA system that runs within the CMAS. Each task must establish a unique run-time environment to support method processing. This environment, which runs separate from and in parallel to the other tasks, is created by a program called EYU9XLOP. This program establishes a unique copy of the environment, called an object process, and then actually calls the first method to be run.

After EYU9XLEV has completed the process of sequencing CMAS initialization, it enters a wait state. This wait state is broken only when EYU9XLEV must perform service functions (such as start additional CICS service tasks for the single-system image interface) or when CMAS termination is requested.

The agents in a MAS

For a CICS system to be managed by CICSplex SM, agent code must exist and be in communication with a CMAS. The agent code in a MAS is started in much the same way that CICSplex SM code is started in a CMAS. A program is added to the CICS PLTPI that does a CICS START of a transaction; that transaction invokes EYU9XLEV, the same program that is used in a CMAS.

Once the MAS environment is initialized, a long running task is started that waits for requests from the controlling CMAS. Depending on the type of request received, a method call is made to process the request either synchronously or asynchronously. The long running task is also responsible for starting and stopping the other tasks involved in agent processing, such as monitoring tasks.

Another agent task is responsible for sending a heartbeat to the controlling CMAS. The heartbeat is used to let a CMAS know that the MAS is still able to communicate and to send required data on a regular basis. This data includes a current task count and the health status of the MAS.

The agent code in a managed CICS system is part of the CICSplex SM component called the Managed Application System. This component has an identifier of MAS and its module names have the character N in the fifth position (for example, EYU0NLRT). So MAS is the identifier for both a Managed Application System (a CICS system in which CICSplex SM agent code resides), and for the component that implements the bulk of that agent code.

The ESSS and data spaces

The Environment Services System Services (ESSS) address space is created when the CICSplex SM subsystem is created by the first CMAS started after an MVS IPL. The ESSS is, in MVS terms, a limited function system address space. Once it is started, it never terminates, but neither does it run. The ESSS serves as an anchor point for the data required to establish the connection between a CMAS and its local MASs. It also serves as the owner of all CICSplex SM data spaces and cross-memory services resources. The data in the ESSS private area is updated by program call routines provided by ESSS itself. Since the ESSS does not run after initialization, it is very reliable. This reliability helps to ensure that the cross-memory resources and data spaces remain available until CICSplex SM explicitly deletes them.

CICSplex SM uses MVS data spaces to store some of its data structures because of the potentially large amount of data involved in managing a CICSplex environment. The size of some data structures is directly related to the number of managed systems, while the size of others is related to the number of interconnected CMASs or the system management options in use (such as real-time analysis or monitoring).

Individual data caches are used by each component that has significant storage requirements. Each logical cache can span more than one data space, but no two caches ever share a single data space. So even a simple CICSplex configuration can cause the allocation of many data spaces. While many data spaces may be created, however, CICSplex SM uses only as much storage as is actually required for a given configuration.

Common components

In a system as complex as CICSplex SM, it makes sense to have a foundation of common components on which to build so that common functions can be provided by a single component. CICSplex SM has many such building blocks that are used not only by all who require the service within a CMAS, but also within a MAS when the same services are required.

For a complete list of the major components of CICSplex SM, see “Major components of CICSplex SM” on page 126.

Kernel Linkage

The role that Kernel Linkage plays in the transfer of control between methods was described in “The structure of the CMAS” on page 10. Kernel Linkage also has several subcomponents that provide services related to maintenance of the basic CICSplex SM environment:

- **Status Services**
Controls the synchronization between components and provides a common means for identifying the status of components.
- **Notification Services**
Provides a flexible way for components to notify interested parties of events, such as the starting of a MAS. It also provides the means for components to register their interest in specific events.
- **Single System Image**
Supports the distribution of requests to multiple CMASs and MASs and the consolidation of results.

Kernel Linkage also controls the interface between code running under the MVS TCBs (selectors) and code running under the CICS TCB (methods).

This component has an identifier of KNL and its module names have the characters XL in the fifth and sixth positions (for example, EYU0XLNE).

Trace Services

Trace Services provides other CICSplex SM components with the ability to write trace records to the CICS trace table and trace data sets. Trace Services is also responsible for writing any trace records created by a MAS to the trace table and data set of the managing CMAS. Tracing is a key part of CICSplex SM serviceability. Because a failure could occur at any time during CICSplex SM processing, Trace Services initializes as early as possible and terminates as late as possible in CICSplex SM processing.

This component has an identifier of TRC and its module names have the characters XZ in the fifth and sixth positions (for example, EYU0XZPT).

Message Services

The Message Services component provides a common facility for building and issuing MVS console messages. The fixed text of messages and the variable text fragments used for insertion are defined in prototype tables. Calling methods then ask for messages by number and insert the appropriate variable text. Message Services is also responsible for creating the consolidated message log called EYULOG and for writing MAS-generated messages to the managing CMAS.

This component has an identifier of MSG and its module names have the characters XM in the fifth and sixth positions (for example, EYU0XMSM).

Common Services

The Common Services component provides basic system services such as GETMAIN, FREEMAIN, POST, and WAIT processing. By routing all requests for these services through a single component, most CICSplex SM modules are isolated from the real environment in which they run. As a result, a relatively few methods (those that make up Common Services) need to be aware of the details of how these services are requested. One of the Common Services subcomponents provides timing services using the control task that runs as an MVS TCB. Another

subcomponent provides locking services, both local (within a CMAS or MAS) and global (between a CMAS and its local MASs).

This component has an identifier of SRV and its module names have the characters XS in the fifth and sixth positions (for example, EYU0XSCG).

Data Cache Manager

The Data Cache Manager component implements logical cache storage for use by CICSplex SM components. Each component can request a cache allocation and can allocate cache blocks within it. Several additional services are also provided by the Data Cache Manager:

- A quickcell service to improve the performance of getting and freeing frequently used blocks of a fixed size.
- A comprehensive set of list manipulation services for creating and maintaining ordered lists of data.
- Support for alternate indexing of cache lists.

This component has an identifier of CHE and its module names have the characters XC in the fifth and sixth positions (for example, EYU0XCLA).

Queue Manager

The Queue Manager component implements queues of data within a cache that is shared between a CMAS and all its local MASs. Queues are often used to communicate between different CICSplex SM methods when the data to be passed is a set. Records within a queue can be accessed either sequentially or directly by relative record number.

This component has an identifier of QUE and its module names have the characters XQ in the fifth and sixth positions (for example, EYU0XQGQ).

Data Repository

The Data Repository component provides methods for creating, accessing, updating, and deleting data in the CICSplex SM data repository, which is the VSAM data set where system configuration and definition data is stored. This component provides referential integrity support for the data repository and ensures proper rollback if an operation is only partially successful. Within this component are the following subcomponents:

- The Application Programming Interface provides access to CICS system management information and enables external programs to invoke CICSplex SM services.
- The Managed Object Services translate requests for data, for example, requests from real-time analysis, into the method calls required to obtain the data.

This component has an identifier of DAT and its module names have the characters XD in the fifth and sixth positions (for example, EYU0XDGR).

Communications

Communications is one of the most complex components of CICSplex SM. It is made up of many subcomponents that provide all the services for implementing CMAS-to-CMAS and CMAS-to-MAS communication. In addition to the Communications component, CICSplex SM makes use of MVS program call

routines in the ESSS. For communication between a CMAS and its local MASs, these program call routines provide cross-memory services for more efficient communication.

Communication between one CMAS and another CMAS, can use either CICS intersystem communication (ISC) or interregion communication (IRC) services (usually referred to as multiregion operation, or MRO). Because routing of messages around the CMAS network does not require the user to define path or routing information, a subcomponent of Communications maintains a dynamic topology of the network and determines routes as required.

The Communications component implements a simple model for all other CICSplex SM components, that of remote method call. A method merely builds a MAL and invokes Communications via the Access Services subcomponent, specifying the destination and type of processing required. Communications then transports the MAL and causes it to be run in the target locations. All data required for the remote running of a method is automatically transported as well. Because all methods and their MALs are clearly defined, Communications knows what data must be sent to the target and what data must be returned to the caller. The data that is transported can be simple data in a MAL itself, data pointed to by a MAL, or CICSplex SM queues or cache lists.

This component has an identifier of COM and its module names have the character C in the fifth position (for example, EYU0CSLT).

Chapter 3. Identifying a problem

Before you can determine the cause of a problem, you need to collect as much information as you can about your system and the symptoms you are experiencing. The following sections raise some basic questions that will help you identify the important information.

As you go through these questions, make a note of any changes to your environment and of any unusual occurrences, regardless of whether you think they are relevant. Even if the conditions you observe do not at first appear related to the problem, information about them could be useful later if you have to carry out systematic problem determination.

Has CICSplex SM run successfully before?

If CICSplex SM has not run successfully before, it is possible that the system has not been installed or set up correctly. Refer to these other books in the CICSplex SM library for information on installation and setup requirements:

- *CICS Transaction Server for z/OS Program Directory* (or other installation instructions)

In particular, you might want to try running the installation verification procedures, (IVPs), which are described in CICS Installation Guide. These procedures are designed to verify the correct installation of CICSplex SM libraries and components.

Have any changes been made since the last successful run?

If CICSplex SM has run successfully in the past, review any changes that have been made to your data processing environment since that time. Think about your operating systems, CICSplex SM itself, the CICS systems it manages, the hardware they run on, and any related operational procedures.

- If an APAR or PTF was applied to any of your operating systems, CICS, or CICSplex SM, check for error messages related to the installation. Also check for any unresolved ++HOLD ACTION items associated with the SMP/E maintenance. If the installation of maintenance was successful, check with your IBM Support Center for any known APAR or PTF error.
- If a hardware modification was made, it may have affected the systems on which CICSplex SM runs or the connectivity between systems in a CICSplex.
- If your initialization procedures changed, check for messages sent to the console during CICSplex SM or CICS initialization. It could be that changes to JCL, CICS system initialization parameters, or CICSplex SM system parameters are causing a problem.
- If the configuration of one or more CICSplexes has changed, check the EYULOG consolidated message log for messages describing incorrect or incompatible definitions. For example, if you are migrating additional CICS systems to management by CICSplex SM, ensure that the topology definitions for the new systems have been added to the CICSplex.

Are there any messages that could explain the problem?

Check to see if there were any unusual messages issued during CICSplex SM initialization or immediately before the problem occurred. Also check for any messages related to a CICS system that is being managed by CICSplex SM.

If you find any messages that you don't understand, refer to the appropriate messages manual for an explanation and a recommended course of action.

Does the problem occur at specific times?

If the problem seems to occur only at specific times of the day, consider what's happening in the system at that time:

- How many MASs are active? Where are they located and how are they communicating with the CMAS that is managing them? Have any MASs or CMASs recently become active and begun communicating with other address spaces?
- Could the problem be related to system loading? Is the number of MASs (with associated resource activity) at its peak? If your CICSplex SM environment extends across more than one time zone, remember that the time of peak system usage may vary.
- What type of monitoring, workload management, or analysis definitions are in effect? Keep in mind that the use of time periods can cause definitions to automatically become active or inactive at preselected times of the day.

Does the problem affect specific parts of the environment?

If the problem seems to affect only certain parts of the CICSplex SM environment, consider what is unique about those parts. If, for example, just one CMAS is experiencing a problem, review its configuration definitions:

- What system parameters were used in its startup job?
- What other CMASs does it communicate with?
- What CICSplexes does it participate in managing?

Common types of problem

Refer to Chapter 11, "Abends, stalls, and bottlenecks," on page 93 if:

- An abend has occurred.
CICSplex SM-generated console, job log, or TSO terminal messages indicate that an abend occurred and provide an abend summary.
- A stall has occurred.
The system is not responding to users logged on (to the MAS), or the system is using no, or an abnormally low number of, processor cycles.
- A bottleneck has occurred.
The system response is abnormally slow, or the system is using an abnormally high number of processor cycles.

Refer to Chapter 12, "Investigating output and system management problems," on page 97 if:

- CICSplex SM's system-management functions are not working as expected.

Monitor or analysis definitions are not active, real-time analysis events are not occurring, or are not being resolved, or a workload is being routed incorrectly, for example.

Chapter 4. Sources of information

This chapter describes some sources of information that you should find useful in problem determination.

Your own documentation

This is the collection of information produced by your enterprise about what CICSplex SM should do and how it is supposed to do it. It could include:

- Flowcharts or other descriptions of system processing
- Record of configuration and topology definitions
- Record of resource monitoring, real-time analysis, and workload management activity
- Trace profiles for CMASs and MASs
- Performance statistics

Change log

An up-to-date change log can identify changes made in the data processing environment that may have caused problems with your CICSplex SM system. For your change log to be useful in problem determination, it should include the following information:

- Changes in the system hardware
- Changes to corequisite programs (MVS and CICS)
- Changes to CICS resource definitions
- Maintenance applied to MVS
- Maintenance applied to CICS
- Maintenance applied to CICSplex SM
- Changes in operating procedures

Manuals

In addition to this manual, you may need to refer to other manuals in the CICSplex SM library and the libraries for related products.

Make sure that the level of any manual you refer to matches the level of the system you are using. Problems often arise from using either obsolete information or information about a level of the product that is not yet installed.

Online diagnostic aids

Assuming you can sign on to CICSplex SM or CICS, there are several online tools for collecting data about a problem:

- CICSplex SM views that provide diagnostic information about:
 - CMAS and MAS status
 - Resource monitoring activity
 - Real-time analysis activity
 - Workload management activity

- CICS commands that produce data similar to CICSplex SM data.
- The CICSplex SM online utility transaction (COLU), described in Chapter 9, “Using the online utility transaction (COLU),” on page 53.
- The CICSplex SM interactive debugging transactions (COD0 and CODB), described in Chapter 10, “Using the interactive debugging transactions (COD0 and CODB),” on page 59.

Messages

Messages are often the first or only indication to a user that something is not working. CICSplex SM writes error and informational messages to a variety of destinations:

- The system console or system log
- The CMAS or MAS job log
- The EYULOG transient data queue
- The SYSOUT data set
- A CICS terminal
- The TSO READY prompt

Messages can be issued for many different reasons:

- An inappropriate user action
- Improper product installation or setup
- An error in CICSplex SM code

Symptom strings

Any CMAS or local MAS can produce symptom strings in a system or transaction dump. Symptom strings describe a program failure and the environment in which the failure occurred. All CICSplex SM symptom strings conform to the RETAIN[®] symptom string architecture. They are stored as SYMREC records in the SYS1.LOGREC data set.

A symptom string provides a number of keywords that can be directly keyed in and used to search the RETAIN database. If you have access to the IBM INFORMATION/ACCESS licensed program, 5665-266, you can search the RETAIN database yourself. If you report a problem to the IBM Support Center, you are likely to be asked to quote the symptom string.

Although symptom strings are designed as input for searching the RETAIN database, they can also give you information about what was happening at the time the error occurred. This information might point to an obvious cause for the problem, or a promising area in which to start your investigation.

LOGREC records

LOGRECs are records containing information about an abnormal occurrence within CICSplex SM. The records are written to the SYS1.LOGREC data set and are available for analysis after a failure.

The LOGRECs produced by CICSplex SM all contain the same data. The data includes extensive information about the state of CICSplex SM components in the failing address space at the time the LOGREC is written, such as:

- Identification of the failing module
- Module calling sequence
- Recovery management information

Traces

The CICSplex SM trace facilities provide a detailed record of every exception condition that occurs. They can also be used to trace various aspects of component processing.

In CMASs and MASs, CICSplex SM writes user trace records to the CICS trace data set, as follows:

- If any local MAS is in communication with a CMAS, trace data is shipped from the MAS to the CMAS, and a full, formatted trace record is produced.
- If any local MAS is not in communication with a CMAS (either because the Communications component is not yet active or because there is a problem with Communications itself):
 - A full, formatted trace record is produced if the MAS itself is running CICS/ESA 4.1 (or later).
 - An abbreviated trace record is produced if the MAS is not running CICS/ESA 4.1 (or later).

Part 2. Tools for problem determination

This part describes the tools available for problem determination. Each of these tools is covered in depth.

Chapter 5. Using trace

All CICSplex SM address space (CMAS) and managed application system (MAS) components provide trace data. This chapter describes the CMAS and MAS trace facilities and the WUI trace services.

The CMAS and MAS trace facilities

The following sections describe the CICSplex SM trace facilities and the type of information they provide about CMASs and MASs.

Tracing in a CMAS

The CICS internal trace facilities must always be active in a CMAS.

When a CMAS is initialized, CICSplex SM ensures that the CICS trace facility is active and the trace table is large enough. The trace table settings required by the CMAS, along with the CICS SIT options that you need to use in order to establish these settings, are in Table 2:

Table 2. Trace table setting required by the CMAS

Trace variable	Required setting	CICS SIT option
Internal trace	On	INTTR=ON
Trace table size	2MB	TRTABSZ=2048
Master trace	Off	SYSTR=OFF
User trace	On	USERTR=ON

If the CICS trace facilities cannot be activated with these settings, CMAS initialization is canceled and you receive an error message.

Additionally, the CICS AUXTRACE facility should be active (for user records only) in a CMAS. If this facility is not active when a problem occurs, it may be necessary to recreate the problem with the facility turned on.

Tracing in a MAS

The CICS trace facilities do not have to be active in a MAS. Provided CICSplex SM communication facilities are available, MAS trace records are sent to a connected CMAS for recording; the only exceptions are trace records written for the CICSplex SM communication facility itself. If communication is not available, or if you are diagnosing a problem in the MAS, you may need to activate CICS tracing in the MAS.

Note:

1. Although it is not required, it is strongly recommended that internal and AUXTRACE facilities be active (for user records only) in a MAS. CICSplex SM writes only exception records in a MAS, unless other trace records are specifically requested.
2. If any local MAS is in communication with a CMAS, trace data is shipped from the MAS to the CMAS, and a full, formatted user trace record is produced.

3. If any local MAS is not in communication with a CMAS (either because the Communications component is not yet active or because there is a problem with Communications itself):
 - A full, formatted trace record is produced if the MAS itself is running CICS/ESA 4.1 (or later).
 - An abbreviated trace record is produced if the MAS is running CICS/MVS. The abbreviated trace record provides the following information:
 - Trace point ID
 - Module ID
 - Debugging text

Types and levels of tracing

Each CMAS and MAS component can make use of three types and up to 32 levels of tracing.

Standard trace (levels 1 and 2)

Standard trace points are designed to track the normal processing path of a component. There are two levels of standard tracing, level 1 and level 2. Trace points of this type are provided by every CMAS and MAS component. However, standard tracing is not normally active because it can cause additional overhead.

Usage Note

Level 1 and 2 trace points should be activated only for a specific CMAS or MAS component and only at the request of customer support personnel.

Level 1 trace points are used for:

- Module entry and exit
- Message parameter lists

Level 2 trace points provide information to supplement a level 1 trace and they require level 1 tracing to be active for the same component. Level 2 trace points are used for:

- Major data structures, including parameter list data addresses
- Other significant events

Note: Level 1 tracing must be active in order for level 2 traces to be collected. If level 2 tracing is requested for a component where level 1 is not active, no level 2 trace data is collected.

Special trace (levels 3–32)

Special trace points can be used by a component for special-purpose traces that are unique to its situation. Each CMAS and MAS component has levels 3 through 32 available for special tracing. These trace levels provide detailed internal information about the component. For example, trace level 16, called a timing trace, is used by some components to record how long a request took to complete. This type of trace data can be used to evaluate the performance of a component under specific conditions.

Usage Note

Level 3–32 trace points should be activated only for a specific CMAS or MAS component and only at the request of customer support personnel.

Exception trace

Exception tracing is always performed by each CMAS and MAS component when it detects an exceptional condition. The goal of this type of trace is *first failure data capture*, to capture data that might be relevant to the exception as soon as possible after it is detected. All CMAS and MAS errors result in an exception trace entry. Exception tracing cannot be disabled and all exception trace points are always active.

Controlling the amount of tracing in a CMAS or MAS

During normal CMAS and MAS processing all the standard and special trace levels (levels 1–32) are usually disabled. Exception tracing is always active and cannot be disabled.

You can turn tracing on for a specific CMAS or MAS component in one of the following ways:

- Specify system parameters on a CMAS or MAS startup job, as described in Appendix C, “System parameters for problem determination,” on page 131.
- Use the WUI to activate one or more levels of tracing dynamically while CICSplex SM is running. See “Using the WUI to control CMAS and MAS tracing”
- Use the COD0 transaction TRACE flag command as described in “Method-level debugging with COD0” on page 60.

Using the WUI to control CMAS and MAS tracing

You use the **CMAS detail** (EYUSTARTCMAS.TRACE) view and the **MASs known to CICSplex** (EYUSTARTMAS.TRACE) view to control the tracing that occurs in an active CMAS or MAS. You can access the **CMAS detail** (EYUSTARTCMAS.TRACE) view in two ways:

- From the main menu, click **CICSplex SM operations views**.
- Either:
 1. From the **CICSplex SM operations views** menu, click **MASs known to CICSplex**.
 2. From the **MASs known to CICSplex** (EYUSTARTMAS.TABULAR) view, click on an active CMAS name to display the **CMAS detail** (EYUSTARTCMAS.DETAILED) view.
 3. Click on the **Trace details** link at the foot of the view to display the **CMAS detail** (EYUSTARTCMAS.TRACE) view.
- Or:
 1. From the **CICSplex SM operations views** menu, click **CMASs known to local CMAS**.
 2. From the **CMASs known to local CMAS** (EYUSTARTCMASLIST.TABULAR) view, click on the **Type of access** field for a CMAS to display the **CMAS detail** (EYUSTARTCMAS.DETAILED) view.
 3. Click on the **Trace details** link at the foot of the view to display the **CMAS detail** (EYUSTARTCMAS.TRACE) view.

See Table 3 for an example tabular representation of a CMAS trace flags view.

To access the **MAS detail** (EYUSTARTMAS.TRACE) view:

1. From the main menu, click **CICSplex SM operations views > MASs known to CICSplex**.
2. From the **MASs known to CICSplex** (EYUSTARTMAS.TABULAR) view, click on an active CICS system name, to display the **MASs known to CICSplex** (EYUSTARTMAS.DETAILED) view.
3. Click on the **Trace details** link at the foot of the view to display the **MASs known to CICSplex** (EYUSTARTMAS.TRACE) view.

Note: The MAS trace flags view is similar to that shown in Table 3. However, the MAS trace flags view has MAS services trace flags and does not have Monitoring trace flags.

Table 3. Example of CMAS trace flag settings

Trace Flags	
Business Application Services (BAS) trace flags	5, 7, 9, 11, 15, 17-25, 27, 29, 32
Cache services trace flags	5-12, 18, 24-28
Communications trace flags	
Data repository services trace flags	5-19, 21-24
Kernel linkage trace flags	4-7, 9, 11-12, 15, 17, 19-20, 26-29
Monitoring trace flags	
Message services trace flags	30-32
Queue services trace flags	12-19, 21, 25, 29
Real time analysis (RTA) trace flags	1, 5, 7, 9-11, 18, 21, 23, 28-31
External services trace flags	
Topology trace flags	
Trace services trace flags	
Workload management trace flags	3-11, 14, 18, 20, 24, 26-28, 30

To change the trace settings for a specific component, such as Kernel Linkage:

1. Click in the box on the Kernel linkage trace flags line.
2. Edit the trace flags. The syntax rules are given in “Trace flag syntax”
3. When the trace settings are correct, click the **Apply changes** button.

Trace flag syntax

The trace flag syntax rules are:

- Specify bits either singly or as a sequence:
 - To turn bits 1, 5 and 12 on, enter 1, 5, 12.
 - To turn on bits 1, 2, and 3, enter 1-3.
- Bit numbers are valid only in the range 1 to 32.
- Single bits and bit sequences must always be separated by a comma.
- Start and end the input sequence with a bit number; for example 1, 5-8 is valid but both ,1, 5-8 and 1, 5-8, are not.

- Spaces are allowed but can only precede or follow a comma, except for the first bit, which may have preceding spaces.
- Single bits can be specified in any order but sequences must be specified in order; for example 1-3 is valid but 3-1 is not.
- The bits numbers in a sequence cannot be the same.
- All bits can be disabled either by leaving the field empty or by entering blanks.
- Type 1-32 in a field to enable all bits.

Interpreting CMAS and MAS trace entries

A single CMAS or MAS trace can produce multiple records. Each record consists of a standard header followed by up to 3900 bytes of unique trace data. Within that data, each CMAS and MAS component uses a unique set of trace point IDs. Each trace point ID is used by only one trace point. A trace point ID consists of:

- Component ID
- Method ID
- Trace point number

Trace point numbers are assigned as follows:

Range Type of trace

0001–1024

Exception trace

1025–2048

Level 1 trace

2049–3072

Level 2 trace

3073–32767

Special trace (Levels 3–32)

Formatting CMAS and MAS trace entries

The CICSPlex SM trace format utility, EYU9XZUT, formats the raw trace records produced for a CMAS or MAS. The host version of EYU9XZUT, formats the AUXTRACE records produced for a CMAS or MAS (including trace records sent to the CMAS).

Trace formatting options on the host

The EYU9XZUT trace format utility has options that allow you to select the specific trace records to be formatted. You specify the formatting options you want to use on the SYSIN statement of the program's JCL, as described in "Trace formatting JCL" on page 33.

When no options are specified, all trace records in the trace data set are formatted.

EYU9XZUT supports the following options:

ABBREV

Provides an abbreviated trace, which has one line per trace record with a sequence number at the far right. Use the sequence number to select full trace formatting of specific records.

The abbreviated trace is written to a SYSOUT file named TRCEABB. You must provide a DD statement for this file when you request an ABBREV trace. If you do not provide the DD statement, an error message is produced and processing stops.

COMPID=xxx,...|ALL

Specify the three-character identifier of the components whose trace entries you want to format, or ALL for all CICSplex SM components. For a list of component identifiers, see "Major components of CICSplex SM" on page 126.

EXCEPTION=ONLY|ALL

ONLY formats only those exception trace records that match all other criteria. ALL formats all exception trace records, as well as any other trace records that match all other criteria.

FULL Provides full trace formatting of trace records meeting all selection criteria.

The trace is written to the SYSOUT file named TRCEOUT. You must provide a DD statement for this file when you request a FULL trace. If you do not provide the DD statement, an error message is produced and processing stops.

METHOD=xxxx,...|ALL

Specify the four-character identifier of specific methods whose trace entries you want to format, or ALL for all the methods for a component.

If the trace entries for one or more specific methods are required, customer support personnel will provide you with the appropriate method IDs.

NAME=

Specify the 1- to 8-character name of a CMAS or MAS whose trace entries you want to format.

The name appears on the trace heading, following the heading NAME.

RECOVERY=ONLY|ALL

ONLY formats only abend trace records, regardless of any other criteria that may be specified. ALL formats all abend trace records, as well as all trace records that match any other specified criteria.

SEQ= Specify one or more sequence numbers to select specific trace records.

The sequence number for each trace record appears at the far right of the formatted trace heading. Sequence numbers can be from 1 to 9 characters in length. A sequence number of zero is not valid.

Sequence numbers can be specified as a single entry or as a range of entries separated by a hyphen. For example:

SEQ=1-99,103,12345-12399

You can use up to 50 SYSIN cards with the SEQ= option. Each SYSIN data set can have up to 200 specific sequence entries, as either individual numbers or ranges. Any additional entries are ignored.

If you rerun the trace format utility using SEQ=, in order to get the same trace records you must specify all of the same options that you specified on the first run.

TRANID=trn1,trn2,trn3....

Specify the transaction ID of each transaction for which you want trace records.

The transaction ID appears in the formatted trace header, after TRANID.

USER=

Specify a TSO user ID.

The TSO user ID appears in the formatted trace header, after USER. Note that the USER= option is valid only for records that include an end-user interface unit of work.

You can request both an ABBREV and a FULL trace formatting in one run, by including both keywords in your SYSIN file and including the appropriate DD statements in the JCL.

Hierarchy of formatting options

The combination of trace formatting options you select affects the output you receive. When you select:

COMPID or METHOD

Records for the specified component or method are printed.

USER or NAME

Records for the specified TSO user or system are printed.

(COMPID or METHOD) and (USER or NAME)

Only those records for the specified component or method that are also associated with the specified TSO user or system are printed.

EXCEPTION

When you specify ALL, all exception records are printed regardless of the other options you specify.

When you specify ONLY, exception records are printed for only the specified component, method, name, or user.

SEQ

Selected records are printed, depending on the sequence of records you specify.

TRANID

Selected records are printed, depending on what you specify for all other options.

Trace formatting JCL

Figure 4 on page 34 is an example of the JCL needed to run the host version of EYU9XZUT trace format utility.

```

//jobname JOB (acct),'name',CLASS=x,MSGCLASS=x
//TRCLST EXEC PGM=EYU9XZUT,REGION=2048K,PARM='NARROW'
//STEPLIB DD DSN=CICSTS32.CPSM.SEYULOAD,DISP=SHR
//SORTWK01 DD SPACE=(CYL,(3,2)),UNIT=SYSDA
//SYSPRINT DD SYSOUT=*
//SYSOUT DD SYSOUT=*
//TRCEIN DD DSN=cics.system.DFHTRACA,DISP=SHR
// DD DSN=cics.system.DFHTRACB,DISP=SHR
//TRCEOUT DD SYSOUT=*,COPIES=1
//TRCEABB DD SYSOUT=*,COPIES=1
//SYSIN DD *
ABBREVIATED
FULL
COMPID=MON
EXCEPTION=ONLY
METHOD=MSIN
RECOVERY=ALL
SEQ=1-55,77,999-1234567
TRANID=TRN1
/*

```

Figure 4. Example of JCL to execute the EYU9XZUT trace format utility

Note:

1. The PARM='NARROW' parameter on the TRCLST EXEC statement causes the trace records to be printed in an 80-character format for display on a terminal. If you omit this parameter, the trace records are printed in their normal 132-character format.
2. The data set specified by the TRCEIN DD statement is the CICS auxiliary trace data set from a CMAS or a MAS.

```

CVM.CICS.CVMSM2.DFHTRACB
CPSM Selective Trace Format Parameters:
ABBREVIATED=YES
FULL REPORT=YES
EXCEPTION=ALL
RECOVERY=ALL
TRANID=ALL
COMPID=WLM
METHOD=XCBA
NAME=ALL
USER=ALL
SEQ=ALL
EYU9XZUT - CICSplex SM Trace Formatter
PROCESSING DATASET:CVM.CICS.CVMSM2.DFHTRACB
TASK:00034 METHOD:XQLK PRIOR:XQGQ DEBUG:QLOKEXC POINTID: 2 TRANID:LP
MAJOB:QUE ENVRN:CMAS TYPE:EXCEPTION TOD:08:32:16.80730 CLO
UOW(CPSM): SYSTM:MVSH NAME:CICSCMH CICS-TASK: 34 TASK-STAR

MethName XQLK,XQGQ,CPTI,CPLT,XLOP

MAL          LEN:0030          ALET:00000000 ADDR:0502DBD0
EYUQXQLK IN
  *ENM FUNCTION( QUELOOK )
  CHR DEBUG(      )
  *QID QTOKEN( 800C500600001920 )
  SDT DELETE( FALSE )
OUT
  *ENM RESPONSE( INVALID )
  *ENM REASON( QUEUE_ID_NOT_FOUND )
  *EPT CACHE_TOKEN( A= 00000000 O= 00000000 )

PROCESSING DATASETS: CVM.CICS.CVMSM2.DFHTRACA
TASK:00042 METHOD:XSWX ENVRN:CMAS TYPE:*ABEND* TRAN:MCCM TOD:05:24:31.48816

ABEND CODE: AEXY
PSW: 00000000 00000000
OFFSET: 6F6F6F6F
METHOD: XSWX
INTERUPT: 00000000 00000000
PROGRAM: EYU0XSWX
R04 06103D90 R05 00000008 R06 06104022 R07 06A37460
R08 06A36388 R09 05E64918 R10 05E65918 R11 06A3648C
R12 06A36080 R13 80045578 R14 85E6599E R15 85809080
ABEND ARREGS: AR00 00000000 AR01 00000000 AR02 00000000 AR03 00000000
AR04 00000000 AR05 00000000 AR06 00000000 AR07 00000000
AR08 00000000 AR09 00000000 AR10 00000000 AR11 00000000
AR12 00000000 AR13 00000000 AR14 00000000 AR15 00000000
ABEND STORAGE: -10 00000000 00000000 00000000 00000000
+00 00000000 00000000 00000000 00000000

```

Figure 5. Example of output from the EYU9XZUT trace format utility

Web User Interface trace services

Attention: It is recommended that you activate trace only at the request of your IBM support center.

The CICSplex SM Web User Interface provides a trace service to help diagnose any problems encountered while using the interface.

You should ensure that you have specified the USERTR, SYSTR, and AUXTR CICS system initialization parameters in your Web User Interface server start-up job.

Trace records are written to the local AUXTRACE only and are not sent to the CMAS. These trace records can be formatted by the standard CICSplex SM trace formatter, EYU9XZUT.

You can control the amount of trace information produced by the Web User Interface by setting appropriate trace flags. Thirty one independent trace flags are provided and these can be enabled by:

- Using the WUITRACE Web User Interface system initialization parameter in the Web User Interface server start-up job
- From the COVC transaction

For more information about using trace and the EYU9XZUT utility, see the *CICSplex SM Problem Determination*.

Setting trace flags using the WUITRACE parameter

You specify the WUITRACE parameter as described in *CICSplex System Manager Web User Interface Guide*. For example, to activate trace levels 13,15, and 31 when the Web User Interface is started, specify the WUITRACE parameter as follows:

```
WUITRACE(13,15,31)
```

Setting trace flags through COVC

If you run the COVC transaction and select Trace Flags, you are presented with Figure 6.

COVC	CICSplex SM Web User Interface Control	EYUVCTT
Trace Flags		
Overtyp e the trace, enter to update.		
<pre> 1 1 1 1 1 1 1 1 1 1 1 2 2 2 2 2 2 2 2 2 2 3 3 1 2 3 4 5 6 7 8 9 0 1 2 3 4 5 6 7 8 9 0 1 2 3 4 5 6 7 8 9 0 1 Trace Flags : Y Y N N N N Y N N N Y N Y N Y N N N N N N N N N N N N N N Y </pre>		
Aux. Trace Status : Started		
Current Status : Ready		Time : 14:24:36
Applid : IYCQCTA5		Date : 02/27/2001
PF 1 Help	3 Exit	12 Return

Figure 6. Trace flags

Figure 6 shows that trace levels 1,2, 7, 11, 13,15, and 31 are active. You can overtype any of the trace flags with Y or N to change the default settings.

Note: If you change any of the settings using the COVC transaction then restart the Web User Interface, the trace levels will be reset according to the levels specified on the WUITRACE parameter.

The available trace flags

Table 4 shows a list of some of the available trace levels and their usage.

Table 4. Web User Interface trace levels

Level	Usage
1	Method entry and exit (summary)
2	Method entry and exit (detail)
3	Method entry and exit (special)
7	Stack management
8	Storage management
9	Service queue processing
10	Service event processing
11	View Editor
12	Resource catalog
13	Stub management
14	View cache
15	HTTP requests and responses
18	API command
19	Data formatting
31	Soft exceptions

Exception traces

Exception tracing is always performed by the Web User Interface server when it detects an exceptional condition. The goal of this type of trace is first failure data capture, to capture data that might be relevant to the exception as soon as possible after it has been detected.

Exception tracing cannot be disabled and all exception trace points are always active.

First-failure data capture is provided in two ways, as follows:

- Unexpected CICS and CICSplex SM responses and other detectable error conditions will result in non-maskable trace records being written.
- Errors such as program checks and abends will also result in a system dump and abend operator messages.

Chapter 6. Using dumps

CICSplex SM can produce the following types of dump:

- Unexpected dumps
- CICSplex SM-requested dumps
- User-requested dumps

This chapter describes each of the three types of dump, and provides some guidelines for managing dumps.

Unexpected dumps

Because CICSplex SM has a presence in two major parts of your environment, MVS and CICS, unexpected dumps may be produced at either level.

CICSplex SM dumps under CICS

CICS causes a dump to be taken for a CICSplex SM component when an abend occurs in a CMAS or MAS.

When an unexpected abend occurs under CICS, CICSplex SM writes an abend indication and summary to the console and job log. The first message in the abend summary is usually:

```
EYUXL0900I Starting environment recovery
```

CICSplex SM also writes a summary record to the CICS trace data set and takes a transaction dump, if appropriate. In addition, if the abend occurs in a CMAS or local MAS, CICSplex SM produces SYMREC records and, when appropriate, takes an SDUMP.

Figure 7 is an example of a CICSplex SM dump produced under CICS.

```
+EYUXL0900I Starting Environment Recovery
+EYUXL0905E CICSCMH ASRB IN MCCD, OFFSET 000003D0 PSW=078D4000 8818A880
+EYUXL0905E INTC=0028 ILC=6 TXCP=0550D000 SCODE=S00E0 TRAN=MCCM TASK=0000041
+EYUXL0905E Methods=MCCD,MCCM,XLOP
+EYUXL0906I Registers at ABEND
EYUXL0907I GPR0-GPR3 05402EB8 05401178 00001FA8 0818A4F0
EYUXL0907I GPR4-GPR7 05401EB8 050271B0 0000000C 05400F10
EYUXL0907I GPR8-GPRB 003BE000 0547E6D8 053DC40C 0818B4F0
EYUXL0907I GPRC-GPRF 05400C88 05400F10 D8C3D900 07FD91E8
EYUXL0907I ARR0-ARR3 00000000 00000000 00000000 00000000
EYUXL0907I ARR4-ARR7 00000000 00000000 00000000 00000000
EYUXL0907I ARR8-ARRB 00000000 00000000 00000000 00000000
EYUXL0907I ARRC-ARRF 00000000 00000000 D4D6E2D5 00000000
+EYUXL0908I Storage At ABEND
EYUXL0909I -20 337E4199 00104660 336847F0 39C89AEE
EYUXL0909I -10 900058E0 9004B219 0200D203 D604E018
EYUXL0909I +00 5810D604 88100001 5010D608 B2190000
EYUXL0909I +10 D203D5FC 40105860 D55C9140 D5F047E0
+EYUXL0910I EYU9XLRV Dump,CICSMH ,CICSMH ,MVSH,CMAS,MCCM,0000041,
ASRB,EYU0MCCD,08/26/95,09:55:07
+EYUXL0999I XLRV Exiting Successfully
```

Figure 7. Sample CICS abend indication and summary

Each CICS SDUMP has a title that consists of a summary of the abend. The title includes:

- The name of the recovery routine that requested the SDUMP
- The MVS jobname
- The name of the CMAS or local MAS (as known to CICSplex SM)
- The 4-character MVS system ID
- The environment (CMAS or MAS)
- The CICS transaction ID
- The CICS task number
- The CICS abend code
- The full name of the CICSplex SM method that abended
- The date and time of the abend

Here is an example CICS SDUMP title:

```
EYU9XLRV Dump,CICSCMH ,CICSCMH ,MVSH,CMAS,MCCM,0000041,ASRB,
EYU0MCCD,08/26/98,09:55:07
```

In this example:

Name of the recovery routine that requested the SDUMP:	EYU9XLRV
MVS/ESA jobname:	CICSCMH
Name of the CMAS or local MAS:	CICSCMH
4-character MVS/ESA system ID:	MVSH
Environment (CMAS or MAS):	CMAS
CICS transaction ID:	MCCM
CICS task number:	0000041
CICS abend code:	ASRB
Full name of the CICSplex SM method that abended:	EYU0MCCD
Date and time of the abend:	08/26/98 09:55:07

TRANDUMP and SYSDUMP code entries in a MAS

When the CICSplex SM local MAS agent starts, it automatically adds one CICS TRANDUMPCODE (TRANDUMP) entry for transaction dump code EYUN and two SYSDUMPCODE (SYSDUMP) entries for system dump codes EYU0XZPT and EYU0XZSD. These codes are primarily used for CICSplex SM Web User Interface users who many want to use the ADD action from the EYUSTARTTRANDUMP and EYUSTARTSYSDUMP view sets to add their own TRANDUMP or SYSDUMP entries.

The presence of these entries does NOT indicate a problem, unless the current dump count for these entries is greater than zero, in which case the MAS job logs and dump may need to be investigated.

CICSplex SM-requested dumps

A CICSplex SM-requested dump may be one of the following:

- A CMAS initialization failure
- A MAS initialization failure
- An abend in an Environment Services System Services (ESSS) program call (PC) routine

CMAS initialization failures

If an abend occurs during CMAS initialization, the CMAS terminates. CICSplex SM takes an SDUMP with a dump code of EYUXL001 and writes a failure summary to the job log and console.

MAS initialization failures

If an abend occurs during MAS initialization, the MAS agent code terminates; the CICS system continues to initialize, but it is not known to CICSplex SM. CICSplex SM takes a transaction dump with a dump code of EYUK and writes a failure summary to the job log and console.

ESSS program call (PC) routine failures

If an abend occurs while a CICSplex SM PC routine is executing, the functional recovery routine (FRR) takes an SDUMP with a title whose format is as follows:

CICSplex SM (rrrr) Abend,(PC Set Name),(PC Routine Name),
(Job Name),(SID),(date),(time)

where:

rrrr Is the release of CICSplex SM

PC Set Name

Is the descriptive name of the set of PC routines that encountered the error. It can be one of:

- Communication Services
- Dataspace Management
- Environment Services
- Lock Management
- MAS Assist Services

PC Routine Name

Is the name of the PC routine within the set

Job Name

Is the MVS Jobname

SID Is the MVS System ID

date Is the date in the form MM/YY/DD

time Is the time in the form HH:MM:SS

For each PC Set Name, the PC Routine Names are as follows:

Communication Services

- ADDTHRD
- BINDAPI
- BINDEICB
- EADDTHRD
- EREMTHRD
- POSTECB
- REMTHRD
- SETAPI
- SETICT

Dataspace Management

- CREATEDS
- DCMDS_INFO
- DELETEDS
- EXCELETE
- EXDCMDS_INFO
- EXDELGBL
- EXDELLCL
- EXEXTEND
- EXCREATE
- EXINFODS
- EXRELEASE
- EXTENDDS
- INFODS
- RELEASEDS

Environment Services

- APOTASK
- AUTHORIZE
- BIND
- CONNECT
- EAPITASK
- EXLCMAS
- EXLSIG
- EXRSIG
- FREE
- G SIGNAL
- IDENTIFY
- INQUIRE
- LISTCMAS
- L SIGNAL
- QUERY
- REGISTER
- R SIGNAL
- TERMINATE
- UPDPLEX

Lock Management

- ACQUIRE
- ADDLOCK
- EXACQLOCK
- EXADDLOCK
- EXRCVLOCK
- EXRELLOCK
- EXREMLOCK
- EXREMWAIT

- RCVLOCK
- RELEASE
- REMLOCK
- REMWAIT
- SSRVLOCK
- SSREMLOCK

MAS Assist Services

- EMASINQ
- MASINQ

After it takes the SDUMP, the PC routine returns to its caller with a return code indicating that an abend occurred during processing.

User-requested dumps

You can request a dump of a CICSplex SM address space at any time using the MVS DUMP command, the CPSMDUMP action for the CMASLIST, CMAS, or MAS resource tables, or from the Web User Interface (WUI) EYUSTARTCMASLIST, EYUSTARTCMAS, or EYUSTARTMAS view sets.

Using the MVS DUMP command

You can issue the MVS DUMP command from the console to dump an Environment Services System Services (ESSS) address space, a CMAS, or a MAS. Use the ASID= keyword to identify one or more address spaces and the DSPNAME= keyword to request data space dumps.

If you request a dump of data spaces, you must also dump the DMDS sysid data space and the ESSS address space, because that component owns all CICSplex SM data spaces. Data space names take the form:

`cmpnsysid`

where:

cmp Is either the three-character identifier of the component that uses the data space or DMDS, for the data cache master data space, which has controlling information for all data spaces. For a list of component identifiers, see “Major components of CICSplex SM” on page 126.

n Is the sequential number of a component data space.

sysid Is the four-character system ID of the associated CMAS.

Note: You can use the MVS DISPLAY ACTIVE command to display the ASID of the ESSS address space (EYUX140) and the names of data spaces.

A sample dump command for a CMAS might look like this:

```
DUMP COMM=(CMAS DUMP)
R xx,ASID=(2A,55),CONT
R xx,DSPNAME=(55.DMSHTC1,55.QUE1HTC1),END
```

Using the CPSM API

You can request a dump of a CPSM address space with the PERFORM OBJECT or PERFORM SET API commands, using the CPSMDUMP action of the CMASLIST, CMAS, and MAS resource tables.

You must provide a parameter string identifying any data spaces to be dumped, and for the CMASLIST and CMAS resources, one additional address space which will be included in the dump. The format of the parameter string is as following:

PARM(' [KNL] [TRC] [MSG] [SRV] [CHE] [DAT] [QUE] [COM] [TOP] [RTA] [MON] [WLM] [MAS] [SIM] [SLM] [BAS]

where:

KNL through BAS = 3 character CICSplex SM component IDs identifying one or more data spaces to be dumped
 asid = The decimal ASID of an optional address space to be included in the dump. This parameter is optional.

For a list of component identifiers, see "Major components of CICSplex SM" on page 126

Using the Web User Interface

You can request a dump of a CICSplex SM address space by selecting the target CMAS or MAS region from a view in the EYUSTARTCMASLIST, EYUSTARTCMAS, or EYUSTARTMAS view sets and clicking the "Capture CICSplex SM dump" button.

A taskguide will allow selection of CPSM components whose data spaces will be dumped (CMASLIST or CMAS only), and one additional client address space which will be captured in the dump.

Using dumps with the Web User Interface

Attention: The Web User Interface server controller transaction COVC, should be used for debugging only at the request of your IBM support center. You must take steps to ensure that this transaction is used only by authorized personnel because of the access to system control areas that it provides. Improper or unauthorized use of COVC may have serious consequences, including without limitation loss of data or system outage. Customers are solely responsible for such misuse.

The CICSplex SM Web User Interface produces system dumps for all undetectable error conditions, including ASRA and AICA abends, but not transaction dumps.

The available dump codes

The Web User Interface uses the dump codes described in Table 5:

Table 5. Web User Interface dump codes

Dump code	Description
EYU0VWAN	Unexpected abend in Web User Interface CICS Web Interface analyzer program (EYU9VWAN)
EYU0VWCV	Unexpected abend in Web User Interface CICS Web Interface converter program (EYU9VWCV)
WUIABEND	Unexpected abend in Web User Interface server program (EYU9VKEC)
WUITRACE	Dump requested by Web User Interface server trace point in program (EYU9VKEC)

Chapter 7. Displaying and formatting dumps with IPCS

The interactive problem control system (IPCS) provides MVS users with an interactive facility for diagnosing software failures.

You can either view the dumps at your terminal or print them. Workstation dumps cannot be handled by IPCS.

CICSplex SM provides a dump formatting routine that can be used with the VERBEXIT subcommand to format CMAS or MAS dumps.

For more information about:

- IPCS, see the *MVS Interactive Problem Control System: User's Guide*.
- Using IPCS to format CICSplex SM system dumps, see the *CICS Operations and Utilities Guide*.
- Preparing to use the IPCS tools, see CICS Installation Guide.

Using the CICSplex SM dump formatting routine

You can use the CICSplex SM dump formatting routine with the IPCS VERBEXIT command to analyze an SDUMP taken for a CMAS or MAS. The formatting routine lets you process a dump selectively by identifying one or more CMAS or MAS components as parameters to the exit.

The routine is supplied as module EYU9D32, but can also be identified to IPCS as CPSM320 when member CICSTS32.CPSM.SEYUPARM(EYUIPCSP) is installed. You can specify either name with the VERBEXIT command.

Usage Notes

- This dump formatting routine should be used only at the request of customer support personnel.
- If you are asked to send a copy of an SDUMP to support, you must send the unformatted dump.
- To distinguish between problems in the MAS agent code and problems in the underlying CICS system, support personnel may also ask you to format a MAS dump using the CICS DFHPDnnn formatting routine. For more information about this routine, see the *CICS Operations and Utilities Guide*.

Formatting a CICSplex SM SDUMP

To format an SDUMP, use the following VERBEXIT command:

```
VERBEXIT CPSM320 'JOB=jobname,compid1,...,compidn,option,DLCT=nn...n,QID=nn...n'
```

where:

JOB= Identifies which CICSplex SM address space in the dump is to be formatted. If this parameter is omitted, the first CICSplex SM address space found is formatted.

If no additional parameters are specified, the formatting routine does the following:

- Locates the selected address space.
- If the address space is a MAS, displays the CICS exit processing block.

- If DMDSxxxx data spaces are found in the dump, attempts to create equate symbol records (ESRs) for the data cache list tables (DCLTs) and all CICSplex SM ALET values.

The ESRs created by this routine can be used to display data space storage by the ALET value and offset found in any CICSplex SM control block. ESRs for the ALETs are in the form EYURECnnnnnnnn, where nnnnnnnn is the ALET value. To browse storage, use standard IPCS commands, such as L EYURECnnnnnnnn+yyyy, where yyyy is the offset into the data space.

compid1,...,compidn

Identifies one or more specific CICSplex SM components for which dump data is to be formatted. If no component IDs are specified, only the CICSplex SM Kernel Linkage anchor block (XLWA) is formatted. For a list of component identifiers, see "Major components of CICSplex SM" on page 126.

For individual components, you can control the level of information that is produced by specifying compid=n, where n is one of the following:

- 1 Displays summary information, including a summary of CICS tasks for the component.

Note: For the Trace Services (TRC) component, this option formats only the exception trace records.

- 2 Displays detailed information, including the MODB, the MOEB, and all kernel linkage information for the component.
- 3 Displays both summary and detailed information for the component.

If no level is specified, both summary and detailed information are produced (or, in the case of Trace Services, all trace records are formatted).

option Requests additional non-component related information. The following options are supported:

ESSS Displays the ESSS address space control blocks.

LOCKS

Displays a summary of resource locks.

QLIST Displays a summary of all allocated queues. Requires that the QUE dataspace(s) be present in the dump.

TASKS

Displays a summary of CICS tasks for all CICSplex SM components.

DCLT=nn...n

Identifies the DCLT to be displayed. DCLT identifiers, which are defined by the CPSM210 formatting routine as ESRs, can be from 12 to 16 bytes in length. (When the DCLT identifier is less than 16 bytes long, leading zeroes are assumed).

The DCLT control block and all elements associated with the DCLT are displayed. Each DCLT element is displayed as a separate block of storage.

Note: Both the data cache data space (DMDSxxxx) and the component data spaces containing cache list elements must be included in the dump for this routine to work properly. If the dump was produced by CICSplex SM as the result of an abend, the required data spaces

may not be present. If, however, the data spaces are explicitly requested by a user, rather than by CICSplex SM, the processing should complete successfully.

QID=nn...n

Formats the selected data queue, showing the data queue service blocks, data queue record locate blocks, and the data queue record areas. The value nn...n is the 16-character data queue identifier.

The following is an example of a VERBEXIT command used to format dump data for specific components of a CMAS:

```
VERBEXIT CPSM320 'JOB=EYUCMS1A,TOP,RTA,MON=1,ESSS'
```

In this example, the address space to be formatted is EYUCMS1A. Dump data is produced for the Topology Services (TOP), real-time analysis (RTA), and Monitor Services (MON) components. For the Monitor Services component, only summary information is displayed. In addition to the component information, the ESSS control blocks are displayed.

CICSplex SM SDUMP summaries

When the CPSM320 VERBEXIT is submitted to run in background, the following summaries are produced:

- Control block index, sorted by:
 - Area ID
 - Address space ID
 - Data space name
 - Location (either area address or data space offset)
- Control block index, sorted by
 - Address space ID
 - Data space name
 - Location (either area address or data space offset)
- Message index, containing the location of all messages.

The index contains a section of error message data and a section of informational message data. Each section contains a list of error messages sorted by message ID, and the page numbers of the output pages containing the message.

Formatting output for specific components

You can specify the components for which you want to obtain SDUMP output.

- To obtain all available output for Monitor Services, real-time analysis, or Workload Manager, the format request must include the Topology Services component. Those components have areas anchored within the Topology Services control blocks.

For example:

```
VERBX CPSM210 'TOP,WLM'
```

- To obtain complete output, all data spaces associated with the selected components must be present in the dump.

For the Monitor Services component, the MAS1xxxx data space must be present, in addition to the TOP1xxxx and MON1xxxx data spaces; if it is not present, the output is incomplete.

Chapter 8. Using the ESSS utility (EYU9XEUT)

The Environment Services System Services (ESSS) component of CICSplex SM is a limited function system address space that remains in the MVS image until the next IPL. ESSS implements a formal MVS subsystem for use by CICSplex SM.

This chapter describes how to use the batch utility program EYU9XEUT to perform diagnostic and maintenance functions on ESSS and the MVS subsystem.

Usage Note

This utility program should be used only at the request of customer support personnel.

The EYU9XEUT options

The EYU9XEUT batch utility program supports these options:

- DUMP
- RELOAD
- TERMINATE

You specify the option you want to use on the SYSIN statement of the program's JCL, as described in "The EYU9XEUT JCL" on page 50.

Dumping data structures (DUMP)

The DUMP option reports on the contents of data structures in both the ESSS and the MVS subsystem at the time the program is run.

The format of the DUMP option is:

```
DUMP VERSION(nnn|ALL) [SUBSYSTEM] [ESSS] [LOCKS] [NOCML]
```

where:

VERSION

Identifies the version of CICSplex SM for which a report is to be generated. *nnn* is a specific version of CICSplex SM, such as 320 for CICSplex SM for CICS Transaction Server for z/OS, Version 3 Release 2. ALL reports on each version of ESSS that has been created at your enterprise.

SUBSYSTEM

Limits the report to the MVS subsystem data structures.

ESSS

Limits the report to the ESSS data structures.

LOCKS

Produces a summary of the ESSS data structures used by CICSplex SM locks.

NOCML

Prevents EYU9XEUT from trying to obtain the MVS cross-memory local lock (CML), which may be held by a program call routine.

Note: No CICSplex SM lock summary is produced when NOCML is requested.

By default, the DUMP option generates a report containing MVS subsystem and ESSS data structures.

Reloading broadcast functions (RELOAD)

CICSplex SM uses two MVS subsystem broadcast functions, end-of-task (EOT) and end-of-memory (EOM). As a result of program maintenance, it might be necessary to reload these functions in an existing ESSS address space.

The RELOAD option loads new broadcast functions from the utility library into the extended common service area (ECSA). You specify the location of the new functions on the UTILLIB statement of the program's JCL, as described in "The EYU9XEUT JCL."

The format of the RELOAD option is:

```
RELOAD VERSION(nnn) EOT|EOM|ALL
```

where:

nnn

Identifies the version of CICSplex SM for which broadcast functions are to be replaced. For example, specify 320 for CICSplex SM forCICS Transaction Server for z/OS, Version 3 Release 2 .

EOT|EOM|ALL

Identifies the broadcast function to be replaced as end-of-task (EOT), end-of-memory (EOM), or both (ALL).

Stopping the ESSS (TERMINATE)

The ESSS address space may occasionally need to be stopped to pick up changes made by CICSplex SM maintenance (PTFs), or when directed by IBM support personnel. The TERMINATE option requests that the ESSS address space is stopped. It may only be used when no other address spaces (for example, CMASes, MASes, CPSM API programs) are connected to the ESSS. To check that no address spaces are connected to the ESSS address space, use the EYU9XENF utility.

Note: Before using the TERMINATE option, all CICSplex SM CMASes, MASes, and CICSplex SM API programs using the same version of CICSplex SM as the ESSS MUST be stopped.

The format of the TERMINATE option is :

```
TERMINATE VERSION(nnn)
```

where:

nnn

Identifies the version of CICSplex SM for which the ESSS is to be stopped. For example specify 220 for CICSplex SM Version 2 Release 2.

The EYU9XEUT JCL

Figure 8 on page 51 is an example of the JCL needed to run the EYU9XEUT utility program.

```
//jobname JOB (acct),'name',MSGCLASS=x
//UTIL EXEC PGM=EYU9XEUT
//STEPLIB DD DSN=data.set.name,DISP=SHR
//UTILLIB DD DSN=data.set.name,DISP=SHR
//SYSPRINT DD SYSOUT=*
//UTLPRINT DD SYSOUT=*
//SYSIN DD *
RELOAD VERSION(210) EOT
/*
```

Figure 8. Sample JCL for EYU9XEUT – RELOAD option

In this example, the RELOAD option is being used to load a new EOT broadcast function into the ECSA. The UTILLIB statement names the data set where the new broadcast function resides.

Note: To use this JCL for the DUMP option, delete the UTILLIB statement and change the RELOAD statement to a valid DUMP statement.

Using the ESSS Information Display Utility (EYU9XENF)

The Environment Services System Services (ESSS) information display utility is a TSO/E command processor that can be used to display information about a CICSplex SM ESSS. It is typically used to ensure that no CICSplex SM address spaces (for example, CMASes, MASes, and CICSplex SM API programs) are connected to the ESSS. Before EYU9XENF can be used, it needs to be defined as a TSO/E authorized command, and available to the TSO user as follows:

- Add EYU9XENF to the 'AUTHCMD NAMES' section of the IKJTSoxx SYS1.PARMLIB member used by the MVS image.
- Issue from TSO a 'PARMLIB UPDATE(xx)' command to implement the changes made to the IKJTSoxx member.
- Ensure that CPSM320.SEYUAUTH is in the TSO users STEPLIB concatenation.

For details of IKJTSoxx and defining an authorized command see the *z/OS MVS Initialization and Tuning Reference*.

The format of the EYU9XENF command is :

EYU9XENF nnn

where:

nnn

Identifies the version of CICSplex SM for which the ESSS information is to be displayed. For example specify 320 for CICSplex SM Version 3 Release 2.

Figure 9 on page 52 shows an extract from a report produced by the EYU9XENF TSO command. From this figure we can see that two CMASes are active (in the ESSS), CMASPROD and CMASTEST. In addition three MASes are active PRODMAS1, PRODMAS2, and TESTMAS1.

Note: The CMAS information will only be removed after the CMAS has shutdown and all associated MASes and CICSplex SM API programs have stopped.

```

Version 320 CICSplex SM Connection Information -----
CMAS      Job/User  CICS      MAS      Job/User  CICSplex
-----
CMASPROD  CMASPROD  PROD      PRODMAS1  PRODMAS1  PLEXPROD
          CMASPROD  PROD      PRODMAS2  PRODMAS2  PLEXPROD
CMATEST   CMATEST   TEST      TESTMAS1  TESTMAS1  PLEXTST
Version 320 CICSplex SM ESSS Program Information -----
Program Name      Version      Load Point      Date      Time
EYU9X220          320          07C00AD0        12/21/06  19.59
EYUTXEPC          320          06755F90        12/21/06  19.49
EYU9XEER          320          00C1E158        09/21/06  10.55
EYU9XEEM          320          06A465D8        09/21/06  10.55
EYU9XEET          320          06A46170        07/01/06  12.32
EYU9XEEE          320          06753B10        07/21/06  19.59
Version 320 CICSplex SM ESSS Resource Usage Information ---

```

Figure 9. Extract from ESSS information report from EYU9XENF

Chapter 9. Using the online utility transaction (COLU)

The CICSplex SM online utility (COLU) is a CICS transaction that can be used to generate reports about various CMAS and local MAS components.

Usage Note

This online utility should be used only at the request of customer support personnel.

The COLU transaction

To run the CICSplex SM online utility, log onto a CICS system that is either a CMAS or a local MAS and enter the following transaction:

COLU compid keyword

where:

compid

Is one of the following 3-character component identifiers:

CHE Data Cache Manager

COM Communications

KNL Kernel Linkage

QUE Queue Manager

SRV Common Services

TOP Topology Services

keyword

Is a valid keyword for the specified component. Valid component and keyword combinations are described in the remainder of this chapter.

Valid keywords for component CHE

CACHE

Summarizes the data space usage of each CMAS component. This keyword can be issued only from a CMAS.

LIST

Summarizes the data cache list usage of each CMAS component. This keyword can be issued only from a CMAS.

Figure 10 on page 54 is an example of the report produced by the CACHE keyword.

```

CICSplex SM 210 CICS SNAP Utility For JOB CVMCJBC      02/02/01
CPSM 210 DATA CACHE Dataspace Element Summary
CMAS Name: CMAS1JB      Date/Time: 2/09/98 06:28:26.40770
  Name      ALET      Start      End      Used
DMDSJWB1   01FF0013   00000000   00801000   00406E80
WLM1JWB1   01FF0017   00000000   00400000   000CA000
RTA1JWB1   01010042   00000000   00400000   00080000
MON1JWB1   01010041   00000000   00400000   00080000
TOP1JWB1   01FF0016   00000000   00400000   000A0000
COM1JWB1   01010040   00000000   00400000   000A0000
MAS1JWB1   01FF0015   00000000   00400000   000E4000
DAT1JWB1   0101003F   00000000   00400000   00175000
QUE1JWB1   01FF0014   00000000   00400000   00108000

```

Figure 10. Sample CACHE report from COLU

The CACHE report produced by COLU names the data space for each component of the CMAS and shows its ALET, its location, and the amount of storage used.

Valid keywords for component COM

MALRL

Lists all outstanding message argument lists (MALs) for the CMAS. This keyword can be issued only from a CMAS.

MASRL

Lists all outstanding message argument lists (MALs) for all MASs attached to the CMAS. This keyword can be issued only from a CMAS.

NETOP

Lists the communication network topology as it is known to the CMAS. This keyword can be issued only from a CMAS.

Valid keywords for component KNL

ESSSINFO

Summarizes the resources in use by the Environment Services System Services (ESSS) address space. This keyword can be issued only from a CMAS.

Figure 11 on page 55 is an example of the report produced by the ESSSINFO keyword.

```

CICSplex SM 210 CICS SNAP Utility For JOB CVMCJBC      02/02/01
CPSM 210 Kernel Linkage CICSplex SM ESSS Connection Information
CMAS Name Job Name CICS SYSID MAS Name Job Name CICSplex Name
CMAS1JB CVMCJBC JWB1
CMAS1C3 CVMTC33 HTC3 CVMTC22 CVMTC22 PLEX1C1
CMAS1PP CVMCPPC PATC CSYS1PP CVMCPPM PLEX1PP
CMAS1JF CVMCJFC CMJF

CICSplex SM 210 CICS SNAP Utility For JOB CVMCJBC      02/02/01
CPSM 210 Kernel Linkage CICSplex SM ESSS Program Information
Program Name Version Load Point Date Time
EYU9XESS 110 05A00E78 01/28/98 18.01
EYUTXEPC 110 852A73E0 01/28/98 18.02
EYU9XEEM 110 855C1D38 02/02/98 03.06
EYU9XEET 110 8559C958 12/21/97 08.48

CICSplex SM 210 CICS SNAP Utility For JOB CVMCJBC      02/02/01
CPSM 210 Kernel Linkage CICSplex SM ESSS Resource Usage Information
Resource Name Origin Length Number In Use
Connected ASID Table Elements 00006D98 0000D214 000001A4 00000006
Dynamic Work Area Elements 00013FAC 00010014 00000040 00000000
Lock Manager Resource Queues 0006BFD4 000A0014 00004000 0000031F
Lock Manager Holder/Waiter Elements 00023FC0 00048014 00002000 00000000
CICSplex Name Blocks 0010BFE8 00003014 00000400 00000004
Signal Blocks 0010EFCF 00006014 00000200 00000000

```

Figure 11. Sample ESSSINFO report from COLU

The ESSSINFO report produced by COLU provides information about active CMASs and the MASs that are connected to them, the ESSS system programs, and the ESSS resource tables.

Valid keywords for component QUE

ALL

Indicates that all allocated queues should be listed. When ALL is specified, no other keyword is permitted. This keyword can be issued from any CMAS or MAS.

COMPID(*xxx*)

Is a 3-character CICSplex SM component ID. This keyword can be issued from any CMAS or MAS.

METH(*xxxx*)

Is a 4-character CICSplex SM method name. This keyword can be issued from any CMAS or MAS.

SUM

Causes a summarization report to be generated. In the detailed report, each line describes an allocated queue. This keyword can be issued from any CMAS or MAS.

Figure 12 on page 56 is an example of the report produced by the ALL keyword.

```

CICSplex SM 210 CICS SNAP Utility For JOB CVMCJBC      02/02/01
      CPSM 210  Allocated Queue Resources
Queue Token      Allocated TotRec  Meth MaxRecIn Mode Type DbugText
801B0001 00001060 00008000 00000000 XLNX 00000000 Del Wait NTFYQUE
801B0001 00001080 00008000 00000000 XDIN 00000000 Rept Work
801B0002 000010A0 00008000 00000004 CIIN 00000078 Rept Work EYU0CIIN
801B0002 000010C0 00008000 00000001 CIIN 00000052 Rept Work EYU0CIIN
801B0003 000010E0 00008000 00000001 CSSR 00000052 Rept Work COMMDEFS
801B0002 00001100 00008000 00000000 CWIN 00000000 Del Wait CWINXQCQ
801B0001 00001120 00008000 00000000 CPLT 00000000 Del Wait EYU0CPLT

```

Figure 12. Sample QUE ALL report from COLU

The QUE ALL report produced by COLU provides information about queue resources allocated by the CMAS or MAS, including their location, allocated storage, total number of records, method, maximum record length, mode, type, and text used in debugging.

Valid keywords for component SRV

LOCKS

Dumps the contents of all lock manager control blocks that are local to the CMAS or MAS. This keyword can be issued from any CMAS or MAS.

LOCKSUM

Summarizes the lock manager usage of all locks that are local to the CMAS or MAS. This keyword can be issued from any CMAS or MAS.

Figure 13 is an example of the report produced by the LOCKSUM keyword. The LOCKSUM report produced by COLU provides information about local locks in

```

CICSplex SM 320 CICS SNAP Utility For JOB CMAS01      2007/03/13
      CPSM 320  Common Services Lock Management Summary
Total number of Resource Queue pools                      5
First Resource Queue pool address                        14D2D000
Total Resource Queue pool size                          00001C70
Total number of Resource Queues                         160
Number of Resource Queues in use                        134
Total number of Resource Holder/Waiter Element pools    5
First Resource Holder/Waiter Element pool address       14D2D5B0
Total Resource Holder/Waiter Element pool size          00002DF0
Total number of Resource Holder/Waiter Elements        320
Number of Resource Holder/Waiter Elements in use        5
Resource Queue pool address                             05F55014
Resource Queue pool size                                00002800 ( 10K)
Total number of Resource Queues                         256

CICSplex SM 320 CICS SNAP Utility For JOB CMAS01      2007/03/13
      CPSM 320  Common Services Lock Management Summary
Lock 154F9900 Owner CMAS01
Holder CMAS01 Task 380 Dsa 15EDD688 Mtd DBG1 Lvl EXCL Use 56
Waiter CMAS01 Task 544 Dsa 15F48688 Mtd DBG2 Lvl SHR
Lock 002FEFB8 Owner CMAS01
Lock 0041B220 Owner CMAS01
Lock 0041DE20 Owner CMAS01

```

Figure 13. Sample LOCKSUM report from COLU

use by the CMAS or MAS, including their location, size, and number.

Valid keywords for component TOP

PLEX(*plexname* [,*scope*])

Lists the topology of the specified CICSplex as it is known to the CMAS. The

optional *scope* value limits the report to a named CICS system or CICS system group within the CICSplex. This keyword can be issued only from a CMAS.

Chapter 10. Using the interactive debugging transactions (COD0 and CODB)

ATTENTION

THE CICSplex SM INTERACTIVE DEBUGGING TRANSACTIONS COD0 AND CODB SHOULD BE USED ONLY AT THE REQUEST OF IBM CUSTOMER SUPPORT PERSONNEL. YOU MUST TAKE STEPS TO ENSURE THAT THESE TRANSACTIONS MAY BE USED ONLY BY AUTHORIZED PERSONNEL BECAUSE OF THE EXTENT OF THE ACCESS TO SYSTEM CONTROL AREAS THAT THEY PROVIDE. IMPROPER OR UNAUTHORIZED USE OF COD0 AND CODB MAY HAVE VERY SERIOUS CONSEQUENCES, INCLUDING WITHOUT LIMITATION LOSS OF DATA OR SYSTEM OUTAGE. CUSTOMER SHALL BE SOLELY RESPONSIBLE FOR SUCH MISUSE.

The interactive debugging transactions COD0 and CODB provide access to the CICSplex SM run-time environment. They can be used to format and manipulate the internal data structures of CICSplex SM. The debugging transactions can run in CMASs, and in CICS/ESA, and CICS/MVS, MASs with terminal support.

Running the debugging transactions

To run the CICSplex SM debugging transactions, log on to a CICS system and enter one of the following transaction IDs:

- COD0** To use the method-level debugging transaction, as described in “Method-level debugging with COD0” on page 60. This transaction provides access to CICSplex SM objects, methods, message argument lists (MALs), and outstanding requests. To exit this transaction, type EXIT on the command line.
- CODB** To use the system-level debugging transaction, as described in “System-level debugging with CODB” on page 85. This transaction provides access to address space and data space storage, major control blocks, data queues, and CICSplex SM entries in the CICS trace table. To exit this transaction, press PF3 or type END on the command line.

The following usage rules apply to the COD0 and CODB transactions:

- You issue a COD0 command by typing the command name on the command line. You issue a CODB command by typing its option number on the command line.
- The standard END and CANCEL commands are recognized. END completes the task in progress and returns you to the previous screen, while CANCEL cancels the task before returning.
- You can scroll a display by using the commands DOWN, UP, TOP, and BOT. With COD0, you can also enter a default scrolling amount in the Scroll==> field.
- On a selection list, any character that is not a blank or an underscore can be used to select an option.
- These transactions support only 3270 model 2 screens that is, 24x80 and 32x80 type screens.

Method-level debugging with COD0

After logging onto CICS, enter the COD0 transaction ID to display the COD0 main menu. Figure 14 shows the COD0 main menu..

To issue a COD0 debugging command, enter it in the CMD=> input field.

```
COD1 CICSplex SM Debugger
CMD=>                               Scroll=> PAGE
Welcome to CICSplex SM Debugger. Commands available are:

  ALLOC      Allocate storage, cache list, queue, or eptr.
  ATTACH     Attach a method to run in CMAS/MAS.
  CALL       Call a CICS transaction or program.
  DUMP       Call DEBUG transaction to display memory.
  EXEC       Executes a method directly from the debugger.
  EXIT       EXIT the debugger
  LIST       List methods, CPSM tasks and resources.
  PRINT      Print a CPSM data area to the JES Spooler
  PURGE      Delete a resource ALLOCated.
  POST       POST ECB or ECB list.
  SET        Change CPSM EYUPARM value.
  START      Starts a method running in CMAS.
  TRACE      Set CPSM component trace flags.
  TRACK      Set CPSM trace flags based on calling structure.
  TRAP       Set tracing flags for a single method.

Enter HELP (command) for more help on commands.
```

Figure 14. COD0 debugging transaction menu

Commands can include one or more parameters, which must be separated by one or more spaces. Commas and quoted strings are not supported.

As in ISPF, PF key functions are prefixed to whatever is on the command line. The following PF keys are in effect when COD0 is running:

Key	Description
PF1	HELP
PF3	END
PF4	PREV
PF5	NEXT
PF7	UP
PF8	DOWN

Issuing commands recursively

You can enter the debugger commands recursively from any screen in the COD0 transaction, effectively nesting the commands and their output. However, when the LIST and HELP commands are entered recursively, the new output replaces the old. For example, if you issue the LIST START command followed by the LIST TASK command, the LIST TASK output replaces the LIST START output.

Issuing commands that alter CICSplex SM

The following COD0 debugging commands can be used to modify memory or some other aspect of CICSplex SM operation:

- ATTACH
- EXEC
- POST

- START

When you issue one of these commands, you receive a warning and confirmation panel. You should proceed with the command only at the request of customer support personnel.

ALLOC (allocating a resource)

The ALLOC command allocates a resource so that you can refer to it by name in completing MALs. The resource can be a cache list, a data queue, data space storage, or shared CICS storage.

The format of the ALLOC command is:

ALLOC /resname [optional parameters...]

where:

/resname

Identifies the resource being allocated. The resource name can be no more than eight characters, including the required slash.

The optional parameters are:

QUEUE *compid*

Creates a queue token and assigns it to the resource being allocated. *compid* is the 3-character component identifier, as listed in “Major components of CICSplex SM” on page 126.

CLIST

Displays the Allocate CACHE LIST input panel (shown in Figure 15 on page 62), which lets you create a CACHE LIST token and assign it to the resource being allocated.

STG *size* [**BELOW**]

Acquires an address of the specified size from CICS shared storage and assigns it to the resource being allocated. *size* is a number of bytes. The BELOW option requests storage from below the 16MB line; by default, storage is acquired above the line (in 31-bit mode).

EPTR *size*

Acquires a data space pointer of the specified size from a data space and assigns its ALET and OFFSET to the resource being allocated. *size* is a number of bytes.

```

COD1 CICSplex SM Debugger
CMD=>
Scroll=> PAGE

Allocate CACHE LIST

  Id of CACHE to create CACHE LIST: /@CACHE          (Optional)

  Estimated number of elements:

  Element size:

  Estimated free space:          (Optional)

  GENERIC if generic keys:      (Optional)

  Hash Table Size:              (Optional)

  Key Offset: 0                 (Default 0)

  Key Size:

  Search method (BINSRCH/HASH): BINSRCH

```

Figure 15. Allocate CACHE LIST panel

Resources remain allocated across multiple COD0 transactions or between multiple COD0 transactions running concurrently in the same CICS system. In fact, all resources exist until you specifically purge them.

Note:

1. You can use the LIST ALLOC command to display a list of allocated resources.
2. You can use the DUMP /resname command to dump the storage, data queue, or cache list for an allocated resource.

ATTACH (attaching a method)

The ATTACH command starts a method running in the CICS systems identified by the specified context and scope values.

The format of the ATTACH command is:

ATTACH method context scope

where:

method

Is the ID of a CICSplex SM method.

context

Is the name of a CMAS or CICSplex.

scope

Is the name of a CICSplex, CICS system group, or CICS system.

For a list of valid responses to this command, see “Running a method” on page 84.

Unlike the START command, which merely starts a CICS transaction within a CMAS, ATTACH crosses the boundary between a CMAS and a local MAS. (These methods may run in the CMAS, a different address space, or even a different processor in the CICSplex).

Figure 16 is an example of the display for a completed attached task that ran within a single CMAS or MAS.

Figure 17 is an example of the display for a completed attached task that either ran

```
COD1 CICSPlex SM Debugger
CMD=>                                     Scroll=> PAGE
Enter END to exit or ENTER to view results.
Status for ATTACHed method  XQCQ

    Methods status: Method completed.
    XLCI return description: OK
    Method's RESPONSE was:   OK
    Method's REASON was:

    CONTEXT: CVMCTS01  SCOPE: CSYSGRP1  REGION: CSYSGRP1

    Unit of work
      SYSID: TEST      USERID: DEVOPER TCB 00452160
      Major Object: 00  Component Id: 73

    The method executed in a single MAS so all information
    appears in the fields of the MAL.
```

Figure 16. Attached task display for a single CMAS or MAS

in multiple MASs, or ran multiple times in a CMAS.

When you press Enter, each of the MALs that ran in each region is reconstructed

```
COD1 CICSPlex SM Debugger
CMD=>                                     Scroll=> PAGE
Enter END to exit or ENTER to view results.
Status for ATTACHed method  XQCQ

    Methods status: Method completed.
    XLCI return description: OK
    Method's RESPONSE was:   OK
    Method's REASON was:

    CONTEXT: CVMCTS01  SCOPE: CSYSGRP1  REGION: CSYSGRP1

    Unit of work
      SYSID: TEST      USERID: DEVOPER TCB 00452160
      Major Object: 00  Component Id: 74

    The method executed in multiple MAS so a queue of OUT records
    was created.

    OUTQUE QUEUE ID: A4957FBD B3E11932
      Records : 0000013  Record Length: 0000018
```

Figure 17. Attached task display for multiple CMASs or MASs

and displayed individually, as shown in Figure 18 on page 64.

```

COD1 CICSplex SM Debugger
CMD=>
NEXT/PREV to browse CICS region MALS. END=Exit.
MAL for CICS Region:CICSSY01
IN
  *ENM FUNCTION( CREQUE )
  CHR DEBUG(      )
  PTR ECB( 00000000 )
  *CMP MAJOR_OBJECT( KNL )
  *ENM TYPE( WORK )
  *SDT DELETE( TRUE )
OUT
  *ENM RESPONSE( OK )
  *ENM REASON(      )
  *ETK QTOKEN( A4957FC53998FB31 )

```

Figure 18. MAL display for a specific CICS region

Note also that the region the MAL ran in is shown on the header line for the display. You can use the NEXT (PF5) and PREV (PF4) keys to browse backwards and forwards between the regions. END (PF3) returns you to the attached task display.

CALL (calling external CICS programs and transactions)

The CALL command calls a CICS transaction or program with optional parameters.

The format of the CALL command is one of the following:

CALL cicstran [optional parameters...]

CALL PROGRAM cicsprog [optional parameters...]

Note: CICS can be used as a synonym for CALL.

cicsprog

Is a program ID that must be defined to CICS.

cicstran

Is a transaction ID that must be defined to CICS.

The parameters are passed as a TIOA area, so anything that can be entered at the transaction's or program's initial screen can be specified as an optional parameter. There is no validation of the optional parameters.

For transaction calls, the transaction ID is placed as the first field in the constructed TIOA (as it would be from the terminal). Make sure the transaction is defined as conversational. Pseudo- or nonconversational programs return immediately to COD0.

For program calls, you must enter the transaction ID as the first parameter, if the program you are calling expects this.

While the task is running, all the facilities of that CICS transaction or program are available to you. When you end the task, you return to COD0.

Note: You should not attempt to call:

- The COLU transaction, which is used by CICSplex SM
- CICSplex SM programs, which begin with the letters 'EYU'

DUMP (displaying and altering data)

The DUMP command displays a scrollable dump of memory. Some parameters of the DUMP command cause the CICSplex SM system-level debugging transaction, CODB, to be invoked.

If you alter the displayed memory, you must enter UPDATE (or press PF11) to record the change. If you alter memory but do not enter UPDATE, a message is displayed to remind you to enter UPDATE.

The format of the DUMP command is:

DUMP [parameters...]

where the parameters are:

/resname

Displays the queue, EPTR, storage, or cache list allocated to the specified resource.

@method

Calls CODB with the entry point of the specified CICSplex SM method.

hexadecimaladdress

Assumes the hexadecimal value is an address and enters CODB with ALET=0 and the address specified.

hexadecimalALET hexadecimaloffset

Displays the address of the specified ALET (first hexadecimal value) at the specified offset (second hexadecimal value).

hexadecimaladdress [length]

Displays the storage starting at the specified address. The amount of storage displayed is determined by the length parameter. Length is assumed to be a decimal value, unless a X'length' value is specified.

CACHE *cachetoken*

Displays the data identified by the specified cache-list token. The token is entered as two 8-byte hexadecimal character strings. To display the previous record, use PF4; to display the next record, use PF5; to display a specific record, enter REC *n*, where *n* is the record number.

CLIST *token*

Calls CODB with the specified token. The token is entered as two 8-byte hexadecimal character strings.

EIB *compid*

Displays the address of the CICS information block for the first transaction running under the specified component.

EIS *compid*

Displays the address of the CICS storage block for the first transaction running under the specified component.

MODB *compid*

Displays the address of the MODB for the specified component.

MODD

Displays the address of the MODD.

MOEB *compid*

Displays the address of the MOEB for the specified component.

OPB compid

Displays the address of the first OPB for the specified component.

QUE token

Displays the data identified by the specified token. The token is entered as two 8-byte hexadecimal character strings.

STAKEND compid

Displays the address of the last stack for the first transaction running under the specified component.

STAKSTR compid

Displays the address of the initial stack for the first transaction running under the specified component.

XLWA

Displays the CICSplex SM kernel linkage work area.

Figure 19 shows an example XLWA display.

```

COMMAND==> XLWA      COMP ID==>  ADDR==>  ALET==> 00000000
MSG==>
0012D0A8 00000000 08006EC5 E8E4D5E7 D2D5D3C3 E6C1C1C2 ..>EYUNXKNLCWAAB
0012D0B8 00000010 0D000200 00000000 00000000 00000000 .....
0012D0C8 00000020 8001608B 0000000E 0000EE00 11F20000 ..-.....2..
0012D0D8 00000030 0012D168 0000DE5C 113E8000 00000546 ..J....*.....
0012D0E8 00000040 116D4468 00040000 11F2EE00 00100000 . ....2.....
0012D0F8 00000050 11F2EE00 FFFFFFF6A 00000000 00000000 .2.....|.....
0012D108 00000060 00000000 D2D3D7C2 116D8EB0 116DB328 ....KLPB_..._..
0012D118 00000070 116D7728 00CA812C 00000000 00000000 ._.a.....
0012D128 00000080 00000000 00000000 00000000 00346EC5 .....>E
0012D138 00000090 E8E4E7C5 C5E8E4D9 E7C5D3E2 01030000 YUXEEYURXELS...
0012D148 000000A0 00CC4008 0E1B9CE8 00CA8118 00CA812C .. ....Y..a...a.
0012D158 000000B0 00F69A00 009C9520 0000011C 00000001 .6....n.....
0012D168 000000C0 00000000 11F20000 11F21100 11F22200 ....2...2...2..
0012D178 000000D0 11F23300 11F24400 11F25500 11F26600 .2...2...2...2..
0012D188 000000E0 11F27700 11F28800 11F2AA00 11F29900 .2...2h...2...2r.
0012D198 000000F0 11F2BB00 11F2CC00 00000000 00000000 .2...2.....
0012D1A8 00000100 11F2DD00 00000000 00000000 00000000 .2.....
0012D1B8 00000110 00000000 00000000 00000000 00000000 .....
0012D1C8 00000120 00000000 00000000 00000000 00000000 .....

```

Figure 19. An example DUMP XLWA display

Notes:

1. If you issue the DUMP command without parameters, the CODB main menu is displayed.
2. For CICSplex SM components, CODB displays the first transaction running under that component, which is its first OPB. You can use the NEXT and PREV PF keys to display multiple transactions. You can also use the LIST TASK command to display all of the stacks and methods in all of the CICSplex SM tasks, and then select specific stacks, methods, or OPBs to display.

EXEC (executing a method)

The EXEC command executes a method directly from the COD0 debugging transaction.

The format of the EXEC command is:

EXEC method

where:

method

Is the name of a CICSplex SM method.

The formatted message argument list (MAL) for the method is displayed. For details about how to enter data from this display, see “Displaying a MAL from COD0” on page 81. For a list of valid responses to this command, see “Running a method” on page 84.

EXIT (exiting COD0)

The EXIT command exits the COD0 debugging transaction. This command has no parameters.

You can use this command to exit the debugging transaction from any screen. A closing message is displayed; you can then clear the CICS screen and enter another transaction.

Note:

All allocated resources and started or attached tasks are recorded in a temporary storage record. The next time you enter COD0, all allocated resources are still available and all started or attached tasks can be displayed using the LIST START command.

HELP (getting online help)

The HELP command displays help text for COD0 commands.

The format of the HELP command is:

HELP [cmdname | COMPID]

where:

cmdname

Is the COD0 command for which help information is to be displayed.

COMPID

Produces a list of identifiers of CICSplex SM components.

If you issue the HELP command without parameters, the initial help panel, which lists all COD0 commands, is displayed.

LIST (listing tasks and allocated resources)

The LIST command lists running CICSplex SM tasks, the status of started and attached tasks, and the allocated resources available to you.

The format of the LIST command is:

LIST [parameters...]

where the parameters are:

ALLOC

Lists all allocated resources. You can purge or dump resources from this screen.

ATCB

Lists the API task control blocks used for processing CICSplex SM API requests.

CACHE

Lists the data caches in use by a local MAS.

CLIST

Lists the data cache lists in use by a CMAS.

COMM

Lists the two communication MAL queues: one for methods executing via the CMAS, and the other for methods routed to a MAS.

METH [*compid*]

Lists all methods within the specified component. If no component is specified, all methods are listed.

START

Lists all started and attached tasks and their current status. You can purge, display, or dump the MAL created from this screen as well as restart, attach, or execute the same MAL.

STCB [ERRORS]

Lists the server-client control blocks. The ERRORS option provides a description of any errors encountered.

TASK [*compid*]

Lists the CICSplex SM tasks from the specified component showing all active method calls. If no component is specified, all tasks are listed.

Note: You must issue END or CANCEL to terminate a LIST task.

LIST ALLOC

Lists all the resources that have been allocated by the ALLOC command. Figure 20 shows an example of the LIST ALLOC display.

The fields on this display are:

```

COD1 CICSplex SM Debugger
CMD=>
Select P=Purge resource D=Dump resource
S Type Name Token Length MajObj
-  CACHE /@CACHE 01FF0004 000026E0
-  QUE  /QUE  A44C5E58 27257332 MAS
-  CLIST /C  000026E0 00106DF8 256
-  STG  /STG  00000000 04289000 4096
-  EPTR /E  01FF0005 00001B00 2048

```

Figure 20. An example LIST ALLOC display

Field Description

Type The type of resource, as one of the following:

EPTR Data space pointer

CLIST Cache list

CACHE

Cache

STG CICS storage

QUE Queue ID

Token The 4-byte address or 8-byte token broken into two fullwords (ALET first).

Length

The size of allocated storage or the element length for a cache list.

MajObj

The major object, or component, used when allocating.

You can enter the following in the selection field:

Command

Description

P Purges the resource.

Note: You cannot purge /@CACHE, which is the cache created by COD0.

D Enters CODB and dumps the resource. This is the same as entering DUMP /resname on the command line.

LIST CACHE

Lists the data caches in use by a local MAS. Figure 21 shows an example of the LIST CACHE display.

The fields on this display are:

```
COD1 CICSPlex SM Debugger
CMD=>
D=Dump lowest ALET:X'1000'
S Cache  ALET      Low Ofc High Ofc   HWM Allocated (Hex)
- DMDSCW1 01FF001B 00000000 00801000   4,229,376 (00408900)
- WLM1CW1 01FF0007 00000000 00400000   3,543,040 (00361000)
- RTA1CW1 01010042 00000000 00400000   524,288 (00080000)
- MON1CW1 01010041 00000000 00400000   524,288 (00080000)
- TOP1CW1 01FF0006 00000000 00400000   655,360 (000A0000)
- COM1CW1 01010040 00000000 00400000  1,691,648 (0019D000)
- MAS1CW1 01FF0008 00000000 00400000   933,888 (000E4000)
- DAT1CW1 0101003F 00000000 00400000  1,527,808 (00175000)
- QUE1CW1 01FF0005 00000000 00400000  1,048,576 (00100000)
```

Figure 21. An example LIST CACHE display

Field Description

Cache The name of the data cache.

ALET The ALET of the data cache.

Low Ofc

The lowest offset allocated, which should always be X'00000000'.

High Ofc

The highest offset within the data cache allocated.

HWM Allocated

The number of bytes of the data cache actually in use.

(Hex) The HWM Allocated value expressed in hexadecimal.

Figure 22 shows an example of the LIST CACHE display.

The fields on this display are:

```
DBG0 CICSPlex SM Debugger
CMD=>
Token      ElemLen Keylen Keyoff Records MaxRecs FreeRec Storage
- 00000001-0123FA2C 300 5 0 3 10 1 760
```

Figure 22. An example LIST CACHE display (CMAS)

Field	Description
Token	The cache list token.
ElemLen	The length of the element.
Keylen	The length of the key.
Keyoff	The offset of the key in each record.
Records	The number of records in the cache.
MaxRecs	The maximum number of records the cache can hold before being expanded.
FreeRec	The number of free slots available.
Storage	The total storage size, including any overhead.

You can enter the following in the selection field:

Command	Description
D	Dumps the cache list data. This is the same as entering DUMP CACHE <i>cachetoken</i> on the command line.

LIST CLIST
 Lists the data cache lists in use by the CMAS. Figure 23 shows an example of the LIST CLIST display.
 The fields on this display are:

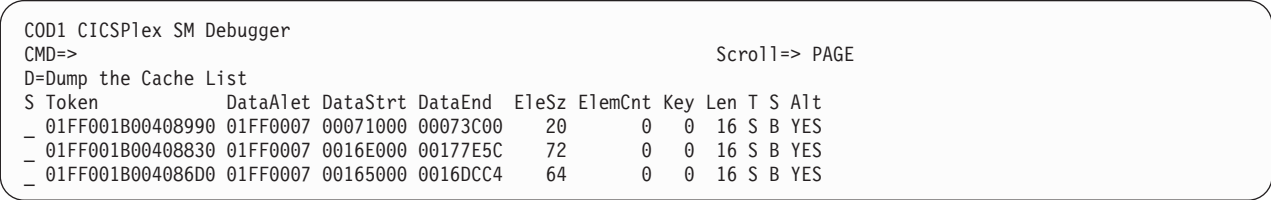


Figure 23. An example LIST CLIST display

Field	Description
Token	The cache list token.
DataAlet	The ALET of the cache list's data.
DataStrt	The starting offset within the ALET allocated to the cache list.
DataEnd	The highest offset within the ALET allocated to the cache list.
EleSz	The size of each cache list element.
ElemCnt	The number of elements in the cache list.

- Key** The offset of the key within an element.
- Len** The length of the key.
- T** The type of cache, as either standard (S) or generic (G).
- S** The search type for the cache, as either binary (B) or hash (H).
- Alt** Indicates whether there is an alternate index cache available.

LIST COMM

Lists the two communication MAL queues: one for methods executing via the CMAS, and the other for methods routed to a MAS. Figure 24 shows an example of the LIST COMM display.
 The fields on this display are:

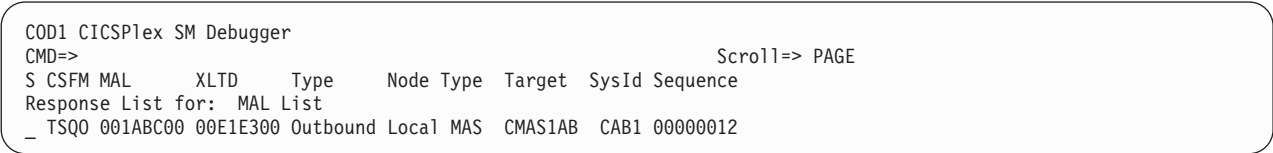


Figure 24. An example LIST COMM display

Field Description

Response List for:

MAL List
 MAL execution to or from a CMAS.

MAS List
 MAL execution to or from a MAS.

CSFM The method ID for the MAL being run.

MAL The address of the relocated MAL.

XLTD The address of the MAL descriptor table in the CMAS.

Type The type of communications in progress:

Inbound
 The MAL is being run locally from another CMAS.

Outbound
 The MAL is being sent to another CMAS.

Response
 The MAL response is being transferred.

Node Type
 The type of node involved in the transfer:

CMAS From a CMAS.

Local MAS
 From a MAS in the same MVS image.

LIST METH

Lists all methods within the specified component. Figure 25 on page 72 shows an example of the LIST METH display typical of those produced under CICS/ESA, and CICS/MVS.

```

COD1 CICSPlex SM Debugger
CMD=>
L=Dump Load Pt  END=Exit.
S Typ Meth Function Fmt Tran LoadPt  ServLevl Assembly Date  Status
- PUB CWAA ADDTMED 01      077130C0 CPSM210 05/19/98 06.05 ACTIVE
- PUB CWAB BROTMED 02      07713348 CPSM210 05/19/98 06.05 ACTIVE
- PUB CWAD DELTMED 03      077138F0 CPSM210 05/19/98 06.05 ACTIVE
- PUB CWAU UPDTMED 04      07713B40 CPSM210 05/19/98 06.05 ACTIVE

```

Figure 25. An example LIST METH display

The fields on this display are:

Field Description

Typ The type of method, as either public (PUB) or private (PRV).

Meth The method ID.

Function

The function name of the method.

Fmt The format ID of the method.

Tran If the method runs asynchronously, the CICS transaction ID used.

LoadPt

The load point of the method in memory.

ServLevl

The service level, or release level, of the method.

Assembly Date

The data and time at which the method was assembled.

Status

The status of the method as one of the following:

ACTIVE

The method is loaded.

LOCK The method cannot be run locally. Either the method load detected errors or the method does not run in this environment.

NOTFND

The method is not in the load table for the specified release level of the CMAS or MAS.

NOTRAN

The transaction listed in the Tran field is not defined in the CICS PCT.

TRAP1

Trap level 1 is set for this method.

TRAP1-2

Trap levels 1 and 2 are set for this method.

TRAP1-32

Trap levels 1 – 32 are set for this method.

LIST START

Lists the status of all methods you've started or attached. Figure 26 on page 73 shows an example of the LIST START display.

```

COD1 CICSplex SM Debugger
CMD=>
Select P=Purge V=View MAL D=Dump MAL END=Cont.
S Type Meth Task N Status
- START XQCQ 828 Completed, RESPONSE:OK
- START NSCR 844 Completed, RESPONSE:OK
- START NQPG 860 Completed, RESPONSE:EXCEPTION(ABEND)

```

Figure 26. An example LIST START display

The fields on this display are:

Field Description

Type Either START or ATTACH, depending on which command you used to start the method.

Meth The name of the method.

Task The CICS task number of the method.

Status

The method's status as one of the following:

- Waiting for method to start or attach.
- Method is running.
- Completed, RESPONSE:<response>(<reason>).
- Method is no longer running!

Note: The error “Method is no longer running!” means the status in an internal table indicates the method should be running but the CICS task has been found not active via a CICS inquiry. This error is also used for attached tasks that may have timed out trying to communicate a request back into the CMAS.

You can enter the following in the selection field:

Command

Description

P Purges the MAL for this method.

Note: You cannot purge a MAL unless its status is “Completed”.

V Formats the MAL.

D Calls the CODB transaction with the address of the MAL for hexadecimal dumps.

A Causes an ATTACH command to be created for the method with the context and scope of the original attach being viewed. The existing MAL is used as a starting point, but a new task will appear on the LIST START display.

E Causes an EXEC command to be created for the method with the context and scope of the original attach being viewed. Executed methods do not appear in the LIST TASK display; they are called directly by COD0 and the results are displayed immediately.

S Causes a START command to be created for the method with the context and scope of the original start being viewed. The existing MAL is used as a starting point, but a new task will appear on the LIST START display.

LIST STCB

Lists the server-client control blocks. These control blocks are used by CICSplex SM communications and the end-user interface to request work in a CMAS. Figure 27 shows an example of the LIST STCB display.

The fields on this display are:

```
COD1 CICSplex SM Debugger
CMD=>
V=View MAL D=Dump MAL S=Dump STCB X=Dump XLSP
S Address Status Last Usr From Error CSFM Context Scope OutQue
_ 060C9BA0 Avail COM 0 TSPV PLEX2C1 PLEX2C1 NO
_ 060C97C0 Avail COM 0 TSCV NO
_ 060C93E0 Avail COM 0 CSAC NO
Scroll=> PAGE
```

Figure 27. An example LIST STCB display

Field Description

Address

The address of the STCB control block.

DataAlet

The status of the control block as one of the following:

Avail Available and waiting for work.

Free Available, but not waiting for work.

In Use

A MAL is being run.

Timeout

A conversation with the STCB timed out.

Last Usr

User ID associated with request if available.

From Where the request for this STCB came from: COM, for Communications.

CSFM The ID of the method last run using this STCB.

Context

The CMAS or CICSplex involved in the last request.

Scope The CICSplex, CICS system group, or CICS system involved in the last request.

OutQue

Indicates whether the status of each was reported individually or combined into a single response.

LIST TASK

Displays all CICSplex SM tasks and the methods being called within them.

Figure 28 on page 75 shows an example of the LIST TASK display typical of those produced under CICS/ESA, and CICS/MVS.

```

COD1 CICSPlex SM Debugger
CMD=>
DUMP L=Loadpt P=oPb O=Ossb S=Stack M=Mal B=modB E=moEb V=MAL END=Cont.
S Task # METH Load-pt oPb Ossb Stack Mal modB moEB
- 27 XLOP 00000000 00489FA8 00489FF0 0048A014 04283580 000CF820 00000000
- 27 DBG1 8A5B9690 00489FA8 00489FF0 0048A118 0A4602E4 000CF820 00000000
-
- 20 XLEV 00000000 00494FA8 00494FF0 00495014 04273580 000CF820 00000000
-
- 23 XLOP 00000000 00491FA8 00491FF0 00492014 04277580 000CF820 00000000
- 23 TIST 0A55C430 00491FA8 00491FF0 00492118 00490FD4 000D7D00 04274160
- 23 XSWC 0A514018 00491FA8 00491FF0 004925A0 0049244C 000D29F4 000DE0B0
-
- 24 XLOP 00000000 0048DFA8 0048DFF0 0048E014 0427F580 000CF820 00000000
- 24 RSWT 0A574728 0048DFA8 0048DFF0 0048E118 0048CFD4 000DAED4 042744D0
- 24 XSWC 0A514018 0048DFA8 0048DFF0 0048E4D8 0048E3BC 000D29F4 000DE0B0

```

Figure 28. An example LIST TASK display

This display shows one line per method with a space between CICSPlex SM tasks. The fields on this display are:

Heading

Description

Task

The CICS task number.

Note: Do not use the task number to purge the CICSPlex SM transaction, as CICSPlex SM recovery will not be entered and CICSPlex SM system control block chains will be destroyed.

METH The name of the method running at that stack level.

Load-Pt

The address of the method's load point.

oPb The address of the object process block (one per CICSPlex SM CICS task) that points to all the OSSBs for this task.

Ossb The address of the stack segment block to which this method's stack is attached.

Stack The address of the method's stack.

Mal The address of the MAL for the method.

modB The address of the MODB for the component.

moEB The address of the MOEB for the component.

You can enter the following in the selection field:

Command

Description

L Calls CODB to display the load point of the method.

P Calls CODB to display the OPB.

O Calls CODB to display the OSSB.

S Calls CODB to display the stack.

M Calls CODB to display the MAL.

B Calls CODB to display the MODB.

E Calls CODB to display the MOEB.

- V** Formats the MAL display as you would have if you entered it.
- U** Allows updating of the MAL in-flight.
- R** Lists the contents of all the registers (AR and GP). From this list you can enter:
 - D** Calls CODB to display data at that location using the AR register.
 - A** Calls CODB to display data at that location using only the general purpose register (ALET will be zero).

CICSplex SM chain checking: During a LIST TASK command the entire chain of CICSplex SM blocks that apply to a task are followed. The eyecatcher for each of the blocks is checked, in addition to the forward and backward methods within stacks and possible recursive chains. If any errors are found, you may see one of the following error messages after the last valid entry:

Stack chain broken at AAAAAAAAA

This error indicates that the previous method's ID within a stack chain does not match the previous method's ID. This may be the case if code within the method overlays the stack header. AAAAAAAAA is the address of the invalid stack frame.

OPB chain error at AAAAAAAAA

Object process blocks are created for each CICS CICSplex SM task. They are chained together for the component ID of the first method in the chain. If this chain points back to itself (a recursive chain), this message appears. AAAAAAAAA is the address of the OPB that was next after the previously displayed OPB.

Eyecatcher failed for CSFM at AAAAAAAAA

If an eyecatcher of a control block that is visited during a LIST TASK is incorrect, this message appears. AAAAAAAAA is the address of the control block in question and CSFM is its name.

DFHEIBLK block invalid at AAAAAAAAA, OPB at AAAAAAAAA
invalid

The task's object process block is really the CICS DFHEISTG area. In this area is a pointer to the task's CICS EIB block, which is checked during LIST TASK commands.

POST (posting an ECB)

The POST command posts an ECB using the MVS POST command.

The format of the POST command is:

POST address

where *address* is a 1- to 8-character hexadecimal number that is the address at which the ECB resides.

No check is made to see whether an ECB exists at this address or whether it is already posted; an MVS POST command is simply issued.

Note: You can use the DUMP command or the CODB transaction to find the address.

PRINT (printing data areas under CICS/ESA, CICS TS)

The PRINT command prints a CICSplex SM data area. PRINT uses the CICS spool facility to write the data area as an output file called Sxxxxxxx, where xxxxxx is a numeric identifier.

The format of the PRINT command is:

PRINT [parameters...]

where the parameters are:

/resname

Prints the specified allocated resource.

alet addr size

Prints an EPTR at the specified address for the specified number of bytes.

CLIST *token*

Prints the cache list of the specified token, where *token* is an 8-byte token entered as two 8-character hexadecimal fields.

EIB *compid*

Prints the EIB for the specified component.

EIS *compid*

Prints the EIS for the specified component.

hexaddr size

Prints memory at the specified address for the specified number of bytes.

MAL *addr*

Formats and prints the MAL at the specified address.

method

Prints the code for the specified method.

MODB *compid*

Prints the MODB for the specified component.

MODD

Prints the MODD.

MOEB *compid*

Prints the MOEB for the specified component.

OPB *compid*

Prints the object process block for the specified component.

QUE *token*

Prints the queue of the specified token, where *token* is an 8-byte token entered as two 8-character hexadecimal fields.

STAKEND *compid*

Prints the current stack for the specified component.

STAKSTR *compid*

Prints the first stack for the specified component.

XLWA

Prints the XLWA.

PURGE (purging an allocated resource)

The PURGE command purges an allocated resource.

The format of the PURGE command is:

PURGE /resname

where:

/resname

Is the name of the resource you allocated. The storage assigned to the resource is removed from the system.

Note: You can also purge allocated storage using the P command from the LIST ALLOC display.

START (starting a method in the CMAS)

The START command starts a method running within the CMAS.

The format of the START command is:

START method [termid]

where:

method

Is the name of a CICSplex SM method.

termid

Is a terminal ID.

The message argument list (MAL) of the method is displayed. For details about how to enter data from this display, see “Displaying a MAL from COD0” on page 81. For a list of valid responses to this command, see “Running a method” on page 84.

Figure 29 shows an example of the START display.

The START command starts a CICS task that eventually executes method DBG2.

```
COD1 CICSplex SM Debugger
CMD=>                               Scroll=> PAGE
Overtyp e fields and press ENTER to edit, END to proceed, CANCEL to abort.   Dn
IN
  ENM FUNCTION( SETCRGN )
  CHR DEBUG(      )
  BIN SYSTEM_AKP(      )
  BIN SYSTEM_AMAXTASKS(      )
  BIN SYSTEM_CUSHION(      )
  CHR SYSTEM_DTRPROGRAM(      )
  BIN SYSTEM_ECUSHION(      )
  BIN SYSTEM_MAXTASKS(      )
  BIN SYSTEM_MROBATCH(      )
  BIN SYSTEM_PRTYAGING(      )
  BIN SYSTEM_RUNAWAY(      )
  BIN SYSTEM_SCANDELAY(      )
  BIN SYSTEM_SYSDUMP(      )
  BIN SYSTEM_TIME(      )
  BIN TRACEDEST_AUXSTATUS(      )
  BIN TRACEDEST_GTFSTATUS(      )
  BIN TRACEDEST_INTSTATUS(      )
  BIN TRACEDEST_SWITCHSTAT(      )
  BIN TRACEDEST_SWITCHACT(      )
```

Figure 29. An example START display

This method is created dynamically by COD0 in every component.

TRACE (setting CICS and CICSplex SM trace flags)

The TRACE command can be used to:

- Set CICS and CICSplex SM component trace flags
- Control output to auxiliary trace data sets

The format of the TRACE command is:

```
TRACE [parameters...]
```

where the parameters are :

ON [RESET|START]

OFF [RESET|STOP]

USER [RESET]

Controls the settings of the CICS component trace flags.

ON Turns all CICS component flags on, which produces slightly more output than the normal CICS trace settings.

OFF Turns all CICS component trace flags off, which results in almost no output at all (some CICS components do not have trace flags).

USER Traces only the CICS component application domains (AP0000 through APFFFF).

RESET

Causes tracing to start at the beginning of the auxiliary trace data set, overwriting any existing output.

START

Opens the auxiliary trace dataset.

STOP Closes the auxiliary trace dataset.

FLAG

Shows the trace flags of each CICSplex SM component. You can change the trace flag settings of one or more CICSplex SM components by overtyping the component's bit setting.

SWITCH

Switches the CICS auxiliary trace data sets and reports on which is active.

Changes made to CICS and CICSplex SM trace settings from the COD0 debugging transaction remain in effect after you exit the transaction.

TRACK (setting trace flags by calling structure)

The TRACK command sets CICSplex SM trace flags based on the calling structure.

The format of the TRACK command is:

TRACK target relation calling flags id

where the parameters are:

target

The name of the method to be traced. You can provide a generic method name by specifying an asterisk (*) at the end of the name or in place of the name (to indicate all methods).

relation

The relationship to the calling method as one of the following:

FROM Sets the trace for the target only when the direct caller is the calling method.

STAK Sets the trace for the target only if the calling method is somewhere in the CICSplex SM stack.

calling

The name of the method that calls the target method either directly or indirectly. You can provide a generic method name by specifying an asterisk (*) at the end of the name or in place of the name (to indicate all methods).

flags

The trace flags to be set. The trace flags are set according to group names and are dependent on the underlying trace facility. The trace flags will be provided by IBM support should you need to use this facility.

id An optional user or task ID:

Uxxxxxxx

where xxxxxxxx is a 1-to 8-character user ID.

Tnnnnnnn

where nnnnnnn is a 1- to 7-position CICS task number that can be obtained by issuing either the LIST TASK or CEMT INQ TASK command.

For example:

```
TRACK XD* STAK CI* SPEC
```

activates all trace flags for any data repository method that is called directly or indirectly from any communication initialization method.

TRAP (setting trace flags for a method)

The TRAP command sets trace flags on for a specific CICSplex SM method.

The format of the TRAP command is:

TRAP method [1|2vALLvOFF]

where:

method

Is the name of a CICSplex SM method.

1|2vALLvOFF

Sets the trace flags for the specified method:

1 Sets level 1 trace flags on.

2 Sets level 1 and level 2 trace flags on.

ALL Sets level 1–32 trace flags on.

OFF Sets tracing for the method back to the flags specified on the COD0 TRACE command, the EYUPARMS start-up parameters, or the CMAS or MAS view command.

Displaying a MAL from COD0

When entering into a MAL formatted by the COD0 debugging transaction, all input is validated for both physical and logical properties.

Format of the MAL display

When viewing or updating a MAL, either from a START, ATTACH, or EXEC command, or from LIST output, the format of the display is as shown in Figure 30.

```
COD1 CICSplex SM Debugger
CMD=>
Fields with "->" required.
IN
  *ENM FUNCTION( TEST )
  CHR DEBUG(      )
-> FLG FLAG_VALUES(      )
OUT
  *ENM RESPONSE(      )
  *ENM REASON(      )
Scroll=> PAGE
```

Figure 30. Sample formatted MAL display

As shown in Figure 30, IN and OUT eyecatchers separate the major sections of the MAL. Each field name in the IN and OUT sections can be preceded by three other indicators:

- An arrow, indicating the field is mutually required or mutually exclusive and in error.
- An asterisk, indicating the existence bit for the field is set on in the MAL (OUT fields always have the existence bit on).
- A 3-character code indicating the field type.

Note: The FUNCTION field is completed by the COD0 debugging transaction and cannot be changed.

Field types

The three-character code that precedes a field determines what can be entered in the field and the kind of data that is displayed. Table 6 shows the input allowed for each field type.

Table 6. Field types

Type	Format	Input allowed
BIN	BIN(n)	Hexadecimal number
BLK	BLOCK	Hexadecimal number for address or decimal number for length
BUF	BUFFER	Hexadecimal number for address, decimal number for length, or resource name (/resname)
CHR	CHAR(n)	Any character
CMP	COMPID	Component ID or '?' for a list
DEC	DEC(n)	Decimal number
EBK	EBLOCK	Hexadecimal number for ALET and OFFSET, decimal number for length, or resource name (/resname)
ENM	(names)	Names defined in format or '?' for list
EPT	EPTR	Hexadecimal number for ALET and OFFSET or resource name (/resname)
ETK	ETOKEN	Hexadecimal number or resource name (/resname)
FLG	FLAG	Hexadecimal representation of a flag or '?' for a list
LST	LIST	Hexadecimal number for address, decimal number for length, or resource name (/resname)
MPL	MAL	Hexadecimal number or resource name (/resname)
PTR	PTR	Hexadecimal number or resource name (/resname)
RES	RESTYPE	Resource name (/resname) or '?' for a list
SDT	SDT	TRUE or FALSE
STR	STRING(n)	Any character
TIM	TIMESTAMP	Hexadecimal number
TKN	TOKEN	Hexadecimal number or resource name (/resname)

Field edits and display formats

In a MAL display, input is edited and output is formatted according to the following rules:

Field type

Format

Hexadecimal

Hexadecimal characters 0–9 and A–F, in either upper or lower case. In output, the number is right-justified and padded with zeroes.

You can enter decimal characters instead of hexadecimal by preceding the value with a backslash, as in \1234. The decimal number is internally converted to hexadecimal.

Decimal

Numeric characters 0–9, without any sign. In output, the number is right-justified and padded with zeroes.

You can enter hexadecimal characters instead of decimal by preceding the value with a backslash, as in \ABCD. The hexadecimal number is internally converted to decimal.

ENM, CMP, or RES

One of the values shown in the message format. For example, if the format

indicates MY_FIELD IS (A,B,C,D), you can enter A, B, C, or D. You can also enter a question mark (?) to display a list of possible values; you can select one to be copied into the MAL.

For a field type of RES, you can use the HELP command to display a list of known resource types, such as HELP RESOP or HELP CVDA.

Flags A hexadecimal value representing a flag name, including a combination of flag names that have been logically ORed. You can also enter a question mark (?) to display a list of possible values. You can select as many as apply; they are logically ORed and copied into the MAL.

Subfields

Many fields in a MAL consist of multiple subfields, which are divided into multiple input fields and validated separately. Each field is preceded by the suffix of the subfield. For example, the EPT field is made up of the ALET and OFFSET subfields, and looks like this when the MAL is displayed:

```
EPT YOUR_MAL_FIELD_NAME(A= alet O= offset)
```

The subfields associated with each field type are as follows:

Field type

Subfields

EPT A=alet, O=offset

BUF A=address, L=length, M=maximum length

BLK A=address, L=length

EBK A=alet, O=offset, L=length

LST A=address, N=number

Using allocated resources

You can use the names of allocated resources (such as cache lists, data queues, data space storage, or CICS storage) in the input fields of a MAL. (For information on allocating resources, see “ALLOC (allocating a resource)” on page 61.)

If the field contains subfields, as described in “Subfields,” you need enter only the resource name in the first field; the COD0 debugging transaction determines the other field types and fills them in for you.

For example, you could use the ALLOC command to allocate 4K of data space storage to the resource called /workara, as shown in Figure 31.

Figure 32 on page 84 shows the allocated resource, /workara, being used as input

```
COD1 CICSPlex SM Debugger
CMD=> ALLOC /workara EPTR 4096
```

Scroll=> PAGE

IN

Figure 31. Using ALLOC to allocate a resource

to a MAL.

```
COD1 CICSPlex SM Debugger
CMD=>
```

Scroll=> PAGE

```
IN
*ENM FUNCTION( TEST )
CHR DEBUG(      )
EPT OUT_ADDR(A= /workara  O=      )
```

Figure 32. Using an allocated resource in a MAL

The COD0 debugging transaction places the ALET of the allocated storage area into the A= field; the offset is automatically entered in the O= field.

Running a method

From a formatted MAL display you can enter the following commands:

CANCEL

Returns control to the previous display without processing the MAL.

DUMP *mal-field*

Determines the type of the specified field and creates an appropriate DUMP command to call the CODB debugging transaction. *mal-field* can be any field on the formatted MAL display.

END Edits the MAL and then either ATTACHes, EXECutes, or STARTs the method. Control returns to the previous display.

If you return to the COD0 main menu while a method is running, a LIST START command is automatically issued.

FLAG *mal-field*

Displays a list of the specified field's bit values (that is, their names from the Message Argument Format). Those that are currently set are prefixed by a plus sign (+). *mal-field* can be any field on the formatted MAL display that has a type of FLG. If the name you enter is neither part of the MAL nor an FLG field, an error message is issued.

GO Edits the MAL and then either ATTACHes, EXECutes, or STARTs the method. Control remains at the formatted MAL display. You can enter the same or different data, and issue GO or END again.

You can use the LIST or LIST START command to check the progress of the started or attached method. When you END the LIST display control returns to the formatted MAL display.

NEXT For the results of an ATTACHed method that either ran in multiple MASs or ran multiple times in a CMAS, displays the MAL that ran next.

PREV For the results of an ATTACHed method that either ran in multiple MASs or ran multiple times in a CMAS, displays the MAL that ran previously.

Note:

1. If you press Enter without issuing a command, the MAL is edited, but not run.
2. For the DUMP and FLAG commands, only fields that appear in the current formatted MAL display can be used as parameters. If you want to name the field of another MAL, you must first display that MAL from the LIST START or LIST TASK screen.

System-level debugging with CODB

The CODB debugging transaction allows you to display and modify memory. It is menu-driven and allows you to choose various CICSplex data areas using PF keys or command line keywords.

After logging onto CICS, enter the CODB transaction ID to display the main menu, as shown in Figure 33. (CODB can also be entered from the DUMP command of the COD0 transaction.)

The first field is for the command, the second is for a component ID (which is

COMMAND==>	COMP ID==>	ADDR==>	ALET==> 00000000
1. XLWA			
2. MODB			
3. MOEB			
4. OPB			
5. EIS			
6. EIB			
7. STAKSTRT			
8. STAKEND			
9. MODD			
10. MAL			
11. PFKON			
12. PFKOFF			
13. END			
14. CMASSTOP			
15. TRACE			
16. QUES			
17. MENU			
P1=TOP P2=BOTM P3=END P4=PREV P5=NEXT P6=TOKEN P7=BACK P8=FRWD			
P9=JUMP P10=DSJUMP P11=ALTER P12=ALET/OFFSET			
MSG==>			

Figure 33. CODB debugging transaction menu

required for some commands), the third is for the address (or AR mode offset), and the last is for an ALET or zeros.

Note: The CODB menu can be redisplayed at any time by issuing the MENU command.

CODB commands

Any CODB command shown on the menu, or its associated number, is valid at any time. Some commands (such as MODB and MOEB) display a submenu listing the component ID and the address of the requested control block, if it can be located. The command name remains displayed until it is replaced by a new command, or a memory display is requested.

Command

Description

XLWA Sets the ADDR==> field to the CMAS or MAS external linkage work area (XLWA) and the ALET==> field to zero, and displays the CICSplex anchor block.

MODB

Displays the major object descriptor block (MODB) for the specified component.

MOEB Displays the major object environment block (MOEB) for the specified component.

OPB Displays the first object process block (OPB) for the specified component.

EIS Displays the CICS EXEC interface storage (EIS) block for the specified component.

EIB Displays the CICS EXEC interface block (EIB) for the specified component.

STAKSTRT
Displays the first stack of the first transaction running for the specified component.

STAKEND
Displays the current stack of the first transaction running for the specified component.

MODD
Displays the major object director descriptor (MODD) block for the specified component.

MAL Displays the MAL currently initialized in the first transaction running for the specified component.

PFKON
Turns on the PF key prompts at the bottom of the screen.

PFKOFF
Turns off the PF key prompts at the bottom of the screen.

END Exits the CODB transaction.

CMASSTOP
Shuts down the CMAS by posting the termination ECB.

TRACE
Displays unformatted CICS internal trace table.

QUES Displays the queue token anchor block.

MENU Redisplays CODB menu.

Note: The MODB, MOEB, OPB, EIS, EIB, STAKSTRT, STAKEND, MODD, and MAL commands require a component ID, as described in “The COMP ID field.”

The MENU command can be issued at any time to redisplay the CODB menu.

The COMP ID field

CODB commands that display CICSplex SM control blocks (such as MODB and MOEB) require you to specify a three-character component ID in the COMP ID field. For a list of valid component IDs, see “Major components of CICSplex SM” on page 126.

When you have specified a component ID, it remains displayed until one of the following occurs:

- A new component ID is specified.
- The COMP ID field is blanked out.
- A memory display is requested.
- A command is entered that does not require a component ID.

So it is possible to display various control blocks belonging to a single component by establishing the component ID and then issuing different commands.

The ADDR field

Entering a value in the ADDR field produces a display of memory at the specified address, using the current ALET. If the address cannot be accessed, a message appears in the MSG field at the bottom of the display.

Relative addressing is also supported in the ADDR field. You can enter a scroll amount, in bytes, as a signed (+ or -) hexadecimal number. For example:

```
ADDR==> +2D0
```

The ALET field

Entering a value in the ALET field sets the ALET value to be used for memory displays. This field is normally filled in; it has an initial value of hexadecimal zeros.

The PF Key prompts

The PF key prompt area contains a two-line list of the PF keys supported and a brief description of their values. This prompt can be turned off by the PFKOFF (12) command and turned back on by the PFKON (11) command.

The following PF keys are in effect while the CODB transaction is running:

Key	Description
-----	-------------

PF1	TOP (valid only for control block displays). Repositions the display to the beginning of the control block. If the display was produced by a value in the ADDR field, a warning message appears in the MSG field.
-----	---

PF2	BOTTOM (valid only for control block displays). Repositions the display to the end of the control block. If the display was produced by a value in the ADDR field, a warning message appears in the MSG field.
-----	--

PF3	END. Exits the CODB transaction.
-----	----------------------------------

PF4	PREV. Depending on the contents of the current display, displays the previous control block of the same type or the previous cache list or queue record.
-----	--

For a control block display, PREV is both command (control block) and component sensitive. If a submenu from a control block command is displayed, PREV displays the last component's control block, if it exists; if it does not exist, a warning message appears in the MSG field. If a component's control block is displayed, the previous component's control block is displayed.

For a cache list or queue record display, if you issue PREV when the first record is displayed, a warning message appears in the MSG field.

PF5	NEXT. Depending on the contents of the current display, displays the next control block of the same type or the next cache list or queue record.
-----	--

For a control block display, NEXT is both command (control block) and component sensitive. If a submenu from a control block command is displayed, NEXT displays the Kernel Linkage control block, if it exists; if it does not exist, a warning message appears in the MSG field. If a component's control block is displayed, the next component's control block is displayed. When displaying OPBs, NEXT runs down each component's OPB chain, if it exists, before going on to the next component.

For a cache list or queue record display, if you issue NEXT when the last record is displayed, a warning message appears in the MSG field.

- PF6** TOKEN. Displays either the first record of the queue whose QTOKEN is pointed to by the cursor, or the first cache list element whose EPOINTER is pointed to by the cursor. The NEXT and PREV commands can be used to scroll forward and backward through the queue or cache list.
- PF7** BACKWARD. Scrolls the memory display backward one full page.
- PF8** FORWARD. Scrolls the memory display forward one full page.
- PF9** JUMP. Produces a display that starts at the address pointed to by the cursor, using an ALET of zero. The address pointed to can be the address field, the relative address field, the EBCDIC field, or an address in the hexadecimal data display. If the specified memory cannot be accessed, a warning message appears in the MSG field.
- If a control block was being displayed, JUMP erases the current command and component ID and establishes the ADDR mode. After a JUMP command, it is possible to scroll beyond the bounds of the control block, even if the address selected is within the block. To reestablish control block mode, the desired command and component ID must be reentered.
- PF10** DSJUMP. Produces a display that starts at the address pointed to by the cursor, using the displayed ALET. The address pointed to can be the address field, the relative address field, the EBCDIC field, or an address in the hexadecimal data display. If the specified memory cannot be accessed, a warning message appears in the MSG field.
- PF11** ALTER. Allows you to alter memory.
- PF12** ALET/OFFSET. Produces a display that starts at the ALET/ADDRESS pair pointed to by the cursor. The ALET/ADDRESS pair must be in the hexadecimal data display and the cursor must be on the ALET portion of the pair. If the specified memory cannot be accessed, a warning message appears in the MSG field.

The MSG field

This is a one line area headed by: MSG==> that appears on all screens. The MSG field is used for warning, informational, and error messages.

The memory display area

The memory display area contains hexadecimal and EBCDIC representations of the requested memory ALET/ADDRESS, or the requested control block. Each line of the display contains an address, its offset from the beginning of the area (either the start of the control block or the address entered in the ADDR field), four full words of data in hexadecimal format, and the EBCDIC representation of those sixteen bytes. Figure 34 on page 89 is a sample CODB memory display.

```

COMMAND==> XLWA      COMP ID==>      ADDR==>      ALET==> 00000000

00077368 00000000 020C6EC5 E8E4E7D3 D2D5D3C3 E6C1C1C2 ..>EYUXLKNLCWAAB
00077378 00000010 01000200 000773E0 00000000 006B2F20 .....\......
00077388 00000020 00000000 0000000E 0000E888 00097820 .....Yh....
00077398 00000030 00077470 0000A81C 0008D000 000003B6 .....y...}....
000773A8 00000040 00084E90 00040000 043E0000 00000020 ..+.....
000773B8 00000050 043E0000 FFFF34E 8A680940 006B2F20 .....3+... ,..
000773C8 00000060 00000000 D2D3D7C2 00085310 00085828 ....KLPB.....
000773D8 00000070 0A62AD40 0093D154 00077384 000773C4 ... .lJ....d...D
000773E8 00000080 00000000 00000000 00000000 00346EC5 .....>E
000773F8 00000090 E8E4E7C5 C5E8E4D9 E7C5D3E2 01030000 YUXEEYURXELS...
00077408 000000A0 009AFC38 03C6B150 0093D140 0093D154 ....F.&;lJ .lJ.
00077418 000000B0 00FAB580 006C1258 A458C562 09D66631 ....%.u.E..0..
00077428 000000C0 D7D9D4C2 000774B8 00077528 0007752C PRMB.....
00077438 000000D0 00077530 00077534 00077548 00077544 .....
00077448 000000E0 00077558 0007755C 0007756C 00077560 .....*...%...-
00077458 000000F0 00077568 00077564 00077570 00000000 .....
00077468 00000100 00000000 00000000 00000000 00097820 .....
00077478 00000110 000988BC 00099958 0009A9F4 0009BA90 ..h...r...z4....
00077488 00000120 0009CB2C 0009DBC8 0009EC64 0009FD00 .....H.....
00077498 00000130 000A0D9C 000A1E38 000A2ED4 000A3F70 .....M....
000774A8 00000140 000A500C 00000000 00000000 00000000 ..&;.....
000774B8 00000150 A458C562 09D66631 006C1258 00FAB580 u.E..0...%.....
000774C8 00000160 000000D4 00000002 E2E8E2C3 C3E5D4C3 ...M....SYSCCVMC
000774D8 00000170 E3E2D6F1 C3E5D4C3 E6404040 C3E6E6F1 TS01CVMCW CWW1
000774E8 00000180 DF80FCA0 00800000 00000000 00000000 .....
000774F8 00000190 00000000 00000000 00000000 00000002 .....
00077508 000001A0 04375000 00000000 00000000 00000000 ..&;.....
00077518 000001B0 00000000 00000000 00000000 00000000 .....
00077528 000001C0 00000000 00000000 00000000 00000400 .....
00077538 000001D0 00040000 00000002 0000001C 00000000 .....
00077548 000001E0 C5E8E4C4 D9C5D740 00000000 00000000 EYUDREP .....
00077558 000001F0 00000000 00000000 00000000 00000000 .....
00077568 00000200 00000000 00000000 00000000 .....

P1=TOP P2=BOTM P3=END P4=PREV P5=NEXT P6=TOKEN P7=BACK P8=FRWD
P9=JUMP P10=DSJUMP P11=ALTER P12=ALET/OFFSET

```

Figure 34. Sample CODB memory display

CODB altering memory

The hexadecimal and EBCDIC data portions of the display can be modified. You can overtype hexadecimal data using valid hexadecimal digits, or EBCDIC data using any keyboard character except the period. After overtyping the data, press PF11 (ALTER).

Note: The CODB alter memory function should be used only at the request of customer support personnel.

A warning message appears in the MSG field if:

- The memory is protected.
- You altered the screen but did not press PF11.
- The memory location being altered has changed since it was displayed.

Trying to modify protected storage causes an abend. The CODB recovery routine issues a message describing the abend to the console.

Accessing CODB from COD0

CODB can be entered from the COD0 transaction by:

- Using the DUMP command.
- Entering a D in a selection field, when allowed.

When you exit CODB (by issuing the END command) you are returned to the COD0 transaction.

There are some advantages to using COD0 to enter CODB:

- The DUMP command translates a method name into its entry addresses so you can dump or alter method code.
- From the LIST TASK screen you can dump individual stacks, MALs, OPBs, and OSSBs, for example.
- You can dump allocated resources (as defined by the ALLOC command) by name, and COD0 translates them into ALET/OFFSETS, ADDRESSES, or TOKENS, as required.
- You do not need to know the exact ALET/OFFSET or ADDRESS of the area you are dumping.

Part 3. Investigating and documenting a problem

This part describes troubleshooting techniques for determining the cause of a CICSplex SM problem. It may help you solve some problems yourself. It will also guide you in collecting the necessary documentation for problems that you cannot solve yourself. Such problems should be referred to your IBM Support Center.

Chapter 11. Abends, stalls, and bottlenecks

The following sections present information to help you troubleshoot several types of problems:

- “Investigating abends”
- “Investigating stalls” on page 94
- “Investigating bottlenecks” on page 95

Investigating abends

Because CICSplex SM has a presence in two major parts of your environment (MVS and CICS) abends can occur in either place. Some CMAS abends occur under MVS; MAS and other CMAS abends, however, occur under CICS.

Use the information in this section to help you isolate the cause of an abend or to report the condition to customer support personnel.

MVS abends

What CICSplex SM does

- Passes control to the appropriate recovery routine.
- Produces an SDUMP.
- Writes BBx and EYU messages to the console, job log, and EYULOG.

If the CAS abends, your CMASs and MASs are not affected. However, you do lose the ability to access CICSplex SM through the ISPF end-user interface.

Documentation to collect

- System console log and EYULOG
- CAS job log
- Unformatted SDUMP from the affected address space
- AUXTRACE data set, if available
- Any LOGREC entries

CICS abends

What CICSplex SM does

- Passes control to CICS, which decides whether to take an SDUMP.
- Regains control from CICS.
- Produces a transaction dump and, possibly, an SDUMP.
- Writes an EYU failure summary to the console.
- Writes EYU messages to the job log and EYULOG.

Documentation to collect

- System console log and EYULOG
- Unformatted SDUMP from the affected address space
- AUXTRACE data set, if available

Investigating stalls

When CICSplex SM doesn't seem to be responding, you should suspect a stall condition, which could be either a loop or a wait.

Note: In the case of a suspected loop or wait, you should request an SDUMP; CICSplex SM will not take one automatically. However, do not cancel the task that appears to be stalled before requesting the dump. If you cancel the task, the CICS and CICSplex SM recovery routines that get control will change the “picture” taken by the dump and you may lose valuable diagnosis information.

You will need to determine both at what stage of processing the stall occurred and where it occurred. Processing a CICSplex SM request involves multiple address spaces. The process could stall in the TSO/ISPF session, in any of the CICS systems included in the current context and scope, or at any of several points in between.

Use the information in this section to help you isolate the cause of a stall or to report the condition to customer support personnel.

An undetermined stall condition

Questions to ask

- Did the stall occur during initialization?
 - How far did initialization progress?
 - Were there any definition or setup errors reported?
- Did the stall occur during operation?
 - Are the necessary communication links between CMASs and MASs available?
 - What type of request was being processed?
 - How big was the CICSplex involved?
 - How many CMASs and MASs were involved?
 - What types of monitoring, real-time analysis, and workload management were active?
- Did the stall occur during termination?
- Did the stall occur in a CMAS?
 - Did the request time out with an EYUEInnnn message?
The local CMAS may be waiting for one or more CICS systems (or their CMAS) to return requested data. A CICSplex SM view does not return until all the expected data is collected.
 - Did the request time out with a CICS message?
- Did the stall occur in a MAS?

Try stopping the MAS agent code (using the STOP action command from the MAS view), then evaluate the underlying CICS system.

 - Is the CICS system taking an SDUMP?
 - Is the CICS system looping or hung?
 - Did the request time out with a CICS message?
 - Is the CICS system experiencing a short on storage (SOS) condition, or has it reached its MAXTASK level?

Any one of these conditions could prevent some types of CICSplex SM requests from completing.

Documentation to collect

- System console log and EYULOG
- CMAS job logs
- Unformatted SDUMP from the affected address spaces (TSO, CMAS or MAS)

A suspected loop

Questions to ask

- What are some possible sources of the loop?
- Is CPU usage particularly high?

Documentation to collect

- Appropriate job logs
- Selected trace data, as requested by support
- AUXTRACE data set, if available
- Transaction dump, if any
- CICS system dump, if any

A suspected wait

Questions to ask

- At what point is the wait occurring?
- Is CPU usage particularly low?

Documentation to collect

- Appropriate job logs
- Appropriate CICS CEMT queries
- Selected trace data, as requested by support
- AUXTRACE data set, if available
- Transaction dump, if any
- CICS system dump, if any

An unformatted dump is the preferred source of problem diagnosis information for a stall. You should format a CICSplex SM dump only at the request of customer support personnel.

Investigating bottlenecks

Bottlenecks can be caused by various components of CICSplex SM. You need to be aware of how these components are defined and how they interact, as well as of the transactions underway when the bottleneck occurs.

Use the information in this section to help you isolate the cause of a bottleneck or to report the condition to customer support personnel.

Questions to ask

- What type of request was being processed?
- How big was the CICSplex involved?
- How many CMASs and MASs were involved?

- What types of monitoring, real-time analysis, and workload management were active?
- What are the dispatching priorities of the CMASs and MASs?
The priority of a CMAS must be higher than that of the MASs it manages.
- Are the CICS SIT parameters correctly specified for the CMASs and MASs?
- How is the communications network performing?

Documentation to collect

To diagnose a performance problem such as a bottleneck, customer support personnel may ask you to turn on trace level 16 in selected CICSplex SM components. Many components use trace level 16 to determine how long a request takes to complete. It may be possible, based on that data, to isolate the problem to outgoing or incoming processes. For information on controlling the trace levels in CICSplex SM components, see “Controlling the amount of tracing in a CMAS or MAS” on page 29.

Chapter 12. Investigating output and system management problems

This chapter describes some ways of solving typical problems with output and system management results.

When you have problems with unexpected or incorrect output from the WUI, customer support personnel may ask you to provide screen prints showing the problem, in addition to other types of documentation listed in Chapter 11, “Abends, stalls, and bottlenecks,” on page 93.

Incomplete operations data returned

Consider this example of incomplete data that is returned. There is a CICS system known as EYUMAS1A with a context of EYUPLX01 and a scope of EYUCSG01. EYUMAS1A has been installed as a MAS and is currently running. EYUMAS1A should appear on the **CICS regions** view (CICSRGN object). However, EYUMAS1A is missing from the tabular view. To access this view, from the main menu, click **CICS regions**.

A good first step to determine what is wrong is to look at the **MASs known to CICSplex** view, using the same context (EYUPLX01) and scope (EYUCSG01) as the failing **CICS regions** view. To access the **MASs known to CICSplex** view, from the main menu, click **CICSplex SM operations views > MASs known to CICSplex**. The **MASs known to CICSplex** view will show one of the following conditions:

- There is no entry for EYUMAS1A.
- The entry for EYUMAS1A shows a status of INACTIVE.
- The entry for EYUMAS1A shows a status of ACTIVE.

No entry for EYUMAS1A

There are three things to check if there is no entry for EYUMAS1A in the **MASs known to CICSplex** view:

1. Ensure that the CICS system definition (CSYSDEF object) exists in the data repository for the current context.
2. Ensure that the scope EYUCSG01 is correct. If EYUMAS1A is not a member of the CICS system group EYUCSG01, the scope is incorrect. To test that possibility, change the scope. You can do this in two ways:
 - On the main menu, on the main menu amend the **Scope** field and click the **Set** button. This sets the context for the CICSplex. Redisplay the **MASs known to CICSplex** view and check that EYUMAS1A is now present.
 - On the **MASs known to CICSplex** view, amend the **Scope** field and click the **Refresh** button. This sets the context for the **MASs known to CICSplex** views only. Check that EYUMAS1A is present on the refreshed **MASs known to CICSplex** view.
3. Ensure that the context EYUPLX01 is correct. EYUPLX01 should have been the context when the CICS system definition (CSYSDEF object) for EYUMAS1A was created. If it was not, correct the context. You can do this in two ways:
 - On the main menu amend the **Context** field and click the **Set** button. This sets the context for the CICSplex. Redisplay the **MASs known to CICSplex** view and check that EYUMAS1A is now present.

- On the **MASs known to CICSplex** view, amend the **Context** field and click the **Refresh** button. This sets the context for the **MASs known to CICSplex** views only. Check that EYUMAS1A is present on the refreshed **MASs known to CICSplex** view.

INACTIVE status

Whenever either a MAS or a CMAS is started, CICSplex SM attempts to activate communication between the MAS and the CMAS. If both the CMAS and the MAS are running and the status on the **MASs known to CICSplex** view shows INACTIVE, you need to look at the JESMSGLOG of the MAS and the EYULOG of the CMAS. They may contain messages indicating that the connection process failed and suggesting what could be wrong.

It could be that the CICS system definition name does not match the EYUPARM parameter NAME in the startup JCL for the MAS. It is also a possibility that, if the default for the EYUPARM NAME is taken, EYUMAS1A is not the VTAM® APPLID. Here is an example of the JESMSGLOG of the MAS when the NAME parameter is incorrect:

```
DFHSI1517 EYUMAS1A Control is being given to CICS.
EYUXL0003I EYUMAS1A CPSM Version 320 LMAS startup in progress
EYUXL0002I EYUMAS1A LMAS Phase I initialization complete
EYUXL0004I EYUMAS1A ESSS connection complete
EYUCL0112E EYUMAS1A Protocol Services initialization unable to perform ICT Attach
EYUCL0101E EYUMAS1A Protocol Services initialization failed
EYUCI0101E EYUMAS1A Communications initialization failed
EYUXL0112E EYUMAS1A LMAS initialization failed
```

Figure 35. Example of JESMSGLOG when EYUPARM NAME parameter is incorrect

The EYUPARM parameter CICSplex in the startup JCL for the MAS may not match the CICSplex name being used as the context for the **MASs known to CICSplex** view. If the CICSplex named in the EYUPARM is valid, the MAS probably connected successfully to that CICSplex, instead of to the CICSplex used as the context for the **MASs known to CICSplex** view that shows INACTIVE.

If SEC(NO) is coded in the EYUPARM parameters for a CMAS, and SEC(YES) is coded for a MAS that is connecting to that CMAS, the attempt to establish the connection between the CMAS and the MAS fails. The following message appears in the EYULOG of the CMAS:

```
EYUCR0007E 'Security mismatch between CMAS EYUCMS1A and MAS EYUMAS1A .
          Connection Terminating.'
```

It is also possible to terminate the connection between a CMAS and a MAS using the **Stop** button on the **MASs known to CICSplex** view.

The preceding causes of the INACTIVE status have not dealt with the case where a CICSplex is managed by multiple CMASs. Consider the CICSplex shown in Figure 36 on page 99.

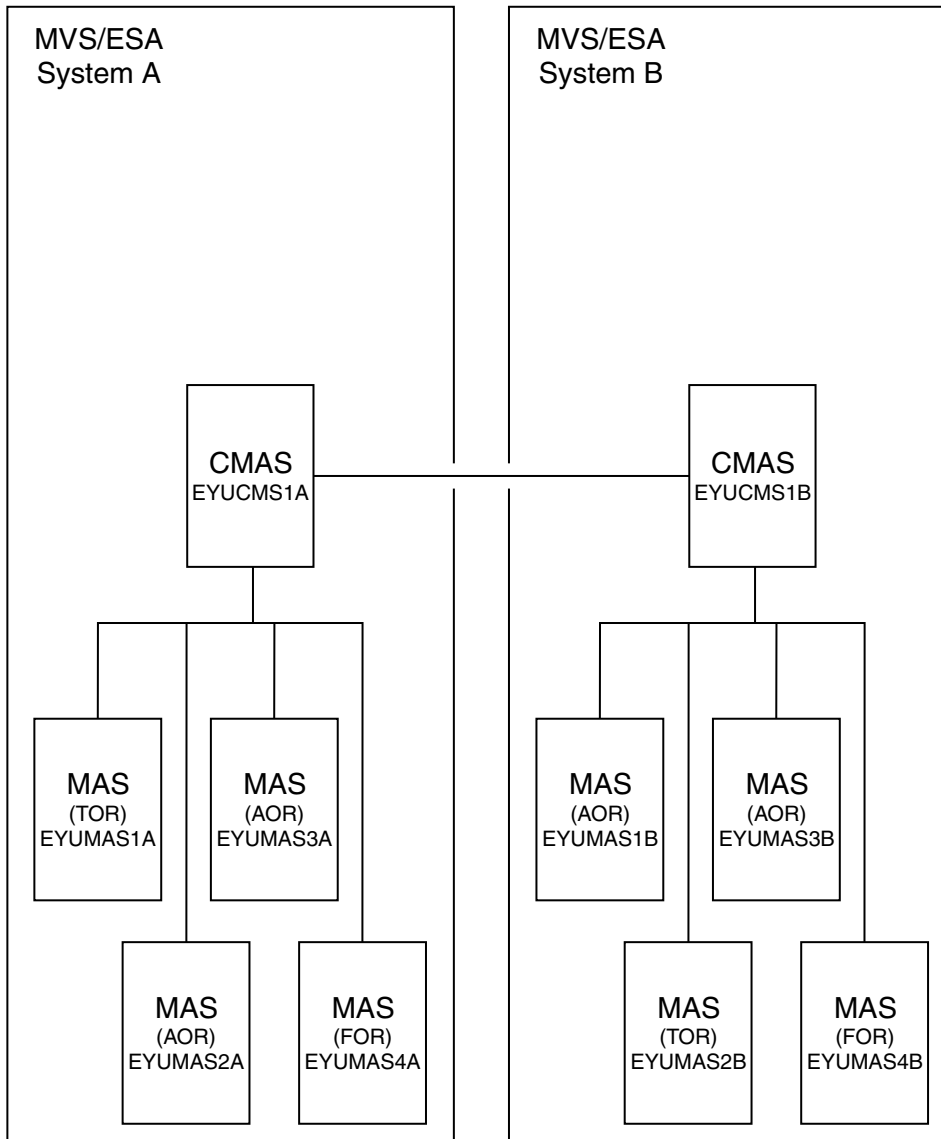


Figure 36. Example of a CICSplex managed by multiple CMASs

Let's say you are connected to CICSplex SM with a context of EYUPLX01 and your server CMAS is EYUCMS1A. Set the context for the CICSplex on the main menu, using the following values:

```
CMAS context: EYUCMS1A
Context:      EYUPLX01
```

You know that all eight MAS regions are running, yet the **MASs known to CICSplex** view with a scope of EYUPLX01 shows an ACTIVE status for EYUMAS1A, EYUMAS1A, EYUMAS1A, and EYUMAS1A, but an INACTIVE status for EYUMAS1B, EYUMAS2B, EYUMAS3B, and EYUMAS4B.

This occurs if EYUCMS1B is not running, or if communication between EYUCMS1A and EYUCMS1B has failed. In general, the CMAS serving a WUI request must have connectivity to the CMAS to which a MAS is connected; if it does not, that MAS does not appear active to the WUI.

The **CMASs managing CICSplex** view shows (from the perspective of one CMAS) the connectivity to the other CMASs managing a CICSplex. To access this view, from the main menu, click **CICSplex SM operations view > CMASs managing CICSplex**. On the **CMASs managing CICSplex** tabular view, set the context to the CMAS that is serving your WUI session (EYUCMS1A) and click the **Refresh** button.

If the **CMASs managing CICSplex** tabular view shows a CMAS with INACTIVE status, but you know that CMAS is running, you must investigate the communication links. CMAS-to-CMAS communication uses CICS services. Therefore, the MSGUSR log is likely to contain information concerning the nature of the communication failure.

ACTIVE status

An ACTIVE status indicates that a MAS is properly connected to the CICSplex. There should be no problem with missing data.

Missing monitor data

This section discusses reasons why you might not receive monitor data from one of the **Monitoring** views. For example, you have a context of EYUPLX01 and a scope of EYUMAS1A, and you want to display data about intrapartition data queues. From the main menu, click **Monitoring views > Transient data queues (TDQ) monitoring views > Intrapartition**. However, the **Monitor data for intrapartition transient data queues** view (MNTRADQ object) shows no data.

To try to solve this problem:

- Set the scope to the CICS system from which you are receiving no monitor data. On the main menu, amend the **Context** field and click the **Set** button. This sets the context for the CICSplex.
- From the main menu, click **Monitoring views > Active monitor specification** to display the **Active monitor specifications** tabular view (POLMON object) (see Table 7).

Table 7. Representation of data in an **Active monitor specifications** tabular view

CICS system	Definition name	Definition status	Activation period	Resource name pattern	Monitoring resource class	Monitoring inclusion status	Resource status facility monitoring status
EYUMAS1A	*	ACTIVE		*	MCONN	YES	NO
EYUMAS1A	*0000004	ACTIVE		*	MFILE	YES	NO
EYUMAS1A	*0000008	ACTIVE		CEMT	MTRAN	YES	NO
EYUMAS1A	*0000010	ACTIVE		*	MPROG	YES	NO
EYUMAS1A	HTTRAN	ACTIVE		*	MTRAN	YES	NO
EYUMAS1A	AZDZMON2	ACTIVE		S123*	MTERM	NO	NO
EYUMAS1A	AZDZTERM	ACTIVE		S*	MTERM	YES	NO

Things to look for:

- Verify that the monitor definition has an active status. It is possible that a period definition is causing the monitor definition to be in a pending status.

- Click on the name of the monitoring definition to display the **Active monitor specifications** detailed view. Check that the **Monitoring inclusions status** field is set to **Yes**.
- Monitoring data is not accessible via the **Active monitor specifications** views until one Sample Interval has completed. Therefore, depending on when a monitor definition was installed in relation to the sample interval cycle, you may have to wait through two sample intervals before monitoring data is accessible via the **Active monitor specifications** views. Check the **MASs known to CICSplex** view to see what the sample interval is for each resource type.
 - From the main menu, click **CICSplex SM operations views > MASs known to CICSplex**. The **MASs known to CICSplex** tabular view shows you the monitoring status of each MAS.
 - In the **MASs known to CICSplex** tabular view, the **Monitoring status** field for the MAS should be YES.
 - Click YES to display the **MASs known to CICSplex** detail2 view. The view shows the sample intervals for each resource type.
- Verify that the monitor definition controlling the resource in question is in the list, by checking the **Active monitor specifications** view. If it is not, check the **MASs known to CICSplex** view to confirm that monitoring is active and that there is a nonzero sample interval for that particular resource type, as described above..

Unexpected real-time analysis results

This section uses two sample problems to discuss ways to approach unexpected real-time analysis results. One problem deals with system availability monitoring (SAM), the other with MAS resource monitoring (MRM).

An example SAM problem

A CICS system is known to be running and short on storage, yet the condition does not show up in the **RTA outstanding events** view. From the main menu, click **Real time analysis (RTA) outstanding events** to display this view.

- Check data on the **MASs known to CICSplex** view (MAS object):
 1. From the main menu, click **CICSplex SM operations views > MASs known to CICSplex**.
 2. Verify that the **MASs known to CICSplex** view shows an active status for that CICS system.
If the **MASs known to CICSplex** view does not show an active status, see “Incomplete operations data returned” on page 97.
 3. Verify that the **Real Time Analysis Status** field on the **MASs known to CICSplex** view indicates YES. This is required for CICSplex SM to perform system availability monitoring for any of the predefined conditions (SOS, SYSDUMP, TRANDUMP, MAXTASK, STALL). To make a real-time analysis active immediately:
 - Select a record by clicking on the check box.
 - Click on a CICS system name to display the **MASs known to CICSplex** detailed view.
 - Set the **Real Time Analysis Status** field to YES.
 - Click the **Apply changes** button.

To make the change permanent, you must update the **CICS system** (CSYSDEF) definition. For more information about CICS system (CSYSDEF) definitions, see *CICSplex System Manager Administration*.

- Determine which action definition controls what happens for the short-on-storage (SOS) condition. To do this:
 1. From the main menu, click **CICSplex SM operations views > CICS system definitions**.
 2. Click on the check box by relevant CICS system record and click the **CICS system name** field. The **CICS system definitions** detailed view is displayed.
 3. Scroll down the display to the **Action on Short on Storage (SOS) Event** field and note the name of the action definition.

The default action is to issue a CICSplex SM event and to send condition entry and condition exit WTO messages.

- To see which type of external notification is supposed to be issued for this action, you need to look at the action definition:
 1. From the main menu, click **Administration views > RTA system availability monitoring**.
 2. Click **Actions** to display the **Action definitions** tabular view.
 3. Click on the action name to display the **Action definitions** detailed view, which will tell you the actions taken and messages generated when a short on storage condition is raised.
 4. Check that the **Generate action** field contains NO.

An example MRM problem

MAS resource monitoring (MRM) can be used to generate an event whenever any of a particular group of transactions is disabled in a particular MAS. The **Local or dynamic transactions** view (LOCTRAN object), with scope set to that MAS, shows that one of the transactions is disabled, yet no event shows up in the **RTA outstanding events** view (EVENT object).

1. Verify that the real-time analysis definition is active.
 - From the main menu, set the scope to the MAS in question.
 - Click **Real time analysis (RTA) views > Real time analysis (RTA) installed analysis and status definitions**.
 - On the **Real time analysis (RTA) installed analysis and status definitions** tabular view (RTAACTV object), check the status of the analysis definition.

Table 8.

Definition name	CICS system name	Definition status	Period definition name	Interval between evaluations (seconds)	Associated action name	Analysis definitions type (analysis or status)
DSAGETMN	EYUMAS1A	PENDING	TVSHIFT2	60	DSAGMACT	RTADEF
TRANDIS	EYUMAS1A	ACTIVE		60	DSALMACT	RTADEF
LFIDEDEL	EYUMAS1A	PENDING	TVSHIFT2	300	LFILDACT	RTADEF
LFIEOPN	EYUMAS1A	ACTIVE		300	LFILOACT	RTADEF
PGMUSE	EYUMAS1A	ACTIVE		60	PGMUSACT	RTADEF
PGM1	EYUMAS1A	PENDING	TVSHIFT2	60	PGMUSACT	RTADEF

If the analysis definition is not in the list, or is in the list with a PENDING status, that explains why nothing shows up in the **RTA outstanding events** view. The PENDING status indicates that the analysis definition is not within the Period shown. Absence from this active list indicates the analysis definition was either

discarded (by clicking the **Discard...** button on the **Real time analysis (RTA) installed analysis and status definitions** tabular view) or never installed.

2. Examine the analysis definition and related evaluation definitions and action definitions. If the analysis definition is listed in the **Real time analysis (RTA) installed analysis and status definitions** tabular view (RTAACTV object), you should reexamine the analysis definition, the evaluation definitions that make up the analysis definition's evaluation expression, and the associated action definitions.

Here are some points to consider:

- a. Sample Interval

The sample interval affects how soon the occurrence of a particular condition (such as a transaction becoming disabled) results in a real-time analysis notification. Also keep in mind that there are two sample intervals: the *evaluation* definition has a sample interval, which determines how often a resource is sampled, and the *analysis* definition has a sample interval, which determines how often an evaluation expression is evaluated.

- b. Entry and Exit Intervals

An analysis definition's entry and exit intervals have an effect on when a real-time analysis notification follows the occurrence of a certain condition.

- c. Action definitions

You should ensure that the action definition associated with an analysis definition is set up to deliver the action that you expect. It is possible that a notification results in an SNA generic alert and not in an external message or a CICSplex SM event.

Unexpected workload management routing decision

You may need to investigate questionable or misunderstood dynamic routing decisions. For example, you might expect a specific dynamic routing request to be routed to the healthiest target region in a group of target regions. However, you might find that the request is always routed to one particular target region, regardless of the health of the target region.

Dynamic routing might have unexpected results if the connections between the CICS regions do not support certain types of dynamic routing request. For example, in CICS TS 3.2, CICS regions that are connected only by CICS IPIC connections can only support DPL requests. Before investigating individual requests, verify that the connections between the CICS regions support the types of dynamic routing request that you are making.

The approach described here is as follows:

1. Make sure that dynamic routing is enabled for the work requests
2. Determine which workload is active
3. Determine whether the workload is separated by TRANSID, LUNAME or USERID
4. Determine whether there are active affinities

Is dynamic routing enabled?

You should check the following:

- In the transaction definition, the **Dynamic routing option** and **Dynamic routing status** fields should be set to Yes. To check this:

- From the main menu, click **Administration views** and either **Basic CICS resource administration views** or **Business Applications Services (BAS) administration views**.
- From the menu, click **Resource definitions > Transaction definitions**.
- Click on the transaction name to display the **Transaction definitions** detailed view. Scroll down to check the settings for the **Dynamic routing option** and **Dynamic routing status** fields.
- In the program definition, the **Dynamic routing status** field should be set to Yes. To check this:
 - From the main menu, click **Administration views** and either **Basic CICS resource administration views** or **Business Applications Services (BAS) administration views**.
 - From the menu, click **Resource definitions > Program definitions**.
 - Click on the program name to display the **Program definitions** detailed view. Scroll down to check the setting for the **Dynamic routing status** field.
- If you are using BAS, the program should not be defined to the local system.
- The program may not be picking up the correct transaction id. Transaction ids are selected in the following order of precedence:
 - The transaction id specified in the EXEC CICS LINK command takes priority over a transaction id supplied in any other way.
 - The transaction id supplied in EYU9WRAM, the communication area for the dynamic routing user exit EYU9XLOP.
 - The transaction id specified in the program definition, if there is no transaction id specified in either the EXEC CICS LINK command or EYU9WRAM.
 - By default, if all other possibilities are blank, the CICS mirror transaction CSMI.

Which workload is active?

The first step is to determine which workload is active in the region from which the dynamic request is routed.

- From the main menu, click **Administration views > Workload management administration views**.
- From the **Workload management administration views** menu, click either **Specifications to system links** or **Specifications to system group links**.

A routing region can be associated with only one workload specification. In either the **WLM specifications to system links** view or **WLM specifications to system group links**, look in the **CICS system** field for the routing region you are concerned with, and find the name of the associated workload specification. This name is the name of the workload that is activated when the requesting region starts.

One thing to remember about the **WLM specifications to system links** view or **WLM specifications to system group links** view (and all other workload views) is that it reflects information that is in the data repository. It is possible that the data repository has been modified since its definitions were installed into running systems. Therefore, you must use the active workload views to see which definitions are installed and active in running systems.

To verify that a workload is active:

- From this main menu, click **Active workload views > Active workloads** to display the **Active workloads** tabular view (WLMWORK object).

- Click on the workload name to display the **Active workloads** detailed view and check that the **Workload Status** field for the workload is set to ACTIVE.

Now you need to ensure that the workload is actively associated with the routing region you are interested in. From the **Active workloads** tabular view, click the **Active routing regions** field to display the **Active workload routing regions** view (WLMAWTOR object). The **Active workload routing regions** view shows which routing regions are actively running a given workload.

Is the workload being separated?

Now you know which workload is active on the routing region. The next step is to find out if the workload is being separated based on TRANSID, USERID, LUNAME, or some combination of these. To do that, take the request in question (the one defined as dynamic, initiated via terminal input) and see whether it is a member of any active transaction groups:

- From the main menu, click **Active workload views > Dynamic transactions**.
- The **Active workload dynamic transactions** tabular view (WLMATRAN object) is displayed.

If the transaction in question is listed in this view, the routing decision is possibly based on a workload definition associated with the transaction group of which the transaction is a member. Note the name of the transaction group.

Now look at the active workload definitions:

- From the main menu, click **Active workload views > Definitions**.
- The **Active workload definitions** tabular view (WLMWDEF object) is displayed.

This view shows you which workload definition, if any, applies to the routing request in question. You know the USERID and LUNAME from which the routing request came. You also know whether the transaction is a member of an active transaction group, and, if it is, you know the name of the transaction group. Given these three things, you can tell which workload definition, if any, controls the routing decision. The following pseudo code explains the logic:

```
IF dynamic transaction in question is a member of an active transaction group
    THEN IF there is a workload definition associated with that transaction group
        THEN IF the USERID and NAME match the pattern on that workload definition
            THEN that workload definition will control the routing decision
            ELSE the workload default controls the routing decision
        ELSE the workload default controls the routing decision
    ELSE IF there is a workload definition not associated with a transaction group
        THEN IF the USERID and NAME match the pattern on that workload definition
            THEN that workload definition will control the routing decision
            ELSE the workload default controls the routing decision
        ELSE the workload default controls the routing decision
```

To illustrate this logic, here are some examples using the data on the **Active workload definitions** tabular view, which is shown in Table 9 on page 106.

Table 9. Tabular representation of an **Active workload definitions** view (WLMWDEF object)

Name	System ID of workload owner	Workload definition	Transaction group	Terminal LU name	User ID	Process type	Scope name of set of target regions
T123DEF	EYUWLS02	HTC1		.++++T123	*		EYUMAS1B
WMDFAFFA	EYUWLS02		HTC1	WMTAFFA	.*		EYUMAS1B
WMDFAAB	EYUWLS02	HTC1	WMTAFFB	.*	DEPT02*		EYUMAS2B
WDMFAFFC	EYUWLS02	HTC1	WMTAFFC	.*	*		EYUCSG02

Example 1

The transaction is a member of active transaction group WMTAFFA. The USERID is DEPT01DZ. The LUNAME is NET1.IYJFT123. The routing decision is controlled by workload definition WMDFAFFA.

Example 2

The transaction is not a member of an active transaction group. The USERID is DEPT01DZ. The LUNAME is NET1.IYJFT123. The routing decision is controlled by workload definition T123DEF.

Example 3

The transaction is a member of active transaction group WMTAFFB. The USERID is DEPT01DZ. The LUNAME is NET1.IYJFT123. The routing decision is controlled by the workload default.

When you know which workload definition is controlling the routing decision, the Target Scope field on that same **Active workload definitions** view (WLMWDEF object) shows you the target region or target region group to which the transaction is routed. If the workload default is controlling the routing decision, the **Default target scope** field on the **Active workloads** view (WLMWORK object) shows where the transaction is routed.

Are there any active affinities?

Given that a transaction is routed to a specific target region group, an active affinity forces the transaction to go to a particular target region in that group. Affinities are associated with a transaction group. To see whether there are any active affinities for a transaction group, display the **Active workload transaction groups** view (WLMATGRP object) to show all active transaction groups and click on the **Default affinity type** field. If there is no active transaction group involved, the default transaction group comes into play. To see whether there is an affinity associated with the default transaction group, click on the **Default affinity type** field of the **Active workloads** view (WLMWORK object).

Application programming interface problems

If you are having problems with a program written using the CICSplex SM application programming interface (API), the first step is to rule out:

- Coding errors in the program itself.
- Incompatibilities between the program and the environment where it is running. Specifically:
 - If the API program is a REXX exec, ensure that the API function package (module EYU9AR00 with the aliases of EYU9AR01 and IRXFUSER) is in an

authorized library that is in the MVS linklist or allocated to the STEPLIB DD in the address space in which the REXX exec is running.

- If the API program is an assembled or compiled program, verify that the program assembled or compiled properly and that it was link-edited with the proper API stub for the environment in which the program will run. The API stub for a CICS environment is EYU9AMSI. The API stub for a non-CICS environment is EYU9ABSI.

If you have ruled out these potential sources of problems and the program still does not run successfully, you should do the following:

1. Check for error messages and abends.

Such messages could be issued by:

- The CMAS to which the API processing thread is connected.
- The MAS or user address space where the program is running.

If the program is running under MVS as a batch or NetView® program, error messages are written to the MVS console. If the program is running under CICS, error messages are written to the CICS message log.

2. Collect the following documentation:

- Program source
- Program listing (for compiled or assembled programs)
- Linkage editor map (for compiled or assembled programs)

In addition, collect as much of the following as possible:

- AUXTRACE data set for the CMAS, if available
- Formatted EYU_TRACE output (for REXX programs). Refer to the *CICSplex System Manager Application Programming Guide* book for details on EYU_TRACE.
- System console log
- Appropriate job logs
- System or transaction dump, if any

When you have all the relevant information, contact your IBM Support Center.

Chapter 13. Investigating Web User Interface problems

This section describes how to diagnose and solve problems with the Web User Interface.

Server and browser messages

During the operation of the Web User Interface, messages are written to the following destinations:

- EYULOG
- Console
- Browser

Server messages

The Web User Interface server messages are mainly written to the CICSplex SM EYULOG of the Web User Interface server (and not of the CMAS). Some messages are also written to the console. The Web User Interface server messages are explained in the Web User Interface Message Help.

Browser messages

The following types of Web User Interface messages are written to the browser:

- Client
These messages reflect status during the operation of the Web User Interface.
- Editor
These messages reflect status during the operation of the View Editor.
- HTTP
These messages reflect the HTTP response codes. Web User Interface HTTP messages can sometimes be hidden by substitute HTTP messages that are issued by the browser.

You can obtain help for the client and editor messages by clicking the message number or by accessing the contents page of the Web User Interface Message Help. You can obtain help for HTTP messages by accessing the contents page of the Web User Interface Message Help.

COVC status panel

The COVC status panel returns status information about the Web User Interface server as shown in Figure 37 on page 110.

COVC	CICSPlex SM Web User Interface Control	EYUVCTS
Status Details		
CMAS Sysid	: QSTX	
Server Sysid	: QSGW	
CICSPlex SM Release	: 0210	
Secure Sockets	: No	
Port	: 05126	
Hostname	: mvsxx.company.com	
TCP/IP Service Name	: EYUWUI	
TCP/IP Service Status	: Open	
TCP/IP Address	: 127.10.10.12	
Current Status	: Ready	Time : 20:40:36
Applid	: IYCQSTGW	Date : 02/27/2001
PF 1 Help 3 Exit		12 Return

Figure 37. COVC status panel

COVC debugging commands

The COVC transaction provides access to the Web User Interface run-time environment. It can be used to format and manipulate the internal data structures of the Web User Interface.

Running the COVC transaction for debugging

To run the COVC transaction, log onto the Web User Interface server and enter the COVC transaction ID, together with one of the following debugging commands:

- **START**
This starts the Web User Interface server if not already started during PLTPI processing.
- **STOp**
This shuts down the Web User Interface server.
- **TRace**
This displays the COVC trace flags panel, as shown in Figure 6 on page 36, giving you the opportunity to set appropriate trace levels.
- **Dump**
This displays the Web User Interface control blocks using the CODB memory display (for information about the CODB transaction see the *CICSPlex SM Problem Determination*). You can display a control block directly by specifying the control block on the COVC DUMP command, for example 'COVC DUMP ANCHOR' displays the global anchor block. The control blocks that you can display are listed in Table 10.

Table 10. Dump control blocks

Dump control blocks	Meaning
Anchor	Global anchor block
Gslrt	Global task block

Table 10. Dump control blocks (continued)

Res	NLS resource block
Mos	Managed object block
Mos VOMO object	Managed object block for object object
Mos VOMAOobject attribute	Managed object block for attribute attribute of object object
Mos VOMX object action	Managed object block for action action of object object
Mos VOMP object action parameter	Managed object block for parameter parameter for action action of object object
View	View cache block
Cwi	Web interface block
Tasks	User tasks block
EYU0Vccc	Entry point and module header for named method within EYU9VKEC load module.

Attention: The CICSplex SM COVC DUMP keyword should be used only at the request of your IBM support center. You must take steps to ensure that this transaction is used only by authorized personnel because of the access to system control areas that it provides. Improper or unauthorized use of COVC DUMP may have serious consequences, including without limitation loss of data or system outage. Customers are solely responsible for such misuse.

Note: In both the COVC commands and the COVC DUMP commands listed in Table 10 on page 110, the characters written in uppercase are the minimum number of characters you need to type to issue the command.

Typical end-user problems

Here are some typical end-user problems that you might encounter with possible solutions.

Table 11. Typical end-user problems

Problems	Possible solutions
User unable to sign on, even when specifying reconnect	Check HTTP cookie support is enabled in the user's browser.
Apparently random characters displayed on browser	Ensure correct codepage translation table (DFHCNV) is in use.
Can't see graphical attribute presentations	Check that you are using a Java-enabled browser and that it is enabled.
Message EYUVC1200E displayed	Ensure that the user's browser has HTML frame support and that it is enabled.
Message EYUVH0400E displayed (or HTTP 400 message)	Ensure that the HTTP request is set up correctly: <ul style="list-style-type: none"> • Check that your browser is using HTTP 1.0 or 1.1 • Check your browser service level is appropriate

Table 11. Typical end-user problems (continued)

Message EYUVH0503E displayed (or HTTP 503 message) or no response from server	Check that your Web User Interface server is active and the CICS Web Interface operational.
Message EYUVH404E displayed (or HTTP 404 message)	Check that the URL being used to access the server was entered correctly and valid. If accessing a help page ensure that the help page exists.
Missing data fields in views	Some attribute fields are derived from CICS CMF performance class monitoring data. In order for these fields to function correctly, you need to ensure that the CICS monitoring facility is active by setting the CICS system initialization parameters MNPER and MNRES to YES.

For further information about the messages, access the contents page of the Web User Interface Message Help. For the client message, you can also obtain help by clicking on the message.

Part 4. Working with IBM to solve a problem

This part explains how to work with IBM Program Support to solve a CICSplex SM problem.

Chapter 14. IBM Program Support

The IBM Customer Engineering Program Support structure exists to help you resolve problems with IBM products, and to ensure that you can make the best use of your IBM computing systems. Program support is available to all licensed users of IBM licensed programs. You can get help with your IBM program by calling your local Support Center.

This chapter will help you decide when to contact the Support Center, and what information you need to collect before contacting the Center. The chapter will also help you understand how IBM Program Support works.

When to contact the Support Center

Before contacting the Support Center, try to ensure that the problem cannot be resolved without IBM's attention. In practice, many of the problems reported to Program Support turn out to be user errors. Other reported problems either cannot be reproduced or need to be handled by other parts of IBM Service, such as Hardware Customer Engineering or Systems Engineering. This indicates just how difficult it can be to determine the exact cause of a problem.

If you have followed the suggestions in this book and investigated all possible causes without finding the answer to your problem, then it is time to contact the Support Center.

Working with the Support Center

When you call the Support Center, your first contact will be with a Support Center operator. This operator records some initial details about your problem, and then places it in a problem queue. You will receive a call back from a Support Center representative, who will try to help you solve your problem or refer you to someone who can.

The Support Center will need to know as much as possible about your problem. You should have the following information ready before making your first call:

- Your organization's name
- Your IBM Support Services access code
- The suspected source of the problem
- The severity level of the problem
- A complete description of the problem

Figure 38 on page 116 provides an overview of what happens when you call the Support Center.

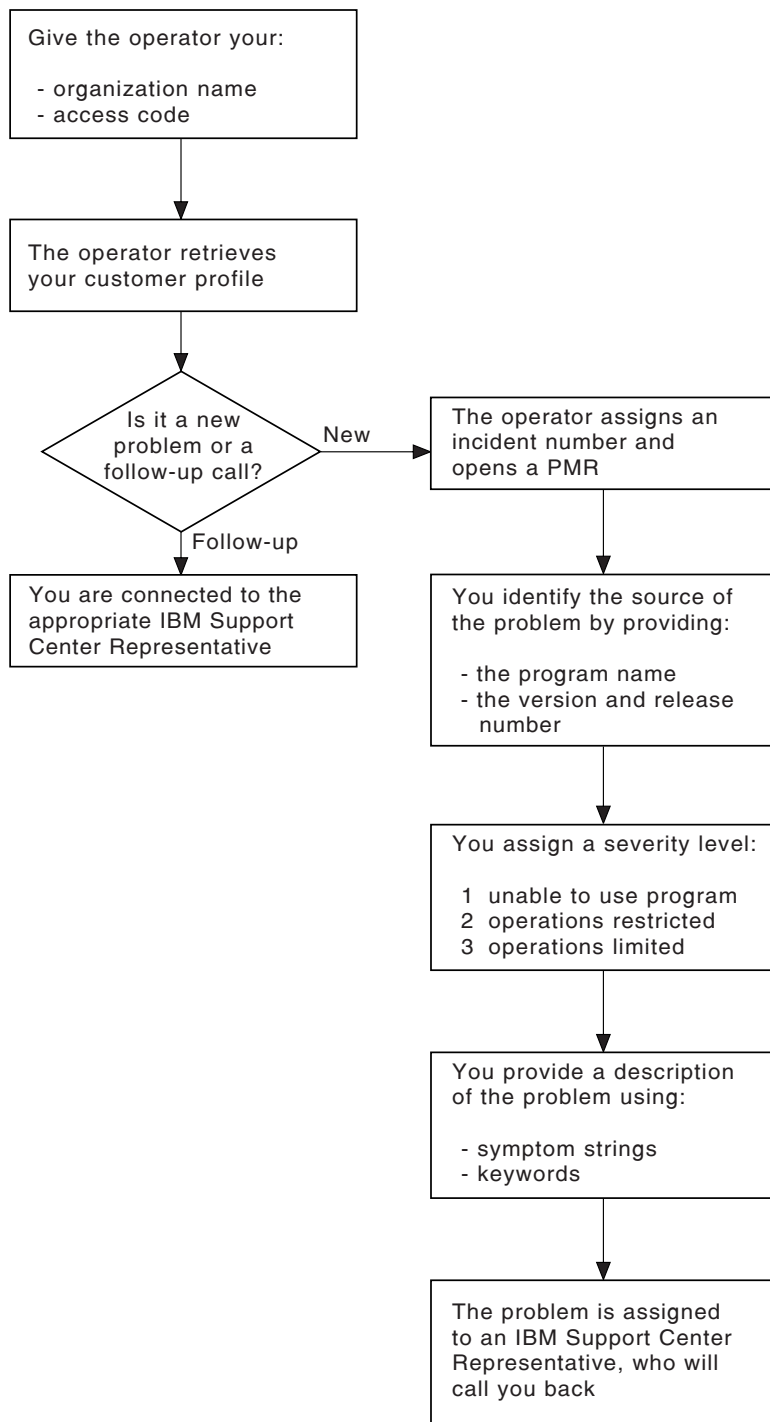


Figure 38. What happens when you call the Support Center

What the Support Center needs to know

After you identify your organization, the operator will ask if you are calling about a new problem or following up on an existing problem. If it is a follow-up call, you will be connected with the appropriate Support Center representative.

If the problem is a new one, you will be assigned a unique incident number. A problem management record (PMR) will be opened on the RETAIN database, where all activity associated with your problem is recorded. Be sure to make a note of the incident number. You will be asked to provide the incident number in all future calls to the Center connected with this problem.

The operator will then ask you for the following information about the problem:

The source of the problem

The program that you suspect of causing the problem. Give the operator the program name, as well as its version and release number (for example, CICSplex SM Version 1 Release 2).

Severity level

A problem severity of 1, 2, or 3, based on the following conditions:

- Severity level 1 indicates that you are unable to use the program, resulting in a critical condition that needs immediate attention.
- Severity level 2 indicates that you are able to use the program, but that operation is severely restricted.
- Severity level 3 indicates that you are able to use the program, with limited functions, but the problem is not critical to your overall operation.

If the problem has a severity level of 1, it will normally be dealt with immediately.

Description of the problem

Use any CICSplex SM symptom strings or keywords associated with the problem. The primary keywords are WAIT, LOOP, PERFORMANCE, INCORROUT, and ABEND, corresponding to the problem classification types used earlier in this manual. Other keywords, that are not predefined, can also be useful, such as STARTUP, INITIALIZATION, a message or message number, an abend code, or any parameters known to be associated with the problem.

The keywords you supply will be used as search arguments on the RETAIN database. This helps the Support Center determine whether your problem is a known one that has already been the subject of an Authorized Program Analysis Report (APAR).

What happens next

Details of your call are passed to the appropriate support group using the RETAIN problem management system. Your problem is put in the CICSplex SM problem queue. Problems are dealt with in order of severity level.

A Level 1 support representative will use the keywords you provided to search the RETAIN database. If your problem is found to be a known problem, and a fix has been developed for it, a Program Temporary Fix (PTF) will be sent to you.

If the RETAIN search is unsuccessful, your problem will be passed on to a Level 2 representative, who will contact you for more information about the problem.

Be sure to tell the support representative if any of the following events occurred before the problem appeared:

- Changes in level of MVS, CICS, or other licensed programs
- Regenerations
- PTFs applied

- New or additional features used
- Application programs changed
- Unusual operator action.

You might be asked to quote values from a formatted dump or trace table. You might also be asked to perform some special task, such as turn on a specific level of trace, and then report on the results.

It might be necessary to have several follow-up calls, depending on the complexity of the symptoms and your system environment. The Support Center representative will record in the PMR the actions taken by you and IBM at every stage of problem diagnosis. The representative can then be acquainted with the complete history of the problem before making any follow-up calls.

The results of the investigation will determine whether your problem is really a new one, or one that is already known to IBM. If it is already known, and a fix has been developed, the fix will be sent to you.

If the problem is new, an APAR might be submitted. The APAR will be handled by the CICSplex SM change team. What you have to do is described in Chapter 15, “APARs, fixes, and PTFs,” on page 119.

Chapter 15. APARs, fixes, and PTFs

An Authorized Program Analysis Report (APAR) is your means of informing the appropriate change team of a problem you have found in the current, unaltered release of an IBM program. When the change team solves the problem, they will produce a fix that will let you get your system running properly again. Finally, a Program Temporary Fix (PTF) is produced to replace the module in error, and the APAR is closed.

This chapter describes the APAR process, explains how to provide documentation in support of an APAR, and explains how to apply a PTF to CICSplex SM.

The APAR process

The first step in the APAR process is for a Level 2 representative to enter the APAR into the RETAIN system. The APAR text consists of a detailed description of the problem. Your name is also entered with the APAR, so that the Support Center knows who to contact if the change team needs any further information.

When the APAR has been entered, you will be given an APAR number. You must write this number on all documentation you submit to the change team. This number will always be associated with the APAR and its resolution and, if a code change is required, with the fix as well.

The next step of the APAR process is up to you. You must submit to the change team all the documentation related to the APAR. Then, when the change team develops a PTF for the problem, you should apply the fix and test it on your system.

Here is a summary of the things you need to do:

1. Collect all the documentation that is required for the APAR. The Level 2 representative you are working with will tell you what you need. The documentation that is required varies, depending on the problem area, but "Collecting the documentation for an APAR," will give you an idea of the material you may need to supply.
2. Package all the APAR documentation and send it to the change team. The procedure for this is described in "Sending the documentation to IBM" on page 120.
3. Apply the PTF that results from the APAR, preferably after testing the fix on your system. This step is described in "Applying the fix" on page 121.

Collecting the documentation for an APAR

As a general rule, the documentation you submit for an APAR should include all the material you would normally use to do problem determination. Some of the documentation is common to all CICSplex SM problems, and some is specific to particular types of problems.

Make sure the problem you have described can be seen in the documentation you send. If the problem has ambiguous symptoms, you should document the sequence of events leading up to the failure. Tracing is valuable in this respect, but you might be able to provide details that a trace cannot give. You are encouraged to annotate your documentation, provided your annotation is legible and does not cover up any vital information. You can highlight data in any hard copy you send, using

transparent highlighting markers. You can also write notes in the margins, preferably using a red pen so that the notes are not overlooked.

Remember, if you send too little documentation, or if it is unreadable, the change team will have to return the APAR. Be sure to prepare your documentation carefully and send everything related to the problem.

Guidelines for the general documentation you will need are shown in "Documentation needed for problems with CICSplex SM." However, you must find out from the Level 2 representative exactly what documentation you need to send for your specific problem.

Documentation needed for problems with CICSplex SM

Here is a list of the general documentation you might be asked to submit for a CICSplex SM APAR:

- Any hard or soft copy illustrating the symptoms of the problem.
- A system dump of the CICS address space. Format the whole system dump if you plan to submit hard copy. Otherwise, you can send the system dump data set on tape.
- Output from the trace facilities.
- Console and other system logs.
- Listings of any relevant application programs and details of any user modifications.

For example: if you are using the EXEC CPSM application programming interface (API); if you are calling or customizing the dynamic transaction routing program, EYU9WRAM; or if you are using real-time analysis status probes, the Support Center needs a source listing of the relevant code that matches the executable version.

- JCL listings.
- A list of PTFs and APARs applied.

Sending the documentation to IBM

The APAR documentation you submit for the problem can be sent electronically to an address provided by your IBM customer support representative or shipped in an APAR box, which you can obtain from your local IBM branch. APAR boxes are clearly marked as such, and they have a panel where tracking information, such as the APAR number, can be written.

Place all your documentation and notes in one or more APAR boxes. Be sure to mark all of the boxes, for example, '1 of 2', and so on, if you need to use more than one.

If you include any magnetic tapes, indicate that clearly on the outside of the box. This will reduce the chances of the box being inadvertently stored in magnetic fields strong enough to damage the data.

Once you have packaged your documentation, a customer support representative will tell you where to send the package.

When the change team receives your package, it will be noted in your APAR record on the RETAIN system. The team will then investigate the problem. Occasionally, they will have to ask you for more documentation, perhaps specifying some trap you must set before getting it.

When the problem is solved, the APAR will be closed on the RETAIN system, and you will receive a fix.

At any time, you can contact the Support Center to find out how your APAR is progressing, particularly if it is a problem of high severity.

Applying the fix

When the change team finds a fix for your problem, they might want you to apply it and test it on your system. For details on how to apply service to your system, refer to CICS Installation Guide.

If they do ask you to test the fix, you are normally given two weeks to do it and provide them with feedback. However, you can ask for an extension if you are not able to complete the testing in that time.

When the change team is convinced that the fix is satisfactory, the APAR is certified by the CICSplex SM development team and the APAR is closed. You will be notified when this happens.

The APAR becomes a PTF

If the problem solution involves a change to code in a CICSplex SM module that you can assemble, you will be sent the code change right away. The change will later be distributed as a PTF.

If you cannot assemble it yourself, because it involves a part of CICSplex SM that is distributed in object code only, you might be supplied with a ZAP or a TOTEST PTF.

If you need a PTF to resolve a specific problem, you can order it by its PTF number through the IBM Support Center. Otherwise, you can wait for the PTF to be sent out on the standard distribution tape. Instructions for applying service from the standard distribution tape are provided in CICS Installation Guide.

Part 5. Appendixes

Appendix A. CICSplex SM naming standards

This appendix describes the naming standards used by CICSplex SM.

The format of names

The names of modules, macros, and other source members distributed with CICSplex SM take the form:

prdtccxx

where:

- prd** Is the product code EYU.
- t** Identifies the type of element, as listed in “Element type identifiers.”
- cc** Is a component identifier, as listed in “Component identifiers” on page 126.
- xx** Is a unique identifier assigned by each component.

For example, EYU0MMIN is an executable module for the Monitor Services component.

Element type identifiers

ID	Description
\$	Selection menus
0	Executable modules (C or assembler)
6	Dynamically acquired control blocks or data areas
7	Module entry point descriptors
8	Function/service definition tables and assembled control blocks
9	Load modules
B or R	Assembler mapping DSECTs
C	C code generation macros
D	ISPF display or data entry panels
E	CLISTs
F	Function variables
G	ISPF message definitions
H	ISPF help panels
J	Screen definitions
M	C structure TYPEDEFS
P	Profile variables or USERFILE members
Q	Assembler code generation macros
T	View, message, and action tables
U	Assembler equate files
V	C equate files

- W or X** Assembled help modules
- Z** View definitions

Component identifiers

CICSplex SM component identifiers begin with the prefix EYU.

EYU components

The EYU components are:

ID	Description
Bx	Business Application Services
Cx	Communications
Ex	End-user Interface
Mx	Monitor Services
Nx	Managed Application System
Px	real-time analysis
Tx	Topology Services
Wx	Workload Manager
XC	Data Cache Manager
XD	Data Repository
XE	Environment Services System Services
XL	Kernel Linkage
XM	Message Services
XQ	Queue Manager
XS	Common Services
XZ	Trace Services

Major components of CICSplex SM

The major components of CICSplex SM and their 3-character identifiers are:

Component Name	Identifier
Business Application Services	BAS
Common Services	SRV
Communications	COM
Data Cache Manager	CHE
Data Repository	DAT

Environment Services System Services

ESS

Kernel Linkage

KNL

Managed Application System

MAS

Message Services

MSG

Monitor Services

MON

Queue Manager

QUE

real-time analysis

RTA

Topology Services

TOP

Trace Services

TRC

Workload Manager

WLM

Appendix B. Major components of CICSplex SM

The major components of CICSplex SM and their 3-character identifiers are:

Component Name	Identifier
-----------------------	-------------------

Business Application Services	BAS
--------------------------------------	-----

Common Services	SRV
------------------------	-----

Communications	COM
-----------------------	-----

Data Cache Manager	CHE
---------------------------	-----

Data Repository	DAT
------------------------	-----

Environment Services System Services	ESS
---	-----

Kernel Linkage	KNL
-----------------------	-----

Managed Application System	MAS
-----------------------------------	-----

Message Services	MSG
-------------------------	-----

Monitor Services	MON
-------------------------	-----

Queue Manager	QUE
----------------------	-----

real-time analysis	RTA
---------------------------	-----

Topology Services	TOP
--------------------------	-----

Trace Services	TRC
-----------------------	-----

Workload Manager	WLM
-------------------------	-----

Appendix C. System parameters for problem determination

CICSplex SM system parameters are used to identify or alter the attributes of a CMAS or MAS. Some system parameters are required in a CMAS or MAS startup job. However, the system parameters described here are optional and are used primarily for problem determination. In the course of diagnosing a problem, IBM customer support personnel may ask you to start up a CMAS or MAS with one or more of these parameters specified.

Specifying system parameters

System parameters are specified by means of an extrapartition transient data queue with a destination ID of COPR. The parameters may be assigned to a DD * file, sequential data set, or a partitioned data set member. The DD name for the extrapartition transient data queue is EYUPARM.

The parameters are coded as 80-byte records. Multiple system parameters can be specified on a single record as long as they are separated by commas and do not exceed 71 characters in length. The format of a system parameter is:

keyword(*value*)

where:

keyword

Is the name of a CICSplex SM system parameter.

There is a problem determination parameter for each CMAS or MAS component. The parameter is named as follows, where xxx is the 3-character component identifier:

xxxTRACE

Turns one or more levels of tracing on for the component. By default, component tracing is not active when a CMAS or MAS starts.

value

Is the alphanumeric data value assigned to the parameter.

For the trace and message parameters shown here, you can specify one or more values between 1 and 32. Values of 1 and 2 provide standard trace entries and messages; values of 3 through 32 cause special trace entries and messages to be recorded.

You can specify multiple values on a single parameter. To specify individual values, separate the values with a comma. To specify a range of values, separate the low and high values with a colon. For example:

KNLTRACE(1:3,16,28:32)

turns on trace levels 1 through 3, 16, and 28 through 32 in the Kernel Linkage (KNL) component.

To request multiple values for the same parameter, you must specify them as a single entry. If the same parameter is specified more than once, only the last entry is used.

Note: Once a CMAS or MAS has been started, you can use the WUI to control the trace settings in a component by using the:

- **CMAS detail** (EYUSTARTCMAS.TRACE) view to change CMAS component trace settings

- **MASs known to CICSplex** (EYUSTARTMAS.TRACE) view to change MAS component trace settings

For a description of these views, see *CICSplex System Manager Operations Views Reference*.

The problem determination parameters

You may be asked for certain CICSplex SM system parameters to help with problem determination.

As indicated in Table 12, some of the parameters can be used in the startup job for both CMASs and MASs; other parameters are specific to either a CMAS or a MAS.

Table 12. System parameters for problem determination

Name	Description	Values	Used by
BASTRACE	Business Application Services trace settings	1–32	Both
CHETRACE	Data Cache Manager trace settings	1–32	Both
CICSDUMPS	CICS system dumping active	NO YES	CMAS
COMTRACE	Communications trace settings	1–32	Both
DATTRACE	Data Repository trace settings	1–32	Both
ESDUMP	Take SDUMP on all CMAS and MAS failures	YES NO NEVER	Both ³
ESDUMPCOM	Suppress communication task dumps	YES NO	CMAS
ESDUMPLIMIT	Controls the number of dumps collected for a given failure.	0 999	CMAS ⁴
KNLTRACE	Kernel Linkage trace settings	1–32	Both
MASTRACE	Managed Application System trace settings	1–32	MAS
MONTRACE	Monitor Services trace settings	1–32	CMAS
MSGTRACE	Message Services trace settings	1–32	Both
QUETRACE	Queue Manager trace settings	1–32	Both
RTATRACE	real-time analysis trace settings	1–32	Both ¹
SRVTRACE	Common Services trace settings	1–32	Both
TOPTRACE	Topology Services trace settings	1–32	Both
TRCTRACE	Trace Services trace settings	1–32	Both
WLMTRACE	Workload Manager trace settings	1–32	Both ²

Table 12. System parameters for problem determination (continued)

Name	Description	Values	Used by
Notes:			
1.	RTATRACE is valid in a MAS only if status definitions are installed and being used by a user-written status program.		
2.	WLMTRACE is valid in a MAS only if it is a local MAS acting as a TOR in a CICSplex SM workload.		
3.	ESDUMP - SVC dumps are issued by CICSplex SM through EYU9XLRV during abend recovery or on demand through EYU0XZPT and EYU0XZSD. <ul style="list-style-type: none"> When ESDUMP(YES) is specified, no SVC dumps are suppressed. When ESDUMP(NO) is specified, duplicate dumps taken by EYU9XLRV and EYU0XZPT may be suppressed, depending upon the value of the ESDUMPLIMIT EYUPARM. SVC dumps taken by EYU0XZSD are not suppressed. When ESDUMP(NEVER) is specified, all SVC dumps taken by EYU9XLRV, EYU0XZPT, and internally by EYU0XZSD are suppressed. SVC dump requests made through EYU0XZSD from the COD0 transaction continue to be honored. <p>It is strongly recommended that ESDUMP(NEVER) not be used, because it might affect the ability to debug problems. If a problem occurs with SVC dump suppression active, you might be required to reproduce the problem without SVC dump suppression active before debugging can be performed for the problem.</p> <p>To deactivate SVC dump suppression without restarting the CMAS or MAS, the ESDUMP value can also be updated using one of the following methods:</p> <ul style="list-style-type: none"> Using the COD0 SET command. For a CMAS only, by updating the CMAS resource table SDUMP field using the API or WUI 		
4.	If the ESDUMP system parameter is set to NO, the SVC dump suppression is controlled by the ESDUMPLIMIT CICSplex SM system parameter. You can specify the ESDUMPLIMIT parameter in the startup job for the CMAS. This parameter controls the number of dumps collected for a given failure. The default is 1. <p>For example, if you want to capture dump diagnostic information for the first 3 instances of an error, add the following to the CMAS's EYUPARM DD statement:</p> <pre>ESDUMP(NO) ESDUMPLIMIT(3)</pre> <p>An abend control block of entries is created whenever a CICSplex SM dump is requested. Each entry contains information about the number of different abends that have occurred. Separate entries are maintained for CMASes and MASes.</p> <p>The instances of an abend are determined by a combination of abending program name, abend codes, abend offset and region type (CMAS or MAS).</p> <p>For dumps requested by a MAS, the ESDUMPLIMIT of the CMAS that the MAS connects to is used. For a MAS, the dump limit is shared amongst all the MASes that connect to the CMAS. For example, if ESDUMPLIMIT(5) is set in a CMAS, and 10 different MASes all receive the same abend, dumps are requested only by the first 5 MASes.</p> <p>The number of abends that have occurred is reset to 0 for MAS-related abend entries when the last MAS disconnects from a CMAS.</p> <p>The number of abends that have occurred is reset to 0 for CMAS related abend entries during CMAS initialization.</p> <p>All abend entries are reset for both MASes and CMASes if a CMAS and all the MASes that connect to it are shut down at the same time.</p>		

Bibliography

The CICS Transaction Server for z/OS library

The published information for CICS Transaction Server for z/OS is delivered in the following forms:

The CICS Transaction Server for z/OS Information Center

The CICS Transaction Server for z/OS Information Center is the primary source of user information for CICS Transaction Server. The Information Center contains:

- Information for CICS Transaction Server in HTML format.
- Licensed and unlicensed CICS Transaction Server books provided as Adobe Portable Document Format (PDF) files. You can use these files to print hardcopy of the books. For more information, see “PDF-only books.”
- Information for related products in HTML format and PDF files.

One copy of the CICS Information Center, on a CD-ROM, is provided automatically with the product. Further copies can be ordered, at no additional charge, by specifying the Information Center feature number, 7014.

Licensed documentation is available only to licensees of the product. A version of the Information Center that contains only unlicensed information is available through the publications ordering system, order number SK3T-6945.

Entitlement hardcopy books

The following essential publications, in hardcopy form, are provided automatically with the product. For more information, see “The entitlement set.”

The entitlement set

The entitlement set comprises the following hardcopy books, which are provided automatically when you order CICS Transaction Server for z/OS, Version 3 Release 2:

Memo to Licensees, GI10-2559
CICS Transaction Server for z/OS Program Directory, GI13-0515
CICS Transaction Server for z/OS Release Guide, GC34-6811
CICS Transaction Server for z/OS Installation Guide, GC34-6812
CICS Transaction Server for z/OS Licensed Program Specification, GC34-6608

You can order further copies of the following books in the entitlement set, using the order number quoted above:

CICS Transaction Server for z/OS Release Guide
CICS Transaction Server for z/OS Installation Guide
CICS Transaction Server for z/OS Licensed Program Specification

PDF-only books

The following books are available in the CICS Information Center as Adobe Portable Document Format (PDF) files:

CICS books for CICS Transaction Server for z/OS

General

CICS Transaction Server for z/OS Program Directory, GI13-0515
CICS Transaction Server for z/OS Release Guide, GC34-6811
CICS Transaction Server for z/OS Migration from CICS TS Version 3.1, GC34-6858

CICS Transaction Server for z/OS Migration from CICS TS Version 1.3,
GC34-6855

CICS Transaction Server for z/OS Migration from CICS TS Version 2.2,
GC34-6856

CICS Transaction Server for z/OS Installation Guide, GC34-6812

Administration

CICS System Definition Guide, SC34-6813

CICS Customization Guide, SC34-6814

CICS Resource Definition Guide, SC34-6815

CICS Operations and Utilities Guide, SC34-6816

CICS Supplied Transactions, SC34-6817

Programming

CICS Application Programming Guide, SC34-6818

CICS Application Programming Reference, SC34-6819

CICS System Programming Reference, SC34-6820

CICS Front End Programming Interface User's Guide, SC34-6821

CICS C++ OO Class Libraries, SC34-6822

CICS Distributed Transaction Programming Guide, SC34-6823

CICS Business Transaction Services, SC34-6824

Java Applications in CICS, SC34-6825

JCICS Class Reference, SC34-6001

Diagnosis

CICS Problem Determination Guide, SC34-6826

CICS Messages and Codes, GC34-6827

CICS Diagnosis Reference, GC34-6862

CICS Data Areas, GC34-6863-00

CICS Trace Entries, SC34-6828

CICS Supplementary Data Areas, GC34-6864-00

Communication

CICS Intercommunication Guide, SC34-6829

CICS External Interfaces Guide, SC34-6830

CICS Internet Guide, SC34-6831

Special topics

CICS Recovery and Restart Guide, SC34-6832

CICS Performance Guide, SC34-6833

CICS IMS Database Control Guide, SC34-6834

CICS RACF Security Guide, SC34-6835

CICS Shared Data Tables Guide, SC34-6836

CICS DB2 Guide, SC34-6837

CICS Debugging Tools Interfaces Reference, GC34-6865

CICSplex SM books for CICS Transaction Server for z/OS

General

CICSplex SM Concepts and Planning, SC34-6839

CICSplex SM User Interface Guide, SC34-6840

CICSplex SM Web User Interface Guide, SC34-6841

Administration and Management

CICSplex SM Administration, SC34-6842

CICSplex SM Operations Views Reference, SC34-6843

CICSplex SM Monitor Views Reference, SC34-6844

CICSplex SM Managing Workloads, SC34-6845

CICSplex SM Managing Resource Usage, SC34-6846

CICSplex SM Managing Business Applications, SC34-6847

Programming

CICSplex SM Application Programming Guide, SC34-6848

CICSplex SM Application Programming Reference, SC34-6849

Diagnosis

CICSplex SM Resource Tables Reference, SC34-6850
CICSplex SM Messages and Codes, GC34-6851
CICSplex SM Problem Determination, GC34-6852

CICS family books

Communication

CICS Family: Interproduct Communication, SC34-6853
CICS Family: Communicating from CICS on zSeries, SC34-6854

Licensed publications

The following licensed publications are not included in the unlicensed version of the Information Center:

CICS Diagnosis Reference, GC34-6862
CICS Data Areas, GC34-6863-00
CICS Supplementary Data Areas, GC34-6864-00
CICS Debugging Tools Interfaces Reference, GC34-6865

Other CICS books

The following publications contain further information about CICS, but are not provided as part of CICS Transaction Server for z/OS, Version 3 Release 2.

<i>Designing and Programming CICS Applications</i>	SR23-9692
<i>CICS Application Migration Aid Guide</i>	SC33-0768
<i>CICS Family: API Structure</i>	SC33-1007
<i>CICS Family: Client/Server Programming</i>	SC33-1435
<i>CICS Transaction Gateway for z/OS Administration</i>	SC34-5528
<i>CICS Family: General Information</i>	GC33-0155
<i>CICS 4.1 Sample Applications Guide</i>	SC33-1173
<i>CICS/ESA 3.3 XRF Guide</i>	SC33-0661

Determining if a publication is current

IBM regularly updates its publications with new and changed information. When first published, both hardcopy and BookManager® softcopy versions of a publication are usually in step. However, due to the time required to print and distribute hardcopy books, the BookManager version is more likely to have had last-minute changes made to it before publication.

Subsequent updates will probably be available in softcopy before they are available in hardcopy. This means that at any time from the availability of a release, softcopy versions should be regarded as the most up-to-date.

For CICS Transaction Server books, these softcopy updates appear regularly on the *Transaction Processing and Data Collection Kit* CD-ROM, SK2T-0730-xx. Each reissue of the collection kit is indicated by an updated order number suffix (the -xx part). For example, collection kit SK2T-0730-06 is more up-to-date than SK2T-0730-05. The collection kit is also clearly dated on the cover.

Updates to the softcopy are clearly marked by revision codes (usually a # character) to the left of the changes.

Accessibility

Accessibility features help a user who has a physical disability, such as restricted mobility or limited vision, to use software products successfully.

You can perform most tasks required to set up, run, and maintain your CICS system in one of these ways:

- using a 3270 emulator logged on to CICS
- using a 3270 emulator logged on to TSO
- using a 3270 emulator as an MVS system console

IBM Personal Communications provides 3270 emulation with accessibility features for people with disabilities. You can use this product to provide the accessibility features you need in your CICS system.

Index

Special characters

- requested dumps
 - during CMAS initialization 41
 - during ESSS PC routine execution 41
 - during MAS initialization 41

A

- abend, investigating 93
- agent code, MAS 11, 12
- ALLOC debugging command 61
- APAR (authorized program analysis report)
 - closing 121
 - documentation needed 119, 120
 - number 119
 - packaging 120
 - process 119
 - submitting 120, 121
- API program problems 106, 109
- application programming interface problems 106, 109
- applying a fix 121
- ATTACH debugging command 62
- authorized program analysis report (APAR)
 - closing 121
 - documentation needed 119, 120
 - number 119
 - packaging 120
 - process 119
 - submitting 120, 121
- AUXTR 35
- AUXTRACE facilities
 - in a CMAS 27
 - in a MAS 27

B

- bottleneck, investigating 95

C

- CALL debugging command 64
- change log contents 21
- CICS AUXTRACE facilities
 - in a CMAS 27
 - in a MAS 27
- CICS system initialization parameters
 - AUXTR 35
 - SYSTR 35
 - USERTR 35
- CICS trace table settings 27
- CMAS
 - description 7
 - maintenance point 9
 - networks and registration 9
 - structure 10, 11
- CMAS trace 29

COD0 debugging commands

- ALLOC 61
- ATTACH 62
- CALL 64
- DUMP 65
- EXEC 66
- EXIT 67
- HELP 67
- LIST 67
- POST 76
- PRINT 77
- PURGE 78
- START 78
- TRACE 79
- TRACK 80
- TRAP 81

COD0 transaction 60

CODB debugging commands 85, 86

CODB transaction 85

COLU transaction 53

common components of

- Common Services 13
- Communications 14
- Data Cache Manager 14
- Data Repository 14
- Kernel Linkage 13
- Message Services 13
- Queue Manager 14
- Trace Services 13

common problems 18

Common Services component 13

Communications component 14

component identifiers 126

- in element names 126
- three-character 126, 129

controlling the amount of trace

- using system parameters 131
- using the WUI 29, 30

COVC

debugging commands 110

- DUMP 110
- START 110
- STOP 110
- TRACE 110
- dump 44
- status details 109
- trace flags 36

CPSM320 45

D

Data Cache Manager component 14

Data Repository component 14

data spaces

- description 12
- dumping 43, 44

debugging transactions

- method-level (COD0) 60

- debugging transactions (*continued*)
 - running 59
 - system-level (CODB) 85
- diagnostic documentation
 - for a bottleneck 95
 - for a stall 94
 - for an abend 93
 - for an APAR 119, 120
 - for problem determination
 - related products 21
 - site documentation 21
 - for the Support Center 117
- dump codes
 - EYU0VWAN 44
 - EYU0VWCV 44
 - WUIABEND 44
 - WUITRACE 44
- DUMP debugging command 65
- dump facilities
 - IPCS tools
 - dump formatting routine 45, 49
 - types of dumps 39
- dump formatting routine 45, 49
- dump types
 - requested
 - during CMAS initialization 41
 - during ESSS PC routine execution 41
 - during MAS initialization 41
 - unexpected dumps
 - under CICS 39
 - user-requested
 - using the MVS DUMP command 43, 44
- dumps
 - Web User Interface 44

E

- element types, 125
- Environment Services System Services (ESSS)
 - description 7, 12
 - utility 49, 51
- ESSS (Environment Services System Services)
 - description 7, 12
 - utility 49, 51
- ESSS utility (EYU9XEUT)
 - JCL 50
 - options 49, 50
- exception trace 37
- exception tracing 29
- EXEC debugging command 66
- EXIT debugging command 67
- EYU0XZPT system dump code 40
- EYU0XZSD system dump code 40
- EYU9D 45
- EYU9D32 45
- EYU9XEUT utility
 - JCL 50
 - options 49, 50
- EYU9XZUT 35
- EYU9XZUT utility
 - JCL 33

- EYU9XZUT utility (*continued*)
 - options 31, 33
 - sample output 34

F

- format of names 125
- formatting dumps with IPCS 45, 49
- formatting options, trace 31, 33
- formatting trace entries 31, 35

H

- help
 - Web User Interface message help 109
- HELP debugging command 67

I

- IBM Support Center
 - follow-up calls 118
 - use of RETAIN system 117
 - what happens when you call 115
 - what they need to know 116, 117
 - when to contact 115
 - working with 115, 118
- incident number 117
- interpreting trace entries
 - in a CMAS or MAS 31
- investigating specific problems
 - abends 93
 - bottlenecks 95
 - incomplete operations data 97, 100
 - missing monitor data 100, 101
 - stalls 94
 - unexpected RTA results 101, 103
 - unexpected WLM routing 103, 106
 - with the API 106, 109
- IPCS dump formatting routine 45, 49
- IPCS VERBEXIT command 45

K

- Kernel Linkage component 13

L

- LIST debugging command
 - ALLOC parameter 68
 - CACHE parameter 69
 - CAPTURE parameter 69
 - COMM parameter 71
 - METH parameter 71
 - START parameter 72
 - STCB parameter 74
 - TASK parameter 74
 - VIEWS parameter 76
- logical records 22
- LOGREC data set 22

M

- maintenance point CMAS 9
- major object descriptor block (MODB) 11
- major object environment block (MOEB) 11
- MAL (message argument list) 11
- managed application system (MAS)
 - agent code 11
 - description 7
- MAS (managed application system)
 - agent code 11
 - description 7
- MAS agent 11, 12
- MAS trace 29
- message argument list (MAL) 11
- Message Services component 13
- messages 109
 - as a source of information 22
 - browser 109
 - preliminary check for 18
 - server 109
- method call environment 11
- method-level debugging with COD0
 - allocating a resource 61
 - attaching a method 62
 - calling CICS programs 64
 - commands that alter 60
 - displaying a MAL 81
 - displaying and altering data 65
 - entering CODB 65
 - executing a method 66
 - exiting 67
 - listing tasks and resources 67
 - main menu 60
 - online help 67
 - PF key assignments 60
 - posting an ECB 76
 - printing data areas 77
 - purging a resource 78
 - recursive commands 60
 - setting CICS and trace flags 79
 - setting trace flags based on call structure 80
 - setting trace flags for a method 81
 - starting a method in a CMAS 78
- missing data fields 112
- MODB (major object descriptor block) 11
- MOEB (major object environment block) 11
- monitor data, missing 100, 101

N

- naming convention 125, 129, 131

O

- online diagnostic aids
 - debugging transactions
 - method-level (COD0) 60
 - system-level (CODB) 85
 - description 21
 - online utility (COLU) 53, 56

- online utility, COLU 53
- output problems 97, 100
- overview of
 - agents in a MAS 11, 12
 - CMAS networks and registration 9
 - CMAS structure 10, 11
 - common components 12, 15
 - ESSS and data spaces 12
 - structure of system 7

P

- parameters, system
 - for problem determination
 - list of 132
 - types 131
 - specifying 131
- PMR (problem management record) 117
- POST debugging command 76, 77
- preliminary checks
 - affecting specific parts of system 18
 - changes since last run 17
 - has system run before 17
 - messages 18
 - occurring at specific times 18
- problem determination
 - description 3
 - preliminary checks 17, 18
 - system parameters
 - list of 132
 - specifying 131
 - types 131
- problem severity level 117
- problem types 18
- program support
 - follow-up calls 118
 - use of RETAIN system 117
 - what happens when you call 115
 - what they need to know 116, 117
 - when to contact 115
 - working with 115, 118
- program temporary fix (PTF)
 - applying 121
 - obtaining 121
- PTF (program temporary fix)
 - applying 121
 - obtaining 121
- PURGE debugging command 78

Q

- Queue Manager component 14

R

- RETAIN problem management system 117
- RTA results, unexpected
 - MAS Resource Monitoring 102, 103
 - System Availability Monitoring 101, 102

S

- setting CMAS and MAS trace flags 29
- severity level, problem 117
- sources of information
 - change log 21
 - LOGREC records 22
 - manuals 21
 - messages 22
 - online diagnostic aids 21
 - site documentation 21
 - symptom strings 22
 - traces 23
- special trace levels 28
- stall, investigating 94
- standard trace levels 28
- START debugging command 78
- structure of 7
- structure of a CMAS 10, 11
- symptom strings 22
- symptoms of a problem 18
- SYS1.LOGREC data set 22
- SYSDUMP code entries in a MAS 40
- system management problems
 - missing monitor data 100, 101
 - unexpected RTA results 101, 103
 - unexpected WLM routing 103, 106
- system parameters
 - for problem determination
 - list of 132
 - types 131
 - specifying 131
- system-level debugging with CODB
 - accessing from COD0 90
 - altering memory 89
 - commands 85, 86
 - main menu 85
 - PF key assignments 87
- SYSTR 35

T

- tools for problem determination
 - debugging transactions
 - method-level (COD0) 60
 - system-level (CODB) 85
 - dump facilities
 - IPCS tools 45, 49
 - types of dumps 39
 - ESSS utility (EYU9XEUT) 49, 51
 - online utility (COLU) 53, 56
- trace
 - Web User Interface 35
- TRACE debugging command 79
- trace facilities
 - controlling the amount of trace
 - using system parameters 131
 - using the WUI 29, 30
 - description of 23
 - for a CMAS 27
 - for a MAS 27

- trace facilities (*continued*)
 - formatting trace entries 31, 35
 - interpreting trace entries
 - in a CMAS or MAS 31
 - types and levels of trace 28, 29
 - exception 29
 - special 28
 - standard 28
 - use of CICS trace table 27
- trace flag syntax 30
- trace flags 37
- trace format utility (EYU9XZUT)
 - JCL 33
 - options 31, 33
 - sample output 34
- trace formatting options 31, 33
- Trace Services component 13
- trace table, CICS 27
- tracing
 - exception 29
 - in a CMAS 27
 - in a MAS 27
 - special 28
 - standard 28
- TRACK debugging command 80
- TRANDUMP code entries in a MAS 40
- TRAP debugging command 81
- types of dumps
 - requested
 - during CMAS initialization 41
 - during ESSS PC routine execution 41
 - during MAS initialization 41
 - unexpected dumps
 - under CICS 39
 - user-requested
 - using the MVS DUMP command 43, 44
- types of problems 18

U

- unexpected dumps
 - in a MAS 40
 - under CICS 39
- user-requested dumps
 - using the MVS DUMP command 43, 44
- USERTR 35
- using this book 3

V

- VERBEXIT command 45

W

- Web User Interface 8
 - dumps 40, 44
 - trace 35
 - typical problems 111
- Web User Interface message help 109
- Web User Interface server initialization parameters
 - WUITRACE 36

WLM routing, unexpected 103, 106
WUITRACE 36

Notices

This information was developed for products and services offered in the U.S.A. IBM may not offer the products, services, or features discussed in this document in other countries. Consult your local IBM representative for information on the products and services currently available in your area. Any reference to an IBM product, program, or service is not intended to state or imply that only that IBM product, program, or service may be used. Any functionally equivalent product, program, or service that does not infringe any IBM intellectual property right may be used instead. However, it is the user's responsibility to evaluate and verify the operation of any non-IBM product, program, or service.

IBM may have patents or pending patent applications covering subject matter described in this document. The furnishing of this document does not give you any license to these patents. You can send license inquiries, in writing, to:

IBM Director of Licensing
IBM Corporation
North Castle Drive
Armonk, NY 10504-1785
U.S.A.

For license inquiries regarding double-byte (DBCS) information, contact the IBM Intellectual Property Department in your country or send inquiries, in writing, to:

IBM World Trade Asia Corporation
Licensing
2-31 Roppongi 3-chome, Minato-ku
Tokyo 106, Japan

The following paragraph does not apply in the United Kingdom or any other country where such provisions are inconsistent with local law:

INTERNATIONAL BUSINESS MACHINES CORPORATION PROVIDES THIS PUBLICATION "AS IS" WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF NON-INFRINGEMENT, MERCHANTABILITY, OR FITNESS FOR A PARTICULAR PURPOSE. Some states do not allow disclaimer of express or implied warranties in certain transactions, therefore this statement may not apply to you.

This publication could include technical inaccuracies or typographical errors. Changes are periodically made to the information herein; these changes will be incorporated in new editions of the publication. IBM may make improvements and/or changes in the product(s) and/or the program(s) described in this publication at any time without notice.

Licensees of this program who wish to have information about it for the purpose of enabling: (i) the exchange of information between independently created programs and other programs (including this one) and (ii) the mutual use of the information which has been exchanged, should contact IBM United Kingdom Laboratories, MP151, Hursley Park, Winchester, Hampshire, England, SO21 2JN. Such information may be available, subject to appropriate terms and conditions, including in some cases, payment of a fee.

The licensed program described in this document and all licensed material available for it are provided by IBM under terms of the IBM Customer Agreement, IBM International Programming License Agreement, or any equivalent agreement between us.

Trademarks

IBM, the IBM logo, and ibm.com are trademarks or registered trademarks of International Business Machines Corp., registered in many jurisdictions worldwide. A current list of IBM trademarks is available on the Web at Copyright and trademark information at www.ibm.com/legal/copytrade.shtml.

Java and all Java-based trademarks and logos are trademarks or registered trademarks of Oracle and/or its affiliates.

Microsoft, Windows, and Windows NT are trademarks of Microsoft Corporation in the United States, other countries, or both.

Other product and service names might be trademarks of IBM or other companies.

Readers' Comments — We'd Like to Hear from You

**CICS Transaction Server for z/OS
CICSplex SM Problem Determination
Version 3 Release 2**

Publication No. GC34-6852-04

We appreciate your comments about this publication. Please comment on specific errors or omissions, accuracy, organization, subject matter, or completeness of this book. The comments you send should pertain to only the information in this manual or product and the way in which the information is presented.

For technical questions and information about products and prices, please contact your IBM branch office, your IBM business partner, or your authorized remarketer.

When you send comments to IBM, you grant IBM a nonexclusive right to use or distribute your comments in any way it believes appropriate without incurring any obligation to you. IBM or any other organizations will only use the personal information that you supply to contact you about the issues that you state on this form.

Comments:

Thank you for your support.

Submit your comments using one of these channels:

- Send your comments to the address on the reverse side of this form.
- Send a fax to the following number: +44-1962-816151
- Send your comments via email to: idrpf@hursley.ibm.com

If you would like a response from IBM, please fill in the following information:

Name

Address

Company or Organization

Phone No.

Email address

Readers' Comments — We'd Like to Hear from You
GC34-6852-04



Cut or Fold
Along Line

Fold and Tape

Please do not staple

Fold and Tape

PLACE
POSTAGE
STAMP
HERE

IBM United Kingdom Limited
User Technologies Department (MP095)
Hursley Park
Winchester
Hampshire
SO21 2JN
United Kingdom

Fold and Tape

Please do not staple

Fold and Tape

Cut or Fold
Along Line



Product Number: 5655-M15

GC34-6852-04



Spine information:



CICS Transaction Server for z/OS

CICSplex SM Problem Determination

Version 3
Release 2