IBM Tivoli Event Pump for z/OS Version 4.2.2

Troubleshooting Guide



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Troubleshooting Guide



Note

Before using this information and the product it supports, read the information in "Notices" on page 57.

This edition applies to Version 4.2.2 of IBM Tivoli Event Pump for z/OS (product number 5698-B34) and to all subsequent versions, releases, and modifications until otherwise indicated in new editions.

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About this publication

IBM[®] Tivoli[®] Event Pump for $z/OS^{®}$ is an enterprise management product that monitors the z/OS data processing resources in an enterprise. You can use it to monitor the z/OS systems, subsystems, applications, and other resources that are critical to your business. This publication, the *IBM Tivoli Event Pump for* z/OS *Troubleshooting Guide*, describes troubleshooting for Event Pump for z/OS.

Intended audience

This publication is for system programmers, system administrators, network operators, and others who need to diagnose, document, and report software and hardware problems.

Publications

This section lists publications in the IBM Tivoli Event Pump for z/OS library and related documents. It also describes how to access Tivoli publications online and how to order Tivoli publications.

IBM Tivoli Event Pump for z/OS library

This following documents are in the IBM Tivoli Event Pump for z/OS library:

- *Command Reference*, SC27-4040, describes the commands for Event Pump for z/OS.
- *Configuration Reference*, SC27-4041, describes the configuration statements for Event Pump for z/OS.
- *Event Reference*, SC27-2895, lists the events (exceptions and messages) that are integrated with Event Pump for z/OS.
- *Installation and Configuration Guide*, SC27-4042, describes how to install and configure Event Pump for z/OS.
- Message Reference, GC27-2310, describes the messages for Event Pump for z/OS
- *Troubleshooting Guide*, GC27-4043, provides information for use in diagnosing and solving problems that occur in Event Pump for z/OS.
- *Program Directory for IBM Tivoli Event Pump for z/OS*, GI11-8920, contains information about the material and procedures that are associated with installing Event Pump for z/OS.

Related publications

For information about the IBM Tivoli Business Service Manager product, link to the product information center from http://www.ibm.com/developerworks/wikis/display/tivolidoccentral/Tivoli+Business+Service+Manager.

For information about the IBM Tivoli Netcool/OMNIbus product, link to the product information center from http://www.ibm.com/developerworks/wikis/display/tivolidoccentral/OMNIbus.

Accessing terminology online

The IBM Terminology website consolidates the terminology from IBM product libraries in one convenient location. You can access the Terminology website at http://www.ibm.com/software/globalization/terminology.

The following terms are used in this library:

AOPxxLOG

For the AOP*xx*LOG system log in the 2-address-space environment or the AOPLOG system log in the 3-address-space environment. AOP*xx*LOG is either AOPEDLOG (event distributor log) or AOPSCLOG (source collector log).

AOPLOG

For the AOP*xx*LOG system log in the 2-address-space environment or the AOPLOG system log in the 3-address-space environment. AOP*xx*LOG is either AOPEDLOG (event distributor log) or AOPSCLOG (source collector log).

Accessing publications online

IBM posts publications for this and all other Tivoli products, as they become available and whenever they are updated, to the Tivoli Documentation Central website at http://www.ibm.com/tivoli/documentation.

Note: If you print PDF documents on other than letter-sized paper, set the option in the File → Print window that allows Adobe Reader to print letter-sized pages on your local paper.

Ordering publications

You can order many Tivoli publications online at http://www.ibm.com/ebusiness/linkweb/publications/servlet/pbi.wss

You can also order by telephone by calling one of these numbers:

- In the United States: 800-879-2755
- In Canada: 800-426-4968

In other countries, contact your software account representative to order Tivoli publications. To locate the telephone number of your local representative, perform the following steps:

- 1. Go to http://www.ibm.com/e-business/linkweb/publications/servlet/pbi.wss.
- 2. Select your country from the list and click Go.
- **3**. Click **About this site** in the main panel to see an information page that includes the telephone number of your local representative.

Accessibility

Accessibility features help users with a physical disability, such as restricted mobility or limited vision, to use software products successfully. Event Pump for z/OS has no user interface or user interactions except through the interfaces of other products. For information about accessibility features for those products, see the applicable product information.

Visit the IBM Accessibility Center at http://www.ibm.com/alphaworks/topics/ accessibility/ for more information about IBM's commitment to accessibility.

Tivoli technical training

For Tivoli technical training information, refer to the following IBM Tivoli Education website at http://www.ibm.com/software/tivoli/education.

Tivoli user groups

Tivoli user groups are independent, user-run membership organizations that provide Tivoli users with information to assist them in the implementation of Tivoli Software solutions. Through these groups, members can share information and learn from the knowledge and experience of other Tivoli users.

Access the Tivoli Users Group at http://www.tivoli-ug.org.

Support information

If you have a problem with your IBM software, you want to resolve it quickly. IBM provides the following ways for you to obtain the support you need:

Online

Access the Tivoli Software Support site at http://www.ibm.com/software/ sysmgmt/products/support/index.html?ibmprd=tivman. Access the IBM Support Portal at http://www.ibm.com/support/entry/portal/software .

IBM Support Assistant

IBM Support Assistant is a free local software serviceability workbench that you can use to resolve questions and problems with IBM software products. Support Assistant provides quick access to support-related information and serviceability tools for problem determination. To install the Support Assistant software, go to http://www.ibm.com/software/ support/isa/.

After you install Support Assistant, you can install the IBM Tivoli Event Pump for z/OS add-on. In Support Assistant, click **Update > Find new**. In the Find New Product Add-ons window, click **Tivoli** and then find and install the IBM Tivoli Event Pump for z/OS add-on.

Troubleshooting Guide

For more information about resolving problems, see the troubleshooting information in this book.

Conventions used in this publication

This publication uses several conventions for special terms and actions and for operating system-dependent commands and paths.

Typeface conventions

This publication uses the following typeface conventions:

Bold

- Lowercase commands and mixed case commands that are otherwise difficult to distinguish from surrounding text
- Interface controls (check boxes, push buttons, radio buttons, spin buttons, fields, folders, icons, list boxes, items inside list boxes, multicolumn lists, containers, menu choices, menu names, tabs, property sheets), labels (such as **Tip:**, and **Operating system considerations:**)
- Keywords and parameters in text

Italic

- · Citations (examples: titles of publications, diskettes, and CDs
- Words defined in text (example: a nonswitched line is called a *point-to-point line*)
- Emphasis of words and letters (words as words example: "Use the word *that* to introduce a restrictive clause."; letters as letters example: "The LUN address must start with the letter *L*.")
- New terms in text (except in a definition list): a *view* is a frame in a workspace that contains data.
- Variables and values you must provide.

Monospace

- Examples and code examples
- File names, directory names, and path names
- · Message text and prompts addressed to the user
- Text that the user must type
- Values for arguments or command options

Operating system-dependent variables and paths

This publication uses the UNIX convention for specifying environment variables and for directory notation.

When using the Windows command line, replace *\$variable* with *%variable*% for environment variables and replace each forward slash (/) with a backslash (\) in directory paths. The names of environment variables are not always the same in the Windows and UNIX environments. For example, *%*TEMP% in Windows environments is equivalent to *\$*TMPDIR in UNIX environments.

Note: If you are using the bash shell on a Windows system, you can use the UNIX conventions.

Chapter 1. Basic troubleshooting

Troubleshooting is a systematic approach to solving a problem. The goal of troubleshooting is to determine why something does not work as expected and how to resolve the problem. Basic troubleshooting can include the following tasks:

- "Describing a problem"
- "Searching knowledge bases" on page 3
- "Getting fixes" on page 4
- "Contacting IBM Support" on page 4
- "Exchanging information with IBM" on page 5
- "Subscribing to Support updates" on page 6

To troubleshoot specific problems, see the following information:

- For problems with Event Pump components, see Chapter 2, "Troubleshooting Event Pump component problems," on page 9.
- For problems with the JOBLOG data source, see Chapter 3, "Troubleshooting JOBLOG data source problems," on page 21.
- For problems with event feeds that use the external data interface (EDI), see Chapter 4, "Troubleshooting EDI and EDI event feed problems," on page 25.
- For problems with other event feeds, see Chapter 5, "Troubleshooting non-EDI event feed problems," on page 35.
- For problems with Event Pump when using TBSM Version 3.1, see Appendix A, "Troubleshooting Event Pump problems when using TBSM Version 3.1," on page 47.

Describing a problem

The first step in the troubleshooting process is to describe the problem completely. Problem descriptions help you and the IBM technical-support representative know where to start to find the cause of the problem. This step includes asking yourself the following basic questions. The answers to these questions typically lead to a good description of the problem, which can then lead you a problem resolution.

- "What are the symptoms of the problem?"
- "Where does the problem occur?" on page 2
- "When does the problem occur?" on page 2
- "Under what conditions does the problem occur?" on page 2
- "Can the problem be reproduced?" on page 3

What are the symptoms of the problem?

When starting to describe a problem, the most obvious question is "What is the problem?" This question might seem straightforward; however, you can break it down into several more focused questions that create a more descriptive picture of the problem, including the following questions:

- Who, or what, is reporting the problem?
- What are the error codes and messages?
- How does the system fail? For example, is it a loop, hang, crash, performance degradation, or incorrect result?

Where does the problem occur?

Determining where the problem originates is not always easy, but it is one of the most important steps in resolving a problem. Many layers of technology can exist between the reporting and failing components. Networks, disks, and drivers are only a few of the components to consider when you are investigating problems.

The following questions help you to focus on where the problem occurs to isolate the problem layer:

- Is the problem specific to one platform or operating system, or is it common across multiple platforms or operating systems?
- Is the current environment and configuration supported?

If one layer reports the problem, the problem does not necessarily originate in that layer. Part of identifying where a problem originates is understanding the environment in which it exists. Take some time to completely describe the problem environment, including the operating system and version, all corresponding software and versions, and hardware information. Confirm that you are running within an environment that is a supported configuration; many problems can be traced back to incompatible levels of software that are not intended to run together or have not been fully tested together.

When does the problem occur?

Develop a detailed timeline of events leading up to a failure, especially for those cases that are one-time occurrences. You can most easily develop a timeline by working backward: Start at the time an error was reported (as precisely as possible, even down to the millisecond), and work backward through the available logs and information. Typically, you need to look only as far as the first suspicious event that you find in a diagnostic log.

To develop a detailed timeline of events, answer these questions:

- Does the problem happen only at a certain time of day or night?
- How often does the problem happen?
- What sequence of events leads up to the time that the problem is reported?
- Does the problem happen after an environment change, such as upgrading or installing software or hardware?

Responding to these types of questions can give you a frame of reference in which to investigate the problem.

Under what conditions does the problem occur?

Knowing which systems and applications are running at the time that a problem occurs is an important part of troubleshooting. These questions about your environment can help you to identify the root cause of the problem:

- Does the problem always occur when the same task is being performed?
- Does a certain sequence of events need to occur for the problem to surface?
- Do any other applications fail at the same time?

Answering these types of questions can help you explain the environment in which the problem occurs and correlate any dependencies. Remember that just because multiple problems might have occurred around the same time, the problems are not necessarily related.

Can the problem be reproduced?

From a troubleshooting standpoint, the ideal problem is one that can be reproduced. Typically, when a problem can be reproduced you have a larger set of tools or procedures at your disposal to help you investigate. Consequently, problems that you can reproduce are often easier to debug and solve. However, problems that you can reproduce can have a disadvantage: If the problem is of significant business impact, you do not want it to recur. If possible, re-create the problem in a test or development environment, which typically offers more flexibility and control during your investigation:

- Can the problem be re-created on a test system?
- Are multiple users or applications encountering the same type of problem?
- Can the problem be re-created by running a single command, a set of commands, or a particular application?

Searching knowledge bases

You can find useful information by searching the information center for Event Pump for z/OS, but sometimes you need to look beyond the information center to answer your questions or resolve problems. You can often find solutions to problems by searching IBM knowledge bases. You can optimize your results by using available resources, support tools, and search methods.

To search knowledge bases for information that you need, use one or more of the following approaches:

1. Search for content by using the IBM Support Assistant (ISA).

ISA is a no-charge software serviceability workbench that helps you answer questions and resolve problems with IBM software products. You can find instructions for downloading and installing this ISA on the ISA website (http://www.ibm.com/software/support/isa/).

2. Find the content that you need by using the IBM Support Portal.

The IBM Support Portal is a unified, centralized view of all technical support tools and information for all IBM systems, software, and services. The IBM Support Portal provides access to the IBM electronic support portfolio from one place. You can tailor the pages to focus on the information and resources that you need for problem prevention and faster problem resolution.

Familiarize yourself with the IBM Support Portal by viewing the demo videos about this tool at https://www.ibm.com/blogs/SPNA/entry/ the_ibm_support_portal_videos. These videos introduce the IBM Support Portal, explore troubleshooting and other resources, and demonstrate how you can tailor the page by moving, adding, and deleting portlets.

- **3**. Search for content about Event Pump for z/OS by using the following additional technical resources:
 - Event Pump web page: www.ibm.com/software/tivoli/products/eventpump-zos/
 - Event Pump wiki: http://www.ibm.com/developerworks/wikis/display/ tivoliomegamon/Tivoli+Event+Pump+for+zOS
 - Event Pump information center: http://publib.boulder.ibm.com/infocenter/ tivihelp/v3r1/index.jsp?topic=/com.ibm.tivoli.eventzos.doc_422/ichomepage.html
- 4. Search for content by using the IBM masthead search.

You can use the IBM masthead search by typing your search string into the Search field at the top of any ibm.com[®] page (http://www.ibm.com/).

5. Search for content by using any external search engine, such as Google, Yahoo, or Bing.

If you use an external search engine, your results are more likely to include information that is outside the ibm.com domain. However, sometimes you can find useful problem-solving information about IBM products in newsgroups, forums, and blogs that are not on ibm.com.

Getting fixes

A product fix might be available to resolve your problem. To find and install fixes:

- Go to the Downloads page for Tivoli Event Pump for z/OS: http://www.ibm.com/support/entry/portal/Downloads/Software/Tivoli/ Tivoli_Event_Pump_for_z~OS
- 2. Determine which fix you need:
 - Search for a specific download package by using the selections in the "Downloads and fixes" section.
 - Display featured downloads by going to the "Featured download links" section and clicking **View all download links**.
- **3**. Download the fix. Open the download document and follow the link in the "Download package" section.
- 4. Apply the fix. Follow the instructions in the "Installation Instructions" section of the download document.
- 5. Optionally, subscribe to receive weekly email notifications about fixes and other IBM Support information. See "Subscribing to Support updates" on page 6.

Contacting IBM Support

IBM Support provides assistance with product defects, answering FAQs, and performing rediscovery.

After trying to find your answer or solution by using other self-help options such as technotes, you can contact IBM Support. Before contacting IBM Support, your company must have an active IBM software subscription and support contract, and you must be authorized to submit problems to IBM. For information about the types of available support, see the Support portfolio topic (http://www14.software.ibm.com/webapp/set2/sas/f/handbook/offerings.html) in the *Software Support Handbook*.

Complete the following steps to contact IBM Support with a problem:

- Define the problem, gather background information, and determine the severity of the problem. For more information, see the "Getting IBM support" topic (http://www14.software.ibm.com/webapp/set2/sas/f/handbook/ getsupport.html) in the *Software Support Handbook*.
- 2. Gather diagnostic information; for a list of the information to gather, see "Collecting data for Event Pump" on page 55.
- 3. Submit the problem to IBM Support in one of the following ways:
 - Through IBM Support Assistant (http://www.ibm.com/software/support/ isa/)

Note: Include "IBM" and the name of the product in your search if you are looking for information about an IBM product.

- Online through the IBM Support Portal (http://www.ibm.com/software/ support/). You can open, update, and view all your service requests from the Service Request portlet on the Service Request page.
- By phone. For the phone number to call in your region, see the "Directory of worldwide contacts" web page (http://www.ibm.com/planetwide/).

If the problem that you submit is for a software defect or for missing or inaccurate documentation, IBM Support creates an Authorized Program Analysis Report (APAR). The APAR describes the problem in detail. Whenever possible, IBM Support provides a workaround that you can implement until the APAR is resolved and a fix is delivered. IBM publishes resolved APARs on the IBM Support website daily, so that other users who experience the same problem can benefit from the same resolution.

Exchanging information with IBM

To diagnose or identify a problem, you might need to exchange information with IBM Support:

- If you need to provide IBM Support with data and information from your system; see "Sending information to IBM Support."
- If IBM Support provides tools or utilities for you to use for problem determination; see "Receiving information from IBM Support."

Sending information to IBM Support

To reduce the time that it takes to resolve your problem, you can send trace and diagnostic information to IBM Support. To submit diagnostic information to IBM Support:

- 1. Open a problem management record (PMR) by using the IBM Support Assistant or the Service Request tool; see step 4.
- 2. Collect the diagnostic data that you need. Diagnostic data helps reduce the time that it takes to resolve your PMR; see "Collecting data for Event Pump" on page 55.
- **3**. Compress the files by using the TRSMAIN or AMATERSE program. For more information, see the problem management information in the z/OS library.
- 4. Transfer the files to IBM. You can use one of the following methods to transfer the files to IBM:
 - IBM Support Assistant (http://www.ibm.com/software/support/isa/)
 - The Service Request tool (http://www.ibm.com/support/servicerequest)
 - Standard data upload methods: FTP, HTTP
 - Secure data upload methods: FTPS, SFTP, HTTPS
 - Email

These data exchange methods are explained on the IBM Support site (http://www.ibm.com/software/support/exchangeinfo.html).

Receiving information from IBM Support

Occasionally, an IBM technical-support representative might ask you to download diagnostic tools or other files. Ensure that your IBM technical-support representative provides you with the preferred server to use for downloading the files and the exact directory and file names to access.

To download files from IBM Support:

- 1. Use FTP to connect to the site that your IBM technical-support representative provides and log in as anonymous. Use your email address as the password.
- 2. Change to the appropriate directory:
 - a. Change to the fromibm directory: cd fromibm
 - b. Change to the directory that your IBM technical-support representative provides.

cd nameofdirectory

- **3**. Enable binary mode for your session: binary
- 4. Use the **get** command to download the file that your IBM technical-support representative specifies:

get filename.extension

5. End your FTP session:

quit

Subscribing to Support updates

To stay informed of important information about the IBM products that you use, you can subscribe to updates. By subscribing to receive updates, you can receive important technical information and updates for specific IBM Support tools and resources. You can subscribe to updates by using one of two approaches:

RSS feeds

The following RSS feeds are available for Event Pump:

- Event Pump RSS feed: http://www.ibm.com/systems/support/myfeed/ xmlfeeder.wss?feeder.requid=feeder.create_public_feed &feeder.feedtype=RSS&feeder.maxfeed=25&OC=SSXTW7 &feeder.subdefkey=swgtiv&feeder.channel.title=Tivoli Event Pump for z/OS&feeder.channel.descr=The latest updates about Tivoli Event Pump for z/OS
 - **Note:** If this link does not work, copy the link into the address field of your browser.
- Event Pump publications RSS feed: http://publib.boulder.ibm.com/ infocenter/tivihelp/v3r1/topic/com.ibm.tivoli.eventzos.doc_422/ event_rss.xml

For general information about RSS, including steps for getting started and a list of RSS-enabled IBM web pages, visit the IBM Support RSS feeds site (http://www.ibm.com/software/support/rss/).

My Notifications

With My Notifications, you can subscribe to Support updates for any IBM product. (My Notifications replaces My Support, which is a similar tool that you might have used in the past.) With My Notifications, you can specify that you want to receive daily or weekly email announcements. You can specify what type of information you want to receive, such as publications, hints and tips, product flashes (also known as alerts), downloads, and drivers. With My Notifications, you can customize and categorize the products about which you want to be informed and the delivery methods that best suit your needs.

To subscribe to Support updates:

- Subscribe to the Event Pump RSS feed as follows:
 - 1. Go to the IBM Support RSS feeds site (http://www.ibm.com/software/ support/rss/) and click **RSS feeds for Tivoli products**.
 - On the IBM Software Support RSS feeds Tivoli Software page, click Tivoli Event Pump for z/OS.
 - 3. On the RSS feed page for Tivoli Event Pump for z/OS, click **Subscribe Now**.
- Subscribe to My Notifications as follows:
 - 1. Go to the IBM Support Portal (http://www.ibm.com/software/support/) and, in the **Notifications** portlet, click the option for subscriptions.
 - 2. To sign in, type your IBM ID and password and click **Submit**.
 - 3. In the **Notifications** portlet, click **Manage all my subscriptions**.
 - 4. Click the **Subscribe** tab, and identify what and how you want to receive updates, as follows:
 - a. Select the appropriate software brand or type of hardware.
 - b. Select one or more products by name and click **Continue**.
 - c. Select your preferences for how to receive updates, whether by email, online in a designated folder, or as an RSS or Atom feed.
 - d. Select the types of documentation updates that you want to receive, for example, new information about product downloads and discussion group comments.
 - e. Click Submit.

Until you modify your RSS feeds and My Notifications preferences, you receive notifications of updates that you have requested. You can modify your preferences when needed (for example, if you stop using one product and begin using another product).

Go directly to My notifications for IBM technical support overview at http://www.ibm.com/support/mynotifications.

Chapter 2. Troubleshooting Event Pump component problems

Use the following information to troubleshoot Event Pump problems:

- "Event Pump component problems"
- "Event Pump component troubleshooting tools" on page 14

For an overview of Event Pump and information about Event Pump components, see the *Event Pump for z/OS Installation and Configuration Guide*.

Event Pump component problems

Table 1 lists the problems that you might encounter with Event Pump components. Locate your problem in the table, and go to the specified information for a description of the problem and resolution steps.

Component	Problem	Page
Source collector	Source collector does not start and gets an error	9
Source collector	Source collector performance problem	10
Data space	Queue full	10
Source collector	WTORs not cleared automatically after reply	12
Source collector	Source collector ends with condition code 0101 when starting with PPI=YES	12
Source collector	Maximum number of concurrent commands reached	12
Source collector	GTM4497E message in Event Pump job log	13
Source collector	GTM5404E message in Event Pump job log	13
Source collector	GTM5415E message in Event Pump job log	13
Source collector	GTM5420E message in Event Pump job log	14

Table 1. Event Pump component problems

Source collector does not start and gets an error

The source collector does not start, and the GTM7556E, GTM7546E, and GTM7598I messages are issued; for example:

GTM7556E SSN: IEFSSREQ 250 R15=00000000 SSOBRETN=00000000 SFDA_RC=00000014 GTM7546E SSN SUBSYSTEM INITIALIZATION FAILED GTM7598I TERMINATION IN PROGRESS

These messages are in the SDSF data sets for the source collector, in MVS[™] SYSLOG, or in both. This problem can occur in Event Pump Version 4.2 or later.

The Event Pump subsystem functional dependent area (SFDA) internal return code indicates that the specified subsystem is still in use by a source collector. This error can occur when two source collectors are trying to use the same subsystem name. This error can also occur if the source collector was previously canceled or forced off the system. If the source collector is canceled, it cleans up correctly; however, if the source collector is forced off, it is prevented from cleaning up correctly and it cannot be restarted because the subsystem seems to still be in use. As a workaround, start the source collector with a different subsystem name. To do that, change the following parameter in the startup parameter member of the source collector procedure:

SUBSYSTEM_NAME=TM2

To solve the problem, run the following job to remove the pending subsystem entry, where *yyyy* is the name of the source collector subsystem and *xxxx.xxxx* is the Event Pump SGTMMODS library that contains the GTMAOPD6 member:

```
//DELSS JOB (9805,SS),'DUMMY-JOB',MSGCLASS=A,CLASS=A,
// MSGLEVEL=(1,1),NOTIFY=RACFID2
//*JOB ABEND
//STEP001 EXEC PGM=GTMAOPD6,PARM=yyyy
//STEPLIB DD DISP=SHR,DSN=xxxx.xxxx.xxxx
```

If this job does not complete with rc=0, follow the instructions in the job log to fix the problem and rerun the job.

When this job completes successfully, the GTMAOPD6 program deletes the subsystem table entry, effectively clearing it so that the source collector can reuse the subsystem name.

Source collector has a performance problem

The source collector CPU usage is high. The source collector is having to perform many compares per second.

To reduce the source collector workload, follow these steps to remove the generic traps where the job name is set to (*). These traps result in high CPU usage.

 To find the generic traps that are being set, issue the following command: f source_collector, SHOW TRAPS LONG

This command shows information about all traps that are registered in Event Pump. Generic traps have the message ID, the job name, or both set to asterisk (*).

- **2**. To reduce the number of traps that are running, remove the customizer entries from the GTMMON data set for selected generic traps.
- 3. Restart the source collector.

Restarting resets the traps, and the old generic traps are deleted. The CPU usage improves because of the reduced number of traps that have to work with the source collector.

Full queues (data space)

Full queues occur when queue space in which to store a record is no longer available. When a full queue occurs, no further records can be written to the queue until the condition is relieved. For the Event Pump queues, the condition is automatically relieved when the queue gets below 40% of capacity. While the queue is full, the source collector QUEUE command appends the display with the **FULL** value. This warning, which might be displayed even if the queue is below 100%, indicates that records are discarded until the queue full condition is relieved.

The queue can be forcibly relieved with the source collector QUEUE RESET command as follows, where *source_collector* is the name of the source collector and *queue_name* is the name of the queue to reset:

F source_collector,QUEUE RESET queue_name

This command works only if the queue is not at 100% of capacity.

Note: The capacity of the queues can be altered only by changing the data space startup parameters and restarting all address spaces.

The data space holds data in queues as the data is sent between the various Event Pump components. Because of the specific nature of this address space, few problems require your attention. The queues are intended to hold data only for a short time. However, if communication between the host and the event distributor is lost, the event distributor queue might be required to hold events.

The size of the event distributor is determined by the OSQUEUESIZE parameter to the data space. The value that is specified is the number of pages that are dedicated to hold queue pointers. Each page can store 1024 records in the database, not including the first page. The first page also contains queue header information, therefore the total number is less. The size of the data space that is obtained is determined by the number of records that are possible in the queues.

Information relating to the queues can be obtained by using the source collector QUEUE command. The format of the QUEUE command is as follows:

F source collector,QUEUE

The following example shows the output from the QUEUE command:

GTM7517I	CMD=QUE	UE					
GTM7620I	QUEUE	MAX RECS	CUR RECS	PCT USED	CUR THRES/PCT	LOST RECS	TOTAL RECS
GTM7621I	GTMSRVR	14,306	Θ	Θ	7,152/ 50	0	111
GTM7621I	GTMPUMP	2,018	Θ	Θ	1,008/ 50	0	15
GTM7621I	GTMLOG	4,066	Θ	0	2,032/ 50	Θ	111

The following fields are in this output example:

QUEUE

The name of the queue. The event distributor queue is given the name of the event distributor. The source collector queue is given the name of the source collector. The log queue is always GTMLOG.

MAX RECS

The maximum number of records that the queue can hold.

CURRENT RECS

The current number of records in the queue. This value is typically 0 if the process is working properly.

PCT USED

The current percentage of the queue that is used.

CURRENT THRES/PCT

The current threshold until a message is issued. This value starts at 50% of the queue capacity. When the threshold is reached, a message is issued and the threshold is increased. When the value is 50% and 60%, the GTM4485I message is issued; for higher values, the GTM4486W message is issued. A percentage value that is higher than 50% indicates that the queue has, during its lifetime, exceeded 50% of the capacity.

LOST RECS

The total number of records that are discarded because of a full queue. If this value is other than 0, it indicates that this queue has at some point exceeded its capacity.

TOTAL RECS

The number of records that tried to be placed in the queue. This number includes records that were discarded because of a full queue.

WTOR messages not cleared automatically after reply

Write to Operator with Reply (WTOR) messages are not cleared automatically after they are replied to from automation. This problem can occur in Event Pump Version 4.2 or later.

The WTOR_CLEANUP parameter is missing. This parameter specifies the number of seconds before a cleanup action is taken to delete old variables from the WTOR shared variable pool. The default value is 900 seconds (15 minutes).

Take the following actions:

- 1. Set parameter WTOR_CLEANUP=300 among the source collector startup parameters.
- 2. Restart the source collector.

Source collector ends with condition code 0101 when started with PPI=YES

The source collector ends with condition code 0101 when it is started with the PPI=YES parameter. This problem can occur in Event Pump Version 4.2 or later.

The links between the NetView[®] CNMLINK library and the GTMAOPH0 and GTMAOPH2 modules are missing.

Take the following actions:

- 1. Update your DDDEF CNMLINK library in SMP/E to point to your current NetView CNMLINK library. This library is the library with the CNMLINK data set.
- Run an SMP/E job to extract the JCL that relinks these modules by running a REPORT CALLLIBS statement. A sample control statement deck is as follows: SET BDY(GLOBAL). REPORT CALLLIBS(CNMLINK) ZONES(target_zone)JOBCARD(jobcard)

Optionally (it is recommended), add the SMPPUMCH DD name to the REPORT CALLLIBS statement in the SMP/E job. This addition generates your JCL relink job.

- 3. Run the relink job.
- 4. Restart Event Pump with PPI=YES. The following message is displayed: GTM78901 PPI RECEIVER IS ACTIVE.

You can also see the NetView receiver name of NETVAOP by running the DISPPI command.

Maximum number of concurrent commands reached

Each z/OS operator command that is issued against Event Pump is trapped by the source collector subsystem and passed to the source collector using an available thread. The maximum number of concurrent commands that can be processed is defined by the following source collector startup parameter: SUBSYSTEM_MAXTHREADS=n If an operator command is trapped and no threads are available, the source collector can, depending on the setting of the MAXTHREADS_PROMPT startup parameter, issue the following Write to Operator with Reply (WTOR) message: GTM75601 A0P: subsystem name: MAX THREADS REACHED, REPLY 0-9 TO INCREASE

When this message is issued, the operator can increase the maximum number of threads. This WTOR message is issued only if MAXTHREADS_PROMPT=YES is coded.

If MAXTHREADS_PROMPT=NO is coded, no message is issued and the source collector misses the operator command. The source collector also misses any subsequent commands that occur when all subsystem threads are in use.

If the operator replies with 0, the maximum number of threads is not increased and, if the maximum number of threads is reached again, this message is not issued again. Replying with 0 changes MAXTHREADS_PROMPT=YES to MAXTHREADS_PROMPT=NO for subsequent maximum thread events.

If the operator replies with a single digit number in the range 1 - 9, the maximum number of threads is increased by the specified number. If the maximum thread number is reached again, the source collector issues the GTM7560I message again, requesting an increase in the number of maximum threads. This mechanism prevents the subsystem from depleting ECSA storage in the event of a problem. Each thread uses 168 bytes of ECSA storage.

GTM4497E message in Event Pump job log

The following error message is in the Event Pump job log. This problem can occur in Event Pump Version 4.2 or later.

GTM4497E INVALID Q FOUND ADDR=00001000, ALET=01FF0017, HEADER=00000000000000000

The source collector does not find the dataspace queues. The source collector must be started after the dataspace is running. If the source collector does not find the dataspace queues, it issues the GTM4497E message. Event Pump is now inactive.

Start Event Pump as follows:

- 1. Ensure that TCP/IP is initialized.
- 2. Start the data space.
- **3**. Start the event distributor.
- 4. Start the source collector.

GTM5404E message in Event Pump job log

The following message is in the Event Pump job log. This problem can occur in Event Pump Version 4.2.1 or later.

GTM5404E ERROR DURING DISCOVERY OF PARTNERS

Global resource serialization (GRS) is not operable on the failing system.

Ensure that GRS is running on the failing system. For information about this function, see *z*/*OS MVS Planning Global Resource Serialization*).

GTM5415E message in Event Pump job log

The following message is logged in the Event Pump job log during source collector startup. This problem can occur in Event Pump Version 4.2.1 or later. GTM5415E HTTP SERVER : UNABLE TO BIND SOCKET, RC = 13, RS = EACCES Permission denied This message is issued only if sysplex support is enabled. The following z/OS Communications Server issues might be the reason for this message:

- The Event Pump HTTP server can be denied access to a resource for which the scope includes port 8080 (an EZB.PORTACCESS.sysname.tcpname.safkey resource in the SERVAUTH class). See the port access control information in the *z*/OS *Communications Server Configuration Guide*.
- The TCP/IP profile lists port 8080 and assigns it to a job name that is not the Event Pump HTTP server.
- Depending on the IP address that is used on the BIND request (that is, the value that is specified for the PORT parameter), the range of ports that is covered by the INADDRANYPORT and INADDRANYCOUNT definitions in the BPXPRMxx member of PARMLIB is prohibiting the request. See the *z*/OS *MVS Initialization and Tuning Reference*.

Determine the cause of the problem, and fix the problem.

GTM5420E message in Event Pump job log

One of the following messages is in the Event Pump job log. This problem can occur in Event Pump Version 4.2.1 or later.

GTM5420E HTTP SERVER : UNABLE TO RESOLVE THE LOCAL HOST IP ADDRESS, RC = 1, RS = EAI_NONAME Host not found - resolver

```
GTM5420E HTTP SERVER : UNABLE TO RESOLVE THE LOCAL HOST IP ADDRESS, RC = 2001,
RS = EINVALIDRXSOCKETCALL Syntax error in RXSOCKET parameter list
```

The domain name resolution is not fully configured at your site, or the REXX alternate library (SEAGALT) is not available for the source collector starting procedure.

If domain name resolution is not fully configured at your site, then the TCP/IP SYSTCPD DD statement must be specified and point to the appropriate TCPDATA library. The REXX alternate library (SEAGALT) must be available for the source collector starting procedure.

Event Pump component troubleshooting tools

The following tools are available for troubleshooting problems with the Event Pump components:

- "Generalized trace facility"
- "GTMAOPE0 utility" on page 16
- "Event distributor data transmission logs" on page 16
- "Traps and global variables" on page 17
- **Note:** If a problem causes an Event Pump component to hang, you might need to stop the component before you can continue troubleshooting the problem; see "Stopping a component" on page 18

Generalized trace facility

The generalized trace facility (GTF) is useful for performing tracing functions. The Event Pump address spaces (the source collector and the event distributor) can write trace data to GTF. Using GTF within the event distributor is limited however because, after the event distributor is initialized, little activity corresponds to the implemented trace points. Initially, program attach and call events are traced with the parameters that are passed when called by event pump internal services. Direct calls to system services such as LINK, LOAD, and ATTACH can be traced using

the trace data that is written by those services. REXX tracing consists of exec entry and exit with entry parameters. In addition, AOP host commands (ADDRESS AOP) are called for every exec entry, so that all entry and exit points for these calls are traced.

Tracing is activated by coding the GTMTRACE=YES startup parameter. All trace data is written to GTF as a simple text string with user event identifier 1022. No data is collected until a GTF address space is started with the appropriate parameters.

GTF parameters for Event Pump

To enable GTF to capture trace records from Event Pump, specify the following parameters to your GTF procedure, where *jobname* is the job or started task name of the source collector or the event distributor:

TRACE=USRP,JOBNAMEP JOBNAME=*jobname* USR=(3FE)

You can specify additional operands to GTF trace to capture additional trace data from system components. For more information about GTF, see *z*/*OS MVS Diagnosis: Tools and Service Aids*.

Trace points for Event Pump

The following trace points are implemented in Event Pump:

- During program CALL and ATTACH functions by using the AOPATCH macro. The trace call is made within the calling program, before the actual call is made. Making the trace call in this way enables tracing of both the calling program and the called program.
- During REXX exec initialization. The GTMAOP90 (exec initialization exit) program is called by the REXX routines before an exec gets control. By tracing, the calls and parameters of each REXX exec can be traced, including the calls and parameters that are nested within execs that are called by the AOP code.
- During REXX exec end. The GTMRXEXE (exec end exit) program is called by the REXX routines as an exec ends. Calling the GTMRXEXE (exec end exit) program enables the ending of each nested exec to be tracked.
- During the issuing of an ADDRESS AOP host command by a REXX exec. This traces the command being issued and the command parameters.

GTF modify command interface

Use the source collector or event distributor GTF modify command to show and change the current GTF trace option. You can stop and start GTF tracing within the address space without recycling it. The GTF modify command for the source collector and event distributor is as follows:

F jobname ,GTF START | STOP | STATUS

jobname

Is the source collector or event distributor job or started task name.

START

Indicates that GTF is to be started within the address space. To collect GTF trace data, GTF must also be running with the appropriate collection parameters.

STOP Indicates that GTF is to be stopped within the address space.

STATUS

Indicates that the status of GTF in the address space is to be displayed on the operator console.

GTMAOPE0 utility

The samples for the GTMAOPE0 utility are in the SAMPLIB data set. Use the following DD names in the JCL as switches to enable tracing and logging of information during the transmission of data to Event Pump. When these DD names are not used, tracing and logging information is not generated.

• TRACE DD requests that the data records that are transmitted to Event Pump are to be written to the specified file. If the TRACE keyword is used, the output is formatted as described by the TRACE keyword operand in the GTMAOPE0 utility JCL. The following example specifies that the data that is transmitted to Event Pump is to be written to DD name TRACE, based on the operand provided:

TRACE=BUFFERS | RECORDS

BUFFERS

Indicates that each populated buffer is to be written to the trace file. This value is the default value.

RECORDS

Indicates that each record is to be individually written to the trace file.

• LOG DD requests that logging information is to be written to the file that is specified on this DD name. The following message is written to the log file that is specified in the LOG DD statement:

BUFFER COUNT: buffer_id# PHYSICAL BUFFER: xmit_bytes
LOGICAL BUFFER: logical_buffer_size

BUFFER COUNT

Is the number representing the additional sequence of each buffer as the buffers are transmitted to Event Pump. This value changes in increments of 1.

PHYSICAL BUFFER

Is the number of bytes that are transmitted over the IP connection to Event Pump.

LOGICAL BUFFER

Is the number of bytes that the Event Pump ASIMVSIPLIstenerSvc service is to process. This value is always 2 bytes less than the PHYSICAL BUFFER value.

Event distributor data transmission logs

The event distributor logs each record that is transmitted to the Event Pump servers. These log data sets can aid IBM Software Support in problem determination. The data set names for the event distributor log data sets are specified in the event distributor LOG1 and LOG2 startup parameters. The data set name of the currently allocated log data set is displayed in the event distributor job log in the last GTM4200I message.

To switch log data sets so that you can view the contents of the latest data set, use the event distributor LOGSWITCH modify command, where *event_distributor* is the job or started task name:

F event_distributor,LOGSWITCH

The event distributor closes the current log data set and switches to the inactive one, so that you can view or offload the data in the current log data set.

You can also browse the log data set online using a browse utility such as ISPF browse. In ISPF browse, the data set looks like the following example:

 BROWSE SYS5.GTMSREVR.LOG1
 Line 0000003 Col 036 115

 Command ===>Scroll ===>CSR
 2002020413:47:19.600631...ZAZ018...OS...ZAZ0...0000030006.....

 2002020413:47:38.798515...ZAZ020...CICS...ACCESS01...TTC0103...000011000C.

 2002020413:48:21.066777...ZAZ026...ACC0225.&.@AL0GON.e.E...AF0PER.n.0MMVS

 2002020413:48:22.640670...ZAZ028...ACC0225.&.@AL0GON.e.E...AF0PER.n.0MMVS

 2002020413:48:47.919107...ZAZ035...CICS..TTC0103...000011000C...OSCH...++

 2002020413:48:48.906446...ZAZ037...CICS..TTC0103...000011000C...CPL0...++

 2002020413:48:49.588545...ZAZ038...CICS..TTC0103...000011000C...WSHI...++

Traps and global variables

For each operating system on which it is running, the source collector maintains traps for many of the monitored resources. A trap is a message-text and job-name mask that is used to select messages from data sources such as the z/OS system console interface and the external data interface (EDI). The source collector converts messages that are selected by traps into event records that are sent to Netcool/OMNIbus.

Traps for the source collector are created as follows:

- · Automatically during source collector initialization and operation
- From source collector startup parameters
- From the registration data member (GTMINPUT)

You can examine the traps to determine if Event Pump is capturing data for a particular resource or set of resources. To list the traps that are currently defined to a source collector, use the source collector SHOW TRAPS command in the following ways:

- By using the MVS MODIFY (F) command; enter the following command where source_collector is the name of the source collector job or started task:
 F source_collector,SHOW TRAPS
- By using the source collector subsystem command; enter the following command where *cmd_prefix* is the source collector subsystem command string, which is defined in the source collector COMMAND_PREFIX startup parameter: *cmd prefix* SHOW TRAPS

You can limit the traps that are displayed to a particular job name by including the job name within asterisks (*). For example, this command displays the traps for the job named MYJOB:

F source collector, SHOW TRAPS *MYJOB*

The following output is from a typical SHOW TRAPS command for a particular job in which the command was issued using the MVS MODIFY facility for any trap for the JOB111 job:

GTM7517I	CMD=SHOW TRAPS *JOB111*		
GTM7567I	WTO AAMJOB11100000200071	ENA	0
GTM7567I	WTO AAMJOB11100000200072	ENA	0
GTM7567I	WTO AAMJOB11100000200073	ENA	0
GTM7567I	WTO AAMJOB11100000200074	ENA	0
GTM7567I	WTO AAMJOB11100000200075	ENA	0
GTM7576I	WTO=5 CMD=0 XOM=0 XOC=0 XOI=0	X02=0 T0D=0	

You can display complete trap information, including the text that is being trapped, by using the LONG option:

SHOW TRAPS * job_name * LONG

This example shows what the complete information for the JOB111 job might look like:

```
      GTM7517I
      CMD=SHOW TRAPS *JOB111* LONG

      GTM7567I
      WTO AAMJOB11100000200071
      ENA
      0

      GTM7570I
      DAYS(ALL)
      0
      0

      GTM7570I
      WTO(IEF403I*)
      0
      0

      GTM7570I
      JOBNAME(JOB111)
      JOBTYPE(JOB)
      SYSID(*)

      GTM7570I
      ACTION(CALL GTMA0P57 EVENT JOB JOB111 BATC 05)
      0

      GTM7576I
      WTO=1
      CMD=0
      XOC=0
      XOI=0
      XO2=0
      TOD=0
```

In this example:

- In the WTO(IEF403I*) line, (IEF403I*) indicates the message mask for the trap, which is any message beginning with IEF403I. These are job start messages.
- In the JOBNAME(JOB111) JOBTYPE(JOB) SYSID(*) line, JOBNAME(JOB111) indicates that this trap is only for JOB111 and JOBTYPE(JOB) indicates that the JOB111 job must be running as a job rather than a started task.

Depending on the trap type, additional information for the trap might be stored in global variables in the source collector. To display the variables that are associated with the traps for a job, use the source collector SHOW VARS command in one of the following ways:

- Using the MVS MODIFY (F) command; enter this command, where source_collector is the name of the source collector job or started task:
 F source_collector,SHOW VARS
- Using the source collector subsystem command; enter this command, where *cmd_prefix* is the source collector subsystem command string that is defined in the source collector COMMAND_PREFIX startup parameter: *cmd prefix* SHOW VARS

You can limit the variables that are displayed to a particular job name by including the job name within asterisks (*). For example, this command displays variables for the MYJOB job:

F source_collector,SHOW VARS *MYJOB*

This example shows what the typical SHOW VARS command output might look like:

GTM7517I	CMD=SHOW VARS *MYJOB*
GTM7567I	POOL=USER
GTM7567I	NAME=ACCESS.MYJOB.M.BATC.OBJECTDATA
GTM7567I	DATA=BATC 0000020007 MYJOB 05 JOB Z\Z\Z\Z\Z\Z\Z
GTM7567I	\Z\Z\Z\Z\Z\Z\Z\Z\Z\Z\Z\Z\Z\Z\Z\Z\Z\Z\ABENDED\ABEN
GTM7567I	<pre>DED\JCL ERROR\JCL ERROR\/EQQE036I\ERROR_OPERA</pre>
GTM7567I	TION\GTMAUAB\GTMAUOF\GTMAUON\IEF403I\IEF404I\
GTM7567I	OPCENDED\OPCSTARTED\QM70-10\SCRJ-11\SCRJ-12\S
GTM7567I	IRD-11\SM50-10\SMF0-12\SMF0-18\SMF0-19\SP06-1
GTM7567I	0\SSM0-33\SSM0-34\SSM0-35\Z0320I_AEOJ\Z0320I_
GTM7567I	B0J\Z0320I_E0J\IEF450I\IEF402I\IEFC452I\IEF45
GTM7567I	31\
GTM7575I	SHOW COMMAND COMPLETE

SHOW VARS output is typically used by IBM Software Support. For more information about the SHOW VARS command, see the *Event Pump for z/OS Command Reference*.

Stopping a component

If you need to stop a component task, follow these steps:

1. Issue the z/OS STOP (P) command. Typically, the task shuts down in 1 to 2 minutes. Both the source collector and the event distributor must be stopped before the data space accepts a STOP (P) command.

- 2. If the STOP (P) command does not stop the task, you can use the z/OS CANCEL (C) command for the Event Pump component. Optionally, you can specify the dump option on the CANCEL (C) command to obtain a dump of the address space. This dump can assist IBM Software Support in determining why the address space did not shut down.
- **3.** If the CANCEL (C) command does not stop the task, you can use the z/OS FORCE (F) command to force the address space from the system. Using the FORCE (F) command can result in system instability that might require restarting the system.

For more information about the STOP, CANCEL, and FORCE commands, see *z*/*OS MVS System Commands*.

Chapter 3. Troubleshooting JOBLOG data source problems

To troubleshoot problems with the JOBLOG data source, see the following information:

- "JOBLOG data source problems"
- "JOBLOG data source troubleshooting tools" on page 22

JOBLOG data source problems

Table 2 lists the problems that you might encounter with the JOBLOG data source. Locate your problem in the table, and go to the specified information for a description of the problem and resolution steps.

Table 2. JOBLOG data source problems

Category	Problem	Page
JOBLOG data source	The JOBLOG data source does not trap messages from the specified JES spool data set.	21
JOBLOG data source	JOBLOG does not monitor specified JES spool data set for started job	22

The JOBLOG data source does not trap messages from the specified JES spool data set

The JOBLOG data source does not trap messages from the specified JES spool data set, and EIF events are not available in Netcool/OMNIbus. The JOBLOG data source is configured properly to monitor the required spool data set, and all required customizer settings are set properly and enabled. No error messages were issued for the JOBLOG data source or customizer registration entries.

This problem can be caused by the following situations. If you do not know the cause of this problem, take the actions for each of these situations.

- The filter criteria for the JES spool data set to be monitored do not correspond to the data set that you want to monitor; see "Messages not trapped because of filter criteria."
- The LAYOUT keyword in the SOURCE registration statement contains an invalid value; see "Messages not trapped because of an invalid LAYOUT keyword value" on page 22.
- The customizer ZEVENT MASK or ZEVENT TYPE value does not correspond to the JES spool record that is passed by the JOBLOG data source; see "Messages not trapped because of a ZEVENT MASK or ZEVENT TYPE value" on page 22.

Messages not trapped because of filter criteria

Update the filter criteria for the specified JES spool data set, and restart the source collector. Ensure that the filter criteria, which are specified in the JOBLOG statement, correspond to the required JES spool data set.

For information about registering and configuring the JOBLOG data source, see the *Event Pump for z/OS Installation and Configuration Guide*. For information about the JOBLOG statement, see the *Event Pump for z/OS Configuration Reference*.

Messages not trapped because of an invalid LAYOUT keyword value

Update the value of the LAYOUT keyword in the SOURCE registration statement, and restart the source collector.

For information about registering and configuring the JOBLOG data source, see the *Event Pump for z/OS Installation and Configuration Guide*. For information about the LAYOUT keyword, see the *Event Pump for z/OS Configuration Reference*.

Messages not trapped because of a ZEVENT MASK or ZEVENT TYPE value

Check the customizer ZEVENT statement. Ensure that the ZEVENT statement contains the TYPE JES statement, which indicates that the customizer is to match only the messages that were read by the JOBLOG data source from the monitored spool data set. Ensure that the mask that is specified in the ZEVENT statement is correct and corresponds to the record that you want to trap. To see whether the required record was read and trapped, enable enhanced logging for the JOBLOG data source.

For information about registering and configuring the JOBLOG data source, see the *Event Pump for z/OS Installation and Configuration Guide*. For information about the ZEVENT statement, see the *Event Pump for z/OS Configuration Reference*.

The JOBLOG data source does not monitor the specified JES spool data set for the started job

The JOBLOG data source does not monitor the specified JES spool data set for a started job. Although, the JOBLOG data source is properly configured to monitor the specified JES spool data set and the required customizer settings are enabled, the JOBLOG data source does not start monitoring the specified data set when the job that allocated the data set starts.

When a job that contains a specified JES spool data set starts, the JOBLOG data source waits for a defined number of seconds before it tries to monitor the spool data set. The number of seconds that the JOBLOG data source waits before monitoring is defined by the JOBLOG_DELAY parameter. In this case, the application did not have time to allocate the required spool data set. If the JOBLOG data source cannot find the specified data set after the defined number of seconds, it stops trying to find the data set. As a result, the required JES spool data set is not monitored.

To resolve this problem, increase the JOBLOG_DELAY value. This parameter is set in the source collector initial parameters data set. It is set to 10 seconds by default. See the *Event Pump for z/OS Installation and Configuration Guide* for information about registering and configuring the JOBLOG data source.

JOBLOG data source troubleshooting tools

The JOBLOG data source has several options that you can use to investigate and solve problems that might occur during a JOBLOG data source run cycle.

You can enable debug output for JOBLOG registration entries. Every SOURCE statement in the registration data set has an optional DEBUG keyword, which can be set to YES or N0. N0 is the default value for all JOBLOG SOURCE entries.

SOURCE	TYPE=JOBLOG	*
	CONFIG=config_member	*
	DEBUG=[YES N0]	

The DEBUG keyword enables or disables debug messages that are generated through the registration and configuration of JOBLOG data sources. If you enable debug output for JOBLOG registration entries, you can investigate whether the registration data for a particular JOBLOG source is correct. You can see which spool data sets were added for monitoring and which filters were set for particular JES data sets. Setting invalid or wrong filters for spool data sets is a common mistake in the JOBLOG data source configuration.

The JOBLOG data source supports enhanced logging, which was added in Event Pump Version 4.2.2. This function was added primarily to enable IBM Software Support to investigate problems that are reported by users; however, you might be able to use it to solve some problems without having to contact IBM Software Support. To enable enhanced logging for the JOBLOG data source, add the following statements to the source collector startup parameter data set:

GPZDEBUG.GPZJLMGR=ON

Enables debug messages for JOBLOG manager

GPZDEBUG.GPZJLMON=ON

Enables debug messages for JOBLOG monitor

GPZTRACE.GPZJLMGR=ON

Enables trace messages for JOBLOG manager

GPZTRACE.GPZJLMON=ON

Enables trace messages for JOBLOG monitor

The enhanced logging output includes the state and status of the JOBLOG manager and monitors tasks. When debug output for the JOBLOG data source is enabled, you can see the following information:

- The initialization and stopping of the JOBLOG manager and JOBLOG monitors.
- The spool data set filtering. User sets the filter for data set which he wants to monitor. The JOBLOG data source lists each spool data set in the system list and compares it with the filter that you specified for the data set that you want to monitor. If the spool data set matches the filter, a new instance of the JOBLOG monitor is run.
- The steps in opening, reading, and closing the filtered data set. For every data set that is read, this information also includes how many bytes were read, whether the read record matches the LAYOUT format, and the return codes for every internal routine.
- Which records are read, skipped, or trapped.

Enabling debug messages for the JOBLOG data source is useful in investigating problems. Setting the wrong customizer mask for a specified spool data set is another common mistake. With this problem, everything appears to work correctly; that is, the JOBLOG data source reads the data set, traps records, and passes the records to the customizer for matching. However, the required events are not sent to Netcool/OMNIbus. By enabling debug messages for the JOBLOG data source, you can see the process of event trapping inside the JOBLOG data source and solve this kind of problem. Enhanced logging puts debug messages in the AOPOUT data set for the source collector.

Enabling trace messages includes records that were read by the JOBLOG data source for a particular spool data set. This output shows how the JOBLOG data

source viewed the specified data set, so that you can see if a required record was read. Enhanced logging puts trace messages in the AOP*xx*LOG data set for the source collector.

For information about registering and configuring the JOBLOG data source, see the *Event Pump for z/OS Installation and Configuration Guide*.
Chapter 4. Troubleshooting EDI and EDI event feed problems

For problems that you might encounter with external data interface (EDI) and related event feeds, see the following information:

- "Troubleshooting external data interface problems" for external data interface (EDI) problems or missing event data
- "Troubleshooting System Automation for z/OS problems" on page 27 for problems with automation or System Automation for z/OS
- "Troubleshooting AF/OPERATOR problems" on page 29 for problems with AF/OPERATOR
- "Troubleshooting BMC MainView AutoOPERATOR problems" on page 30 for problems with MainView AutoOPERATOR
- "Troubleshooting OPS/MVS problems" on page 32 for problems with OPS/MVS

Troubleshooting external data interface problems

To troubleshoot external data interface problems, see the following information:

- "External data interface problems"
- "External data interface troubleshooting tools" on page 27

External data interface problems

The external data interface (EDI) enables other products to pass event data and messages to the source collector that is running in the same host operating system. The EDI client code is typically implemented as an exit that is supplied by Event Pump within the target product. The messages that are received by the source collector with the EDI are matched against the Write to Operator (WTO) traps that are defined in the source collector. If a message matches a trap definition, the handler that is defined for the trap is called to process the message. The WTO traps can be created either by source collector startup parameters or by registration data that is received from the event distributor. For more information about the EDI, see the *Event Pump for z/OS Installation and Configuration Guide*.

Table 3 lists the problems that you might encounter with the EDI. Locate your problem in the table, and go to the specified information for a description of the problem and resolution steps.

Category	Problem	Page
EDI	No EDI messages or events are received from any of the products that use the EDI	25
EDI	Random messages or events are lost	26
EDI	Events or messages from a specific product are not received	26

Table 3. EDI problems

No EDI messages or events are received from any product using EDI

No EDI messages or events are received from any of the products that use the EDI.

Take the following actions:

- Ensure that the EDI is active in the source collector. You can use the source collector EDI modify command to display the status of the EDI as follows:
 F source collector, EDI
- Ensure that the source collector is not running with an ACC1ID*xx* DD statement. Review the source collector startup JCL and the GTM4110I message to determine the ID that is in use. The default is 01 unless it is overridden by an ACC1ID*xx* DD statement.

If the source collector is running with an ACC1ID*xx* DD statement, the same statement must be specified, in the startup JCL of all address spaces that are using EDI, to send messages or events to the source collector.

• Use the following command to display EDI-related traps that were created by the source collector startup parameters:

F source_collector,SHOW TRAPS *EDI*

The appropriate traps must be defined to the source collector to capture message and event data from the EDI.

• Ensure that the source collector received the initial data from the event distributor. Nothing is processed until the initialization sequence completes. Look for the GTM1770I and GTM1780I messages in the source collector job log.

Random messages or events are lost

Random messages or events are lost.

The EDI buffer might be too small.

Use the following source collector EDI modify command to display the status and statistics for the EDI:

F source_collector,EDI

If the number of lost records from the EDI modify command is greater than 0, the EDI buffer is too small. Increase the buffer size using the source collector EDI_BUFFER_SIZE startup parameter and recycle the source collector.

Events or messages from a specific product are not received

Events or messages from a specific product are not received.

Take the following actions:

- Ensure that the appropriate exit code is correctly installed and enabled.
- Add or remove the appropriate ACC1ID*xx* DD statement in the product startup JCL, if required. If this statement is not specified for the source collector, a default of 01 is used. Review the GTM4100I message in the source collector job log to determine the ID that is in use. An ACC1ID*xx* DD statement is not required in the external products when the default ID (01) is used.
- Ensure that the appropriate WTO traps are defined. For automation products, use the following command to display the EDI WTO traps:

F source_collector,SHOW TRAPS *EDI*

There is one trap for each automation job name that is specified in the source collector startup parameters. Multiple traps can be defined, one for each automation job name.

External data interface troubleshooting tools

For all EDI event feeds, you can use a similar approach in troubleshooting problems. You can enable the tracing of the EDI exit module for a specific event feed or print the events that were sent from the EDI exit to the source collector.

The EDI exit REXX exec is unique for each EDI event feed. It is called in sequence until all messages are passed and provided with format, action, and field data.

When the EDI cannot send data to the source collector, the EDI gets a return code of greater than 0 and a GTMxx101 message is sent to Netcool/OMNIbus. When the EDI failure is resolved, a GTMxx102 message is sent to Netcool/OMNIbus.

The TRACEON keyword indicates that the EDI exit is to print the record that is sent to the source collector. This record is useful for troubleshooting a problem with the EDI exit. The TRACEOFF keyword disables this feature.

An optional TRACEPROG keyword is also available to trace the entire EDI exit. You can trace all CALL statements or specific ones.

For information about the EDI exit REXX execs, the EDI exit return codes, the TRACEON keyword, or the TRACEPROG keyword, see the *Event Pump for z/OS Installation and Configuration Guide*.

Troubleshooting System Automation for z/OS problems

To troubleshoot Tivoli System Automation for z/OS problems, see the following information:

- "System Automation for z/OS problems"
- "System Automation for z/OS troubleshooting tools" on page 28

System Automation for z/OS problems

Table 4 lists the problems that you might encounter with System Automation for z/OS. Locate your problem in the table, and go to the specified information for a description of the problem and resolution steps.

Category	Problem	Page
System Automation for z/OS	Cannot send data to the EDI	27
System Automation for z/OS	Host problem	28

Table 4. System Automation for z/OS problems

Cannot send data to the EDI

When System Automation for z/OS cannot send data to the EDI (when EDI gets a return code of greater than 0), the following message is sent to the system console: GTMxx101 EDI FAILURE ON sysname. RC=ret_code AC=abend_code CN (console_name) GTMxx102 EDI PROBLEM RESOLVED

The message variables in this message are as follows:

sysname

System (operating system) where the EDI failure occurred

ret_code

Return code from the EDI

abend_code

Abend code from the EDI

```
console_name
```

Name of the console where the message originated

To resolve this problem, see "Events or messages from a specific product are not received" on page 26 or "No EDI messages or events are received from any product using EDI" on page 25.

Host problem

For host problems, take the following actions:

- 1. To verify installation, issue the IHS\$IVP FEED=SA command from the NetView command facility and check for error messages. If any error messages are received, take the necessary actions that are outlined in the message help.
- 2. Issue the DISPPI command from the NetView command facility and check if messages are queuing to the alert receiver (for example, NETVALRT). If queuing is occurring, check that the NetView PPI address space is active and that the source collector, event distributor, and data space address spaces are available and correctly configured.
- **3**. Check the output from the event distributor address space using System Display and Search Facility (SDSF) or an equivalent utility. Determine if records are passed from Event Pump. If not, check that the event distributor is correctly configured.
- 4. Check that the EIF probe is up and correctly configured. Check the EIF probe log files. Depending on the EIF probe configuration, you might want to enable a verbose log for the EIF probe.

System Automation for z/OS troubleshooting tools

The optional TRACEPROG parameter is available to trace the entire EDI program (GTMEDISA). You can trace all call statements or specific call statements. The following example traces all call statements:

CALL 'GTMEDISA' TRACEPROG START_OF_DATA Token ="GTM"||result CALL 'GTMEDISA' TRACEPROG TOKEN 07 02 /* SA390 MESSAGE */ CALL 'GTMEDISA' TRACEPROG TOKEN 05 IPO1 /* SMF ID */ CALL 'GTMEDISA' TRACEPROG TOKEN 03 BATCH001 /* OBJECT NAME */ CALL 'GTMEDISA' TRACEPROG TOKEN 08 SAM001I /* MESSAGE ID */ CALL 'GTMEDISA' TRACEPROG TOKEN 49 "Test message from SA390" /* MESSAGE TEXT */ CALL 'GTMEDISA' TRACEPROG TOKEN END_OF_DATA

The following example traces specific call statements:

```
ALL 'GTMEDISA' START_OF_DATA

Token ="GTM"||result

CALL 'GTMEDISA' TRACEPROG TOKEN 07 02 /* SA390 MESSAGE */

CALL 'GTMEDISA' TOKEN 05 IPO1 /* SMF ID */

CALL 'GTMEDISA' TRACEPROG TOKEN 03 BATCH001 /* OBJECT NAME */

CALL 'GTMEDISA' TOKEN 08 SAM001I /* MESSAGE ID */

CALL 'GTMEDISA' TOKEN 49 "Test message from SA390" /* MESSAGE TEST */

CALL 'GTMEDISA' TOKEN END_OF_DATA
```

The trace output that is produced by the TRACEPROG parameter is located in the System Automation log. For more information about the TRACEPROG parameter, see "Troubleshooting external data interface problems" on page 25.

Sometimes it is useful to see what record is passed to Event Pump. To do that, use the TRACEON keyword in the END_OF_DATA block, which indicates that the EDI exit is to print to the System Automation log the record that is sent to the source collector, for example:

CALL 'GTMEDISA' START_OF_DATA Token ="GTM"||result CALL 'GTMEDISA' TOKEN 07 02 /* SA390 MESSAGE */ CALL 'GTMEDISA' TOKEN 05 IPO1 /* SMF ID */ CALL 'GTMEDISA' TOKEN 03 BATCH001 /* OBJECT NAME */ CALL 'GTMEDISA' TOKEN 08 SAM001I /* MESSAGE ID */ CALL 'GTMEDISA' TOKEN 49 "Test message from SA390" /* MESSAGE TEST */ CALL 'GTMEDISA' TOKEN END OF DATA TRACEON

If you cannot solve the System Automation for z/OS problem, collect the following information and contact IBM Software Support:

- Output from the NetView IHS\$DBUG SHOW command. The IHS\$DBUG REXX exec is shipped with Event Pump.
- The current NetView log.

If appropriate, also collect the information that is listed in "Collecting data for Event Pump" on page 55.

Troubleshooting AF/OPERATOR problems

To troubleshoot Tivoli AF/OPERATOR problems, see the following information:

- "AF/OPERATOR problems"
- "AF/OPERATOR troubleshooting tools" on page 30

AF/OPERATOR problems

Table 5 lists the problems that you might encounter with IBM Tivoli Af/OPERATOR. Locate your problem in the table, and go to the specified information for a description of the problem and resolution steps.

Table 5. IBM Tivoli Af/OPERATOR problems

Catego	ry	Problem	Page
Af/OP	ERATOR	Cannot send data to the EDI	29

Cannot send data to the EDI

When IBM Tivoli AF/OPERATOR cannot send data to the EDI (when EDI gets a return code of greater than 0), the following message is sent to the system console: GTMAF101 EDI FAILURE ON *sysname*. RC=*ret_code* AC=*abend_code* CN (*console_name*) GTMAF102 EDI PROBLEM RESOLVED

The message variables in this message are as follows:

sysname

System (operating system) where the EDI failure occurred

ret_code

Return code from the EDI

abend_code

Abend code from the EDI

console_name

Name of the console where the message originated

To resolve this problem, see "Events or messages from a specific product are not received" on page 26 or "No EDI messages or events are received from any product using EDI" on page 25.

AF/OPERATOR troubleshooting tools

The optional TRACEPROG parameter is available to trace the entire EDI program (GTMEDIAF). You can trace all call statements or specific call statements. The following example traces all call statements:

```
CALL 'GTMEDIAF' TRACEPROG START_OF_DATA

Token ="GTM"||result

CALL 'GTMEDIAF' TRACEPROG TOKEN 10 02 /* AF/OPERATOR MESSAGE EVENT */

CALL 'GTMEDIAF' TRACEPROG TOKEN 05 IPO1 /* SMF ID */

CALL 'GTMEDIAF' TRACEPROG TOKEN 03 BATCH001 /* OBJECT NAME */

CALL 'GTMEDIAF' TRACEPROG TOKEN 08 AF00011 /* MESSAGE ID */

CALL 'GTMEDIAF' TRACEPROG TOKEN 49 "Test message from AF/OPERATOR" /* MSG TEXT */

CALL 'GTMEDIAF' TRACEPROG TOKEN END OF DATA
```

The following example traces specific call statements:

```
CALL 'GTMEDIAF' START_OF_DATA

Token ="GTM"||result

CALL 'GTMEDIAF' TRACEPROG TOKEN 10 02 /* AF/OPERATOR MESSAGE EVENT */

CALL 'GTMEDIAF' TOKEN 05 IPO1 /* SMF ID */

CALL 'GTMEDIAF' TACEPROG TOKEN 03 BATCH001 /* OBJECT NAME */

CALL 'GTMEDIAF' TOKEN 08 AF00011 /* MESSAGE ID */

CALL 'GTMEDIAF' TOKEN 49 "Test message from AF/OPERATOR" /* MESSAGE TEXT */

CALL 'GTMEDIAF' TOKEN END_OF_DATA
```

The trace output that is produced by the TRACEPROG parameter is located in the AF/OPERATOR log. For more information about the TRACEPROG parameter, see "Troubleshooting external data interface problems" on page 25.

Sometimes it is useful to see what record is passed to Event Pump. To do that, use the TRACEON keyword in the END_OF_DATA block, which indicates that the EDI exit is to print to the AF/OPERATOR log the record that is sent to the source collector, for example:

CALL 'GTMEDIAF' START_OF_DATA Token ="GTM"||result CALL 'GTMEDIAF' TOKEN 10 02 /* AF/OPERATOR MESSAGE EVENT */ CALL 'GTMEDIAF' TOKEN 05 IPO1 /* SMF ID */ CALL 'GTMEDIAF' TOKEN 03 BATCH001 /* OBJECT NAME */ CALL 'GTMEDIAF' TOKEN 08 AF0001I /* MESSAGE ID */ CALL 'GTMEDIAF' TOKEN 49 "Test message from AF/OPERATOR" /* MESSAGE TEXT */ CALL 'GTMEDIAF' TOKEN END_OF_DATA TRACEON

Troubleshooting BMC MainView AutoOPERATOR problems

To troubleshoot BMC MainView AutoOPERATOR for z/OS problems, see the following information:

- "BMC MainView AutoOPERATOR problems"
- "BMC MainView AutoOPERATOR troubleshooting tools" on page 31

BMC MainView AutoOPERATOR problems

Table 6 on page 31 lists the problems that you might encounter with BMC MainView AutoOPERATOR. Locate your problem in the table, and go to the specified information for a description of the problem and resolution steps.

Table 6. BMC MainView AutoOPERATOR problems

Category	Problem	Page
AutoOPERATOR	Cannot send data to the EDI	31

Cannot send data to the EDI

When BMC MainView AutoOPERATOR cannot send data to the EDI (when EDI gets a return code of greater than 0), the following message is sent to the system console:

GTMA0101 EDI FAILURE ON *sysname*. RC=*ret_code* AC=*abend_code* CN (*console_name*) GTMA0102 EDI PROBLEM RESOLVED

The message variables in this message are as follows:

sysname

System (operating system) where the EDI failure occurred

ret_code

Return code from the EDI

abend_code

Abend code from the EDI

console_name

Name of the console where the message originated

To resolve this problem, see "Events or messages from a specific product are not received" on page 26 or "No EDI messages or events are received from any product using EDI" on page 25.

BMC MainView AutoOPERATOR troubleshooting tools

The optional TRACEPROG parameter is available to trace the entire EDI program (GTMEDIAO). You can trace all call statements or specific call statements. The following example traces all call statements:

```
CALL 'GTMEDIAO' TRACEPROG START_OF_DATA

Token ="GTM"||result

CALL 'GTMEDIAO' TRACEPROG TOKEN 12 02 /* AutoOPERATOR MESSAGE EVENT */

CALL 'GTMEDIAO' TRACEPROG TOKEN 05 IPO1 /* SMF ID */

CALL 'GTMEDIAO' TRACEPROG TOKEN 03 BATCH001 /* OBJECT NAME */

CALL 'GTMEDIAO' TRACEPROG TOKEN 08 A0001I /* MESSAGE ID */

CALL 'GTMEDIAO' TRACEPROG TOKEN 49 "Test message from AutoOPERATOR" /* MSG TEXT */

CALL 'GTMEDIAO' TRACEPROG TOKEN END_OF_DATA
```

The following example traces specific call statements:

```
CALL 'GTMEDIAO' START_OF_DATA

Token ="GTM"||result

CALL 'GTMEDIAO' TRACEPROG TOKEN 10 02 /* AutoOPERATOR MESSAGE EVENT */

CALL 'GTMEDIAO' TOKEN 05 IPO1 /* SMF ID */

CALL 'GTMEDIAO' TOKEN 08 A00011 /* OBJECT NAME */

CALL 'GTMEDIAO' TOKEN 08 A00011 /* MESSAGE ID */

CALL 'GTMEDIAO' TOKEN 49 "Test message from AutoOPERATOR" /* MESSAGE TEXT */

CALL 'GTMEDIAO' TOKEN END_OF_DATA
```

The trace output that is produced by the TRACEPROG parameter is located in the MainView AutoOPERATOR log. For more information about the TRACEPROG parameter, see "Troubleshooting external data interface problems" on page 25.

Sometimes it is useful to see what record is passed to Event Pump. To do that, use the TRACEON keyword in the END_OF_DATA block, which indicates that the EDI exit is to print to the MainView AutoOPERATOR log the record that is sent to the source collector, for example:

CALL 'GTMEDIAO' START_OF_DATA Token ="GTM"||result CALL 'GTMEDIAO' TOKEN 10 02 /* AutoOPERATOR MESSAGE EVENT */ CALL 'GTMEDIAO' TOKEN 05 IPO1 /* SMF ID */ CALL 'GTMEDIAO' TOKEN 03 BATCH001 /* OBJECT NAME */ CALL 'GTMEDIAO' TOKEN 08 A0001I /* MESSAGE ID */ CALL 'GTMEDIAO' TOKEN 49 "Test message from AutoOPERATOR" /* MESSAGE TEXT */ CALL 'GTMEDIAO' TOKEN END_OF_DATA TRACEON

Troubleshooting OPS/MVS problems

To troubleshoot Computer Associates OPS/MVS problems, see the following information:

- "CA OPS/MVS problems"
- "OPS/MVS troubleshooting tools" on page 33

CA OPS/MVS problems

Table 7 lists the problems that you might encounter with CA OPS/MVS. Locate your problem in the table, and go to the specified information for a description of the problem and resolution steps.

Table 7. CA OPS/MVS problems

Category	Problem	Page
OPS/MVS	Cannot send data to the EDI	32
OPS/MVS	OPS/MVS not forwarding events	33
OPS/MVS	OPS/MVS event not trapped	33

Cannot send data to the EDI

When OPS/MVS cannot send data to the EDI (when the EDI gets a return code of greater than 0), the following message is sent to the system console and is in the OPS/MVS job log:

GTMOP101 EDI FAILURE ON *sysname*. C=*ret_code* AC=*abend_code* CN (*console_name*) GTMOP102 EDI PROBLEM RESOLVED

The message variables in this message are as follows:

sysname

System (operating system) where the EDI failure occurred

ret_code

Return code from the EDI

abend_code

Abend code from the EDI

console_name

Name of the console where the message originated

To resolve this problem, see "Events or messages from a specific product are not received" on page 26 or "No EDI messages or events are received from any product using EDI" on page 25.

OPS/MVS not forwarding events

CA OPS/MVS is not forwarding events to Event Pump when using sub=mstr. This problem can occur in Event Pump Version 4.2 or later.

Ensure that the following statement is in the source collector startup parameters: OPSMVS JOBNAME=[stcname[,stcname[,...]]

Often, OPS/MVS is run as sub=mstr, which means the task runs only with a subsystem name and without a started task name. The default subsystem name that is typically supplied is OPSS.

If OPS/MVS is running as sub=mstr and the default OPSS is used, configure the OPSMVS_JOBNAME parameter in Event Pump as follows, which sets the name of the OPS/MVS started task or subsystem under which it is run: OPSMVS_JOBNAME=OPSS,OPSS????

OPS/MVS event not trapped

Because the OPS/MVS trap counter in Event Pump is not incremented, no events are created from the GTMEDIOP program. Although the SHOW TRAP command shows a correct setting for the OPS traps and pump initialization parameter (OPSMVS_JOBNAME=OPSMVS,OPS*), the message that is generated by the GTMEDIOP program is not trapped. This problem can occur in Event Pump Version 4.2 or later.

This failure can occur because of particular OPS environment settings. In this case, the message submitter (the user ID that called the script from which the message was generated) is not OPSMVS, so the job name does not match the name that is defined in Event Pump.

Using the GTF trace, ensure that the job name is OPSMVS or OPS*. If so, you can change this parameter to OPSMVS_JOBNAME=* as a workaround. However, you must investigate the OPS environment to determine why the script is submitted by the wrong user ID.

OPS/MVS troubleshooting tools

The optional TRACEPROG parameter is available to trace the entire EDI program (GTMEDIOP). You can trace all call statements or specific call statements. The following example traces all call statements:

ADDRESS "TSO" "OI GTMEDIOP" TRACEPROG	START OF DATA
Token ="GTM" rc	
"OI GTMEDIOP" TRACEPROG TOKEN 09 02	/*OPSMVS MESSAGE EVENT */
"OI GTMEDIOP" TRACEPROG TOKEN 05 IPO1	/*SMF ID */
"OI GTMEDIOP" TRACEPROG TOKEN 03 BATC	H001 /*OBJECT NAME */
"OI GTMEDIOP" TRACEPROG TOKEN 08 OPS0	01I /*MESSAGE ID */
"OI GTMEDIOP" TRACEPROG TOKEN 49 "Tes	t message from OPSMVS" /*MESSAGE TEXT*/
"OI GTMEDIOP" TRACEPROG TOKEN END_OF_	DATA

The following example traces specific call statements:

ADDRESS "TSO" "OI GTMEDIOP" START_OF_DATA Token ="GTM"||rc "OI GTMEDIOP" TRACEPROG TOKEN 09 02 /*OPSMVS MESSAGE EVENT */ "OI GTMEDIOP" TOKEN 05 IPO1 /*SMF ID */ "OI GTMEDIOP" TRACEPROG TOKEN 03 BATCH001 /*OBJECT NAME */ "OI GTMEDIOP" TOKEN 08 OPS001I /*MESSAGE ID */ "OI GTMEDIOP" TOKEN 49 "Test message from OPSMVS" /*MESSAGE TEXT */ "OI GTMEDIOP" TOKEN END_OF_DATA The trace output that is produced by the TRACEPROG parameter parameter is located in the OPSMVS log. For more information about the TRACEPROG parameter, see "Troubleshooting external data interface problems" on page 25.

Sometimes it is useful to see what record is passed to Event Pump. To do that, use the TRACEON keyword in the END_OF_DATA block, which indicates that the EDI exit is to print to the OPSMVS log the record that is sent to the source collector, for example:

CALL 'GTMEDIOP' START_OF_DATA Token ="GTM"||result CALL 'GTMEDIOP' TOKEN 09 02 /* OPSMVS MESSAGE EVENT */ CALL 'GTMEDIOP' TOKEN 05 IPO1 /* SMF ID */ CALL 'GTMEDIOP' TOKEN 03 BATCH001 /* OBJECT NAME */ CALL 'GTMEDIOP' TOKEN 08 OPS001I /* MESSAGE ID */ CALL 'GTMEDIOP' TOKEN 49 "Test message from OPSMVS" /* MESSAGE TEXT */ CALL 'GTMEDIOP' TOKEN 49 "Test message from OPSMVS" /* MESSAGE TEXT */ CALL 'GTMEDIOP' TOKEN END_OF_DATA TRACEON

Chapter 5. Troubleshooting non-EDI event feed problems

For problems that you might encounter with non-EDI event feeds, see the following information:

- "Troubleshooting DB2 problems" for problems with DB2[®] events
- "Troubleshooting IMS problems" on page 39 for problems with IMS[™] events

Troubleshooting DB2 problems

To troubleshoot DB2 problems, see the following information:

- "DB2 problems"
- "DB2 troubleshooting activities" on page 37

Note: This information applies only to Event Pump Version 4.2.0 or earlier.

DB2 problems

Table 8 lists the problems that you might encounter with DB2 subsystems. Locate your problem in the table, and go to the specified information for a description of the problem and resolution steps.

Category	Problem	Page
DB2	No DB2 systems are detected when the NetView program is started	35
DB2	NETVAOP PPI receiver name is not listed in the NetView program	36
DB2	NETVAOP PPI receiver name is listed but the automation table is not functioning	36
DB2	Source collector PPI receiver task is not running or the PPI is disabled	36
DB2	Event distributor LOG files are not receiving data	37

Table 8. DB2 subsystem problems

No DB2 systems are detected when the NetView program is started

No DB2 systems are detected when the NetView program is started, but other systems that are related to DB2 are detected.

Take the following actions:

- It is possible that the information that is detected was sent to the Event Pump console using the IHS\$DISC batch job (tailored during the Event Pump for DB2 customization). Review this job in the JES held output. After DB2 detection, check the NetView network log for an IHS718I message after DB2 detection indicating that a batch job was submitted, and check for any other messages that indicate that the job successfully sent the events.
- Unsupported DB2 regions are not processed. Verify that the release of these DB2 regions is supported. If these are unsupported DB2 regions, the IHS630I message is displayed in the NetView network log.

• Any resources in the IHS\$EXCL exclude list are not processed. Check that the DB2 regions are not being excluded. To check that the DB2 regions are not being excluded, use the Show Exclusions command at the operating system level in the Event Pump console.

NETVAOP PPI receiver name is not listed in the NetView program The NETVAOP PPI receiver name is not listed in the NetView program.

Ensure that the definitions in the NetView automation table are active. Verify that the NetView SSI subsystem is running with the PPI option enabled.

Issue the AUTOTBL STATUS command and ensure that the IHSBMAT exec is active.

Note: IHSBMAT is a REXX exec that is shipped with Event Pump and runs in the NetView address space. If this exec is not located in the NetView library by default, install it there. The NetView program also has an IHSBMAT trap in the automation table, which is added during Event Pump installation.

NETVAOP PPI receiver name is listed but the automation table is not functioning

The NETVAOP PPI receiver name is listed, but the automation table is not functioning.

The system programmer who is responsible for the NetView program must verify that the Application Management Instrumentation (AMI) support is installed correctly. Ensure that the automation table that contains the AMI statements is active. Verify that the NETVAOP PPI receiver is active from the perspective of the source collector by issuing the following command to display the status of the PPI receiver:

F source_collector, PPI STATUS

Source collector PPI receiver task is not running or the PPI is disabled

The PPI receiver task is not running within the source collector, or the PPI is disabled.

Review the source collector job log and determine the state of the PPI. If you find no messages that indicate the state of the PPI, issue the following command: F source collector, PPI ENABLE

If the PPI command is not accepted (the GTM7887E PPI OPTION IS INVALID message is displayed), the PPI task is not running within the source collector address space.

Verify that PPI=YES is specified in the startup parameters of the source collector. If the PPI was enabled successfully, the PPI receiver was deactivated later by a PPI DISABLE command.

Verify that data is received in the event distributor log files.

Issue the following command to switch the log files:
F event_distributor,LOGSWITCH

Review the job log of event distributor and determine the log file that is inactive. This log file is the file that was used before the LOGSWITCH command.

Event distributor log files are not receiving data

The event distributor log files are not receiving data.

Browse the inactive log file and determine if any records were written to that file. If there was no activity, verify the status of the PPI receiver in the NetView program and the source collector. Verify that any events were received on the Netcool/OMNIbus.

The same records that are viewed in the event distributor log file can also be viewed in the Netcool/OMNIbus EIF probe.

DB2 troubleshooting activities

The data flow of a problem condition in the DB2 subsystem to Event Pump is as follows:

- 1. An unexpected condition occurs in a subsystem such as the DB2 subsystem.
- 2. The DB2 subsystem or the operating system detects the condition and generates an exception or message, which is trapped by the NetView automation table.
- **3**. The automation table determines the processing routine that is associated with this exception or message.
- 4. The processing routine formats the exception or message and sends it to the source collector through the NetView program-to-program interface (PPI).
- 5. The source collector queues the exception or message in the data space.

If this flow is interrupted and the EIF probe is not receiving the instrumentation event data from the DB2 subsystem, diagnose the failure point and attempt to fix the problem. Because the flow involves several tasks, each task must be checked individually. Table 9 displays the diagnostic tasks that are checked to ensure proper operation.

Trouble Source Check Item	Action and Information Reference
Verify that the DB2 subsystem and dependent regions are running.	Identify the job name, the task name, or both for the regions. Use the SDSF Display Active command, or display the active tasks from the operator console. See the <i>DB2 for z/OS: Administration Guide</i> and the technical support staff for your site.
Verify that the NetView automation tasks are started and available.	Issue the LIST IHSBAT nn command from a NetView console, where nn is 01 - 09. The resulting output describes the STATUS as ACTIVE for each task.
	Other messages can indicate that the Event Pump operator list (the IHS\$OPF file) is not correctly customized to include IHSBOPR, or that the DSIOPF or DSIOPFU member is not correctly customized to include IHS\$OPF. For example:
	DSI077A 'IHSBAT01' STATION NAME UNKNOWN

Table 9. DB2 diagnostic tasks

Table 9. DB2 diagnostic tasks (continued)

Trouble Source Check Item	Action and Information Reference
Examine the NetView log for error messages from Event Pump.	If error messages from Event Pump exist, they are logged against the IHSBAT <i>nn</i> task. The DB2 instrumentation can issue generic (IHS*) error messages, but also has many specific codes assigned. An example of a specific error message is: IHS638E IHSBIFIC RETURNED AN ERROR RESPONSE AND 2 LINES OF OUTPUT FOR:DB7V DIX GROUP
	Issue the IHS\$DBUG LOG command from a NetView console. This diagnostic command summarizes all Event Pump warning and error messages from the current NetView log, providing a guideline as to what might be of interest. IBM Software Support might also request IHS\$DBUG commands, if the problem requires a support call.
Verify that the required automation table entries are present and active.	Issue the AUTOTBL STATUS command from a NetView console. Verify that the automation tables that contain the instrumentation code (IHSBMAT for DB2) are not disabled. The BNH363I message identifies automation tables that were disabled; for example:
	BNH363I THE AUTOMATION TABLE CONTAINS THE FOLLOWING DISABLED STATEMENTS: TABLE: AOFMSG01 INCLUDE: IHSBMAT
	The command results also list the name of the active automation table in the DSI410I message; for example: DSI410I DSIPARM MEMBER AOFMSG01 BEING USED FOR NETVIEW AUTOMATION
	If the tables are not disabled, issue the BR AOFMSG01 command from a NetView console. Look for the following string in the AOFMSG01 contents: START OF MEMBER IHSBMAT
	If the string is found, the DB2 automation table is loaded and enabled.
	If the string is not found, look for the following string in the AOFMSG01 contents: START OF MEMBER IHS\$MAT
	If the string is found, the Event Pump automation table is loaded, but it is not correctly customized to include the IHSBMAT member.
	If the string is not found, the site automation table is not correctly customized to enable Event Pump.
	The IHS\$DBUG SHOW command output also provides statistics for messages that are trapped by the automation table and the included members.
Verify that events and messages are not filtered out.	Issue the IHS#EXCL SHOW command from a NetView console to determine if events are being excluded from processing at the host.
From the NetView program, verify that the PPI receiver NETVAOP is active. Verifying that the PPI receiver NETVAOP is active informs you if the PPI connection between the NetView program and the source collector is functional.	Issue the DISPPI command from a NetView console. The list of receiver names and buffer statistics is displayed. The NETVAOP receiver is listed as ACTIVE.

Table 9. DB2 diagnostic tasks (continued)

Trouble Source Check Item	Action and Information Reference
Verify that the event distributor is running.	Ensure that the event distributor address space is active. Identify the job name or the task name for the event distributor. Use the SDSF Display Active command, or display the active tasks from the operator console. For information about starting and stopping Event Pump components, see the <i>Event Pump for z/OS Installation and Configuration Guide</i> .
Verify that the EIF probe is running.	Ensure that EIF probe server is running. It runs as a Windows service in Windows systems or as a daemon in UNIX and Linux systems.

Troubleshooting IMS problems

To troubleshoot IMS problems, see the following information:

- "IMS problems"
- "IMS troubleshooting activities" on page 43

IMS problems

Table 10 lists the problems that you might encounter with IMS subsystems. Locate your problem in the table, and go to the specified information for a description of the problem and resolution steps.

Category	Problem	Page
IMS	Some events are not received on the Netcool/OMNIbus EIF probe	39
IMS	No IMS systems or related regions are detected when the NetView program is started	40
IMS	No IMS systems are detected when the NetView program is started, but other systems related to IMS systems are	41
IMS	IMS logs are not detected	41
IMS	Databases, transactions, or programs are not detected	42
IMS	An IRLM region running on the system is not detected	42
IMS	An IMS DBBBATCH or DLIBATCH region is not detected	42
IMS	Events for a particular IMS region are not detected	42
IMS	No response to IMS commands submitted from the Event Pump console	43

Table 10. IMS subsystem problems

Some events are not received on the Netcool/OMNIbus EIF probe

Some events are not received on the Netcool/OMNIbus EIF probe.

This problem might be caused by the following conditions:

- The NetView program-to-program interface (PPI) is inactive.
- The NetView automation table is set up incorrectly.
- The resources are in the IHS\$EXCL exclude list.
- The EIF probe did not receive the event from Event Pump.

Resolve the problem as follows:

• To check if the PPI is active, use the following NetView command:

DISPPI RCVRID=NETVAOP

If the PPI is not active, take the following actions:

- Ensure that the source collector address space is running and is started with the PPI=YES parameter.
- Ensure that the source collector PPI receiver was not stopped using the F source_collector, PPI DISABLE command. (If it is stopped, start it with the F source_collector, PPI ENABLE command.)
- Ensure that a NetView program with PPIOPT=PPI is running on this z/OS system.
- Check for a problem with the NetView automation table setup. For Event Pump for IMS to work correctly, the IHS\$MAT member and IHSIMAT message automation table must be loaded. (Note that it is not unusual to find IHS\$MAT disabled at the IHS\$INIT label.) Verify that the IHS\$MAT member is included in your site automation table. Also, verify that the IHSIMAT message automation table is included in the IHS\$MAT member (and is not commented out). If IHS\$MAT was loaded, you see an IHS451I message in the NetView network log for the IHS\$INIT module. If IHSIMAT was loaded, you see a IHS451I message displayed in the network log for the IHSINIT module.
- Any resources in the IHS\$EXCL exclude list are not processed. Check that the IMS systems or related regions are not being excluded by issuing the IHS#EXCL SHOW command from a NetView console.
 - **Note:** The IHS#EXCL module, which is shipped with Event Pump, is used to exclude events from monitoring and must be installed in the NetView library.
- Check that the EIF probe received the event from Event Pump. Check the EIF probe log files. Depending on the EIF probe configuration, you might want to enable a verbose log for EIF probe.

No IMS systems or related regions are detected when the NetView program is started

No IMS systems or any related regions are detected when the NetView program is started.

This problem might be caused by the following conditions:

- The NetView automation table is set up incorrectly.
- The resources are in the IHS\$EXCL exclude list.
- The EIF probe did not receive the event from Event Pump.

Check for the following conditions:

- Check for a problem with the NetView automation table setup. For Event Pump for IMS to work correctly, the IHS\$MAT member and IHSIMAT message automation table must be loaded. (Note that it is not unusual to find IHS\$MAT disabled at the IHS\$INIT label.) Verify that the IHS\$MAT member is included in your site automation table. Also, verify that the IHSIMAT message automation table is included in the IHS\$MAT member (and is not commented out). If IHS\$MAT was loaded, you see an IHS451I message displayed in the NetView network log for the IHS\$INIT module. If IHSIMAT was loaded, you see an IHS488I message in the network log stating that the detection of all IMS regions on NetView startup has begun.
- Any resources in the IHS\$EXCL exclude list are not processed. Check that the IMS systems or related regions are not being excluded by issuing the IHS#EXCL SHOW command from a NetView console.

- **Note:** The IHS#EXCL module, which is shipped with Event Pump, is used to exclude events from monitoring and must be installed in the NetView library.
- Check that the EIF probe received the event from Event Pump. Check the EIF probe log files. Depending on the EIF probe configuration, you might want to enable a verbose log for EIF probe.

No IMS systems are detected when the NetView program is started, but other systems related to IMS systems are detected

No IMS systems are detected when the NetView program is started, but other systems that are related to IMS systems are detected.

This problem might be caused by the following conditions:

- The information that was detected was sent to the Event Pump console using the IHS\$DISC batch job (tailored during the Event Pump for IMS customization).
- The IMS regions are unsupported.
- The resources are in the IHS\$EXCL exclude list.

Check for the following conditions:

- To see if the information that was detected was sent to the Event Pump console using the IHS\$DISC batch job (tailored during the Event Pump for IMS customization), review this job in the JES held output. After IMS detection, check the NetView network log for an IHS718I message after IMS detection indicating that a batch job was submitted. If you cannot locate that message, check for any other messages that indicated that the batch job might not have been submitted. If event logging is turned on, check for the following messages:
 - The IHS720I message with 64=IHS718I_NOK, which indicates that the IHS\$DISC job was unsuccessful.
 - The IHS720I message with 64=IHS718I_OK, which indicates that the IHS\$DISC job successfully completed.
- Unsupported IMS regions are not processed. Verify that the release of these IMS regions is supported. If these are unsupported IMS regions, the IHS487W message is displayed in the NetView network log.
- Any resources in the IHS\$EXCL exclude list are not processed. Check that the IMS regions are not being excluded by issuing the IHS#EXCL SHOW command from a NetView console.
 - **Note:** The IHS#EXCL module, which is shipped with Event Pump, is used to exclude events from monitoring and must be installed in the NetView library.

IMS logs are not detected

IMS logs are not detected.

This problem might occur because the Open Transaction Manager Access (OTMA) interface is not started for the IMS system. This problem might also be caused by a security error that occurred during an attemp to use the OTMA interface.

Check for the following conditions:

 To see if the OTMA interface did not start for the IMS system, check the NetView network log for an IHS493W message for this IMS region. If OTMA did not start, the poll monitors also produce errors. If OTMA did not start, start it by using the IMS /START OTMA command. • To see if the problem is caused by security error that occurred during an attempt to use the OTMA interface, check the z/OS syslog for security-related errors or check the NetView network log for error messages.

Databases, transactions, or programs are not detected

Databases, transactions, or programs are not detected.

The IHSI_REDISC value in the IHSIPRM list might be set to DEFER, or the databases, transactions, and programs might be excluded.

- Ensure that the IHSI_REDISC value in the IHSIPRM list is not set to DEFER. If it is, no programs, transactions, or databases are detected.
- To check whether the databases, transactions, or programs might be excluded, issue the IHS#EXCL SHOW command from a NetView console.
 - **Note:** The IHS#EXCL module, which is shipped with Event Pump, is used to exclude events from monitoring and must be installed in the NetView library.

An IRLM region running on the system is not detected

An internal resource lock manager (IRLM) region is running on the system, but it is not detected by Event Pump.

The IRLM region might not be connected to an IMS region. Both IMS and DB2 systems can use IRLM regions. To avoid treating DB2 IRLM regions as IMS regions, Event Pump cannot detect the region until it connects to an IMS region. When this connection occurs, the IRLM region is automatically detected when the IMS region is detected.

An IMS DBBBATCH or DLIBATCH region is not detected

An IMS DBBBATCH or DLIBATCH region is not detected when it is started.

IMS DBBBATCH and DLIBATCH regions are not monitored by Event Pump.

Events for a particular IMS region are not detected

Some events for a particular IMS region are not detected.

Resolve the problem as follows:

- Verify that the Event Pump for IMS AO exit is installed in the IMS control region and is working correctly. IMS messages in the IHSIAOEM table that is used by the Event Pump for IMS AO exit are sent to the syslog. Review the JES message log of the IMS control region for the IHS371I message to ensure that the Event Pump for IMS AO exit (IHSIAOE0) is initialized, and the Event Pump IHSIAOEM message table is successfully loaded.
- If the sample IHSIAOEM table for the Event Pump for IMS AO exit was modified, check the table. Any modifications to this table can affect Event Pump for IMS event detection.
- Some events require Event Pump to issue IMS commands. For transaction management, database management, and database control (DBCTL) regions, verify that the Open Transaction Manager Access (OTMA) component is started and relevant security authorizations were performed.
- Issue the IHS#EXCL SHOW command from a NetView console to verify that these events are not being excluded.

Note: The IHS#EXCL module, which is shipped with Event Pump, is used to exclude events from monitoring and must be installed in the NetView library.

No response to IMS commands submitted from the Event Pump console

No response is returned when IMS commands are submitted from the Event Pump console. This problem might be caused by a configuration problem or a user authorization problem.

Resolve the problem as follows:

- Ensure that the configuration is correct. To be able to submit IMS commands from the Event Pump console, the NETCONV command must be configured. Also, the Open Transaction Manager Access (OTMA) component must be active for all IMS systems except for the database control (DBCTL) environment.
- Ensure that the user authorization is correct. The user who is attempting to issue the command must have access to issue IMS display commands through the OTMA component to the target IMS system.

IMS troubleshooting activities

If the EIF probe is not receiving the instrumentation event data from an IMS subsystem, perform problem determination. The correct data flow from the origin of a problem condition in IMS to Event Pump is as follows:

- 1. An abnormal condition occurs in a subsystem such as an IMS subsystem.
- 2. The IMS subsystem or the operating system detects the condition and generates a message, which is trapped by the NetView automation table.
- **3**. The automation table determines the processing routine that is associated with this message.
- 4. The processing routine formats the exception or message and sends it to the source collector through the NetView program-to-program interface (PPI).
- 5. The source collector queues the exception or message in the data space.

If the flow is interrupted, diagnose the failure point and attempt to fix the problem. The flow involves several tasks. Check each task individually. Table 11 displays the diagnostic tasks that you need to check to ensure proper operation.

Trouble Source Check Item	Action and Information Reference
Verify that the IMS subsystem and dependent regions are running.	Identify the job name or task name (or both) for the regions. Use the SDSF Display Active command or display the active regions from the operator console. You can also display active regions using the IMS /DISPLAY A command.
Verify that the NetView automation tasks are started and available.	Issue the LIST IHSIAUT <i>n</i> command from a NetView console, where <i>n</i> is a number in the range 0 - 3. The resulting output describes the status as ACTIVE for each task. Other messages can indicate either that the Event Pump operator list (IHS\$OPF) was not correctly customized to include the IHSIMOPR table or that the DSIOPF or /DSIOPFU member was not correctly customized to include the IHS\$OPF file. For example: DSI077A 'IHSIAUT1' STATION NAME UNKNOWN

Table 11. IMS diagnostic tasks (continued)

Trouble Source Check Item	Action and Information Reference
Examine the NetView log for error messages from Event Pump.	If there are messages from Event Pump, they are logged against the IHSIAUT <i>n</i> task. The IMS instrumentation might issue generic (IHS*) error messages, but also has many specific codes assigned. This example shows a specific error message:
	IHS495I OTMA WAS STOPPED FOR <i>ims_jobname</i>
	Issue the IHS\$DBUG LOG command from a NetView console. This diagnostic command summarizes all Event Pump warning and error messages from the current NetView network log, providing a guideline as to what might be of interest. IBM Software Support might also request IHS\$DBUG commands if the problem requires contacting them.
Verify that the required message table entries are present and active.	Issue the AUTOTBL STATUS command from a NetView console. Verify that the automation table that contains the instrumentation code for IMS (IHSIMAT) is not disabled; the BNH363I message identifies automation tables that are disabled, for example:
	BNH363I THE AUTOMATION TABLE CONTAINS THE FOLLOWING DISABLED STATEMENTS: TABLE: AOFMSG01 INCLUDE: IHSIMAT
	The command results also list the name of the active automation table in the DSI410I message, for example:
	DSI410I DSIPARM MEMBER AOFMSG01 BEING USED FOR NETVIEW AUTOMATION
	Assuming that the table is not disabled, issue the BR AOFMSG01 command from a NetView console. Locate the following string within the AOFMSG01 contents:
	START OF MEMBER IHSIMAT
	If found, the IMS automation table is loaded and enabled. If it is not found, locate the following string within the AOFMSG01 contents: START OF MEMBER IHS\$MAT
	If found, the Event Pump automation table is loaded, but it was not correctly customized to include the IHSIMAT message automation table. If not found, the site automation table was not correctly customized to enable Event Pump.
	The IHS\$DBUG SHOW command output also provides statistics on messages trapped by the automation table and the included members.
For a region in a TM/DB or DCCTL environment, verify that Open Transaction Manager Access (OTMA) interface is started.	Use the IMS /DISPLAY OTMA command.
Check MVS syslog for error messages.	
Verify that events and messages are not filtered out.	Issue the IHS#EXCL SHOW command from a NetView console and check if events are being excluded from processing at the host. Note: The IHS#EXCL module, which is shipped with Event Pump, is used to exclude events from monitoring and must be installed in the NetView library.

Table 11. IMS diagnostic tasks (continued)

Trouble Source Check Item	Action and Information Reference
From the NetView program, verify that the PPI receiver NETVAOP is active. Verifying that the PPI receiver NETVAOP is active informs you if the PPI connection between the NetView program and the source collector is functional.	Issue the DISPPI command from a NetView console. The list of receiver names and buffer statistics is displayed. The NETVAOP receiver is listed.
Verify that the event distributor is active.	Ensure that the event distributor address space is active. Identify the job name or the task name for the event distributor. Use the SDSF Display Active command, or display the active tasks from the operator console. For information about starting and stopping Event Pump components, see the <i>Event Pump for z/OS Installation and Configuration Guide</i> .
Verify that the EIF probe is running.	Ensure that the EIF probe server is running. It runs as a Windows service in Windows systems or as a daemon in UNIX and Linux systems.

Appendix A. Troubleshooting Event Pump problems when using TBSM Version 3.1

Use the following information to troubleshoot Event Pump problems when you are using TBSM Version 3.1:

- "Troubleshooting Event Pump component problems (using TBSM Version 3.1)" for problems with Event Pump components
- "Troubleshooting base CICS discovery problems (using TBSM Version 3.1)" on page 52 for problems with base CICS[®] discovery
- "Troubleshooting DB2 problems (using TBSM Version 3.1)" on page 53 for problems with DB2

Troubleshooting Event Pump component problems (using TBSM Version 3.1)

Use the following information to troubleshoot Event Pump component problems when you are using TBSM Version 3.1:

- "Event Pump component problems (using TBSM Version 3.1)"
- "Event Pump component troubleshooting tools (using TBSM Version 3.1)" on page 51

Event Pump component problems (using TBSM Version 3.1)

Table 12 lists the problems that you might encounter with Event Pump components when you are using TBSM Version 3.1. Locate your problem in the table, and go to the specified information for a description of the problem and resolution steps.

Component	Problem	Page
Event distributor	TCP/IP connectivity	47
Event distributor	LU 6.2 connectivity problems	48
Source collector	Source collector performance problem	50
Source collector	NetView messages not received	50

Table 12. Problems with Event Pump components when using TBSM Version 3.1

TCP/IP connectivity problems

If communication between the event distributor and the TBSM servers is lost, the GTM8004E message is displayed on the SYSLOG console.

The GTM8004E message indicates that the TCP/IP service API function failed. The TCP/IP service can be one of the following values:

- CONNECT
- DISCONNECT
- SEND
- RECEIVE
- GETHBADR
- GETIPADDRESS

The return codes that are displayed in the GTM8004E message are described in the socket error code information in *z*/OS Communications Server IP and SNA Codes. The

event distributor attempts to reconnect to the TBSM server every 30 seconds (this interval is the default interval). If an attempt to reconnect fails, the GTM8004E message is displayed again.

When IP error messages are issued by the TBSM MVSIPOSListener, MVSIPListener, or MVSIPSender services, a 5-digit return code, prefixed with the value 100, is displayed. Microsoft WinSock2 return code values are in the form 100*nn*. The *nn* return code value is typically like the value that IBM has used to identify problems in the TCP/IP network. WinSock2 return code errors can be found on the Microsoft support website.

To check the Event Pump communications when TCP/IP is used, check the event distributor job log for the following messages:

- The GTM8205I message indicates that the TCP/IP send program in the event distributor is ready to send data to the TBSM servers.
- The GTM8252I message indicates that the TCP/IP receive program in the event distributor is waiting for data from the TBSM servers.

When communication with the IP service task is established again, the GTM8207I message is displayed.

If the event distributor issues the GTM8004E message with return code 61 (connection refused), it typically means that the TBSM MVSIPOSListener service is not started. The listening socket is not available. Start the TBSM MVSIPOSListener service to solve this problem.

If the TBSM MVSIPSender service issues an error in the IP sender log with the 10061 error number (connection refused or socket not available), it indicates that the host name or port (or both) cannot be found on the host trying to be contacted. The event distributor is likely not running. Start the event distributor to solve this problem.

To determine if connectivity exists, use the PING command by IP address and host name between z/OS and the TBSM event handler server from both directions. If you have a problem with connectivity, contact the TCP/IP administrator.

To see the communications between Event Pump and the TBSM servers for TCP/IP connections, you can enable event tracing for TCP/IP; see "Event tracing for TCP/IP" on page 51.

LU 6.2 connectivity problems

To check Event Pump communications when LU 6.2 APPC is used, check the event distributor job log for the GTM7406I message, which displays the maximum and current number of parallel sessions that are established with the TBSM servers, for example:

GTM74061 TBSM APPC MGR : SESSIONS. TOTAL=00004, WINNERS=00001, LOSERS=00001

In this example, the winners (WINNERS) and losers (LOSERS) are each 1, indicating that a path exists each way between the event distributor and the TBSM servers.

If communication is lost, you might see messages like these:

GTM7495E TBSM APPC MGR : SEND COMPLETION RCPRI=nnnn RCSEC=nnnn FOR PROGRAM GTMSEND GTM7495E TBSM APPC MGR : DEALLOC FLUSH RCPRI=nnnn RCSEC=nnnn FOR PROGRAM GTMSEND GTM8554E GTMSEND : SESSION DISCONNECTED The event distributor then attempts to reconnect to the TBSM server once per minute. If the attempts to reconnect fail, the GTM7497E message is displayed and includes the reason for the connection failure.

When communication is reestablished, the GTM7406I message is displayed again. Ensure that the winners and losers fields are both set to 1.

If communication seems to be established, but event data is not being received from a host system, use the VTAM[®] network display commands to determine the network connection states. Issue the command for the VTAM APPLID name that is used by the event distributor when communication is correctly established. For example, for the APPLID name of TPACCSA1, issue the following command: /D NET, ID=TPACCSA1,E

The output for this command is shown in the following example:

```
IST075I NAME = USIBMNT.TPACCSA1, TYPE = APPL 538
IST486I STATUS= ACT/S, DESIRED STATE= ACTIV
IST1447I REGISTRATION TYPE = CDSERVR
IST977I MDLTAB=***NA*** ASLTAB=***NA***
IST861I MODETAB=LOGTM390 USSTAB=***NA*** LOGTAB=***NA***
IST934I DLOGMOD=***NA*** USS LANGTAB=***NA***
IST1632I VPACING = 0
IST597I CAPABILITY-PLU ENABLED ,SLU ENABLED ,SESSION LIMIT NONE
IST231I APPL MAJOR NODE = APACCSMA
IST654I I/O TRACE = OFF, BUFFER TRACE = OFF
IST1500I STATE TRACE = OFF
IST271I JOBNAME = GTMSRVR, STEPNAME = SRVR, DSPNAME = IST7B018
IST228I ENCRYPTION = OPTIONAL , TYPE = DES
IST1563I CKEYNAME = TPACCSSA1 CKEY = PRIMARY CERTIFY = NO
IST1552I MAC = NONE MACTYPE = NONE
IST1050I MAXIMUM COMPRESSION LEVEL - INPUT = 0, OUTPUT = 0
IST1633I ASRCVLM = 1000000
IST1634I DATA SPACE USAGE: CURRENT = 0 MAXIMUM = 136
IST1711 ACTIVE SESSIONS = 0000000003, SESSION REQUESTS = 0000000000
IST206I SESSIONS:
                                            SEND RECV VR TP NETID
IST634I NAME
                STATUS
                               SID
IST635I YACC3A00 ACTIV-S F5B3CE4E28D0E8E0 0008 0000 USIBMNT
IST635I YACC3A00 ACTIV-P F5B3CE4E28D0E8E1 0000 0001
                                                            USIBMNT
IST635I YACC3A00 ACTIV/SV-S F5B3CE4E28D0E8DF 0001 0001
                                                            USIBMNT
IST314I END
```

In this example:

IST271I

This message shows the name of the event distributor.

IST635I

These messages show the current sessions to the partner LU on the TBSM server. In these messages, the NAME column indicates the LU name of the partner system (in this case, YACC3A00); the STATUS column shows the status and type of session; and the SEND and RECV columns show the number of records that are sent and received for each session.

This example shows the following session information:

• The first session has a status of ACTIV-S, which, along with the SEND count, indicates that this session is the send session; that is, event data is sent from the host operating system to the TBSM servers that are using this session.

- The second session has a status of ACTIV-P, which, along with the RECV count, indicates that this session is the receiver session; that is, registration data is sent to the event distributor from the TBSM servers that are using this session.
- The third session shows a status of ACTIV/SV-S, which, along with the SEND and RECV counts, indicates that this session is the SNASVMG service manager session that is required by the VTAM program to control parallel sessions.

Any other status for the sessions indicates a communication problem between the event distributor and Windows components. You might resolve the problem by recycling the event distributor. If recycling the event distributor does not resolve the problem, determine why the host system cannot correctly establish sessions with the Windows components.

To see the communications between Event Pump and the TBSM servers for SNA connections, you can enable event tracing for LU 6.2; see "Event tracing for LU 6.2" on page 51.

Source collector has a performance problem

The source collector CPU usage is high. The source collector is having to perform many compares per second.

To reduce the source collector workload, follow these steps. Running this SQL script removes all the generic traps where the job name is set to (*). These traps result in high CPU usage.

1. To find the generic traps that are being set, run this SQL script from the Query Analyzer against the object database:

SELECT * FROM GenericTrapCategory_C WHERE _Enabled = '1'

The GenericTrapDescription_C table contains the generic trap description entries, which contain the generic traps that you set.

- 2. To reduce the number of traps running, run one of the following SQL scripts:
 - To stop all the generic traps, run this SQL script, where *id* is the value from the query in step 1:

update GenericTrapCategory_C set _Enabled = 0 where id = id

- To delete the generic traps, run this SQL script:
- update GenericTrapDescription_C SET _Enabled = 0 where name = 'your_filter'
- To disable all generic traps, run this SQL script:
- update GenericTrapDescription_C SET _Enabled = 0 where name like 'IOS%'
- 3. Restart the source collector or initialize Source/390 from the GUI.

Restarting resets the traps, and the old generic traps are deleted. The CPU usage improves because of the reduced number of traps that have to work with the source collector.

NetView messages not received

NetView messages are not getting to the DAT file, and no errors are indicated in the source collector log. The GTM7883E message was not issued. This problem can occur in Event Pump Version 4.2 or later.

When the source collector was started, the following message was issued: GTM7890I PPI RECEIVER IS ACTIVE

The F *source_collector*, PPI ENABLE command is accepted without errors, but the NetView DISPPI command output shows that the NETVAOP receiver is inactive. The PPI appears to already be enabled, so no action is taken.

- 1. Issue PPI DISABLE.
- 2. Issue PPI STATUS on the source collector. If the output indicates that the PPI is disabled, issue the following commands in order:
 - a. PPI ENABLE
 - b. PPI STATUS
 - c. DISPPI in the NetView program

If you find a discrepancy, take the following actions:

- Get a supervisor call (SVC) dump of the source collector address space. Be sure to include the common service area (CSA).
- Submit the logs that show the commands and the SVC dump to IBM Software Support.

Event Pump component troubleshooting tools (using TBSM Version 3.1)

The following tools are available for troubleshooting problems with Event Pump components when you are using TBSM Version 3.1:

- "Event tracing for TCP/IP"
- "Event tracing for LU 6.2"

Event tracing for TCP/IP

Use the following ddnames in the JCL as a switch to enable additional tracing of the Event Pump events during the transmission of data to Event Pump:

TRACE DD

Requests that the data records that are transmitted to Event Pump be written to the specified file. The lengths that are transmitted to Event Pump are displayed, as the length field precedes the Event Pump event message.

LOG DD

Requests that logging information be written to the file that is specified on this ddname.

REGTRACE=YES

Collects documentation about the upload registration messages that are received by the event distributor. These messages are written to the DDNAME AOPLOG log. Also run the respective TBSM MVSIPSender or MVSSender service with the LogLevel value set to 0 at the same time.

Event tracing for LU 6.2

To enable event tracing for LU 6.2, set the following parameters in the event distributor startup data set (PARMSRIP):

REGTRACE=YES

Collects documentation on the upload registration messages received by the event distributor. These messages are written to the DDNAME AOPLOG log. Also run the respective TBSM MVSIPSender or MVSSender service with the LogLevel value set to 0 (zero) at the same time.

LOG1 Identifies the data sets that are used to log the most recent activity.

LOG2 Identifies the data sets that are used to log the most recent activity.

Troubleshooting base CICS discovery problems (using TBSM Version 3.1)

Table 13 lists the problems that you might encounter with base CICS discovery when you are using TBSM Version 3.1. Locate your problem in the table, and go to the specified information for a description of the problem and resolution steps.

Table 13. Base CICS problems

Category	Problem	Page
Base CICS	A CICS region is not discovered.	52
Base CICS	EXCI application does not complete successfully	52
Base CICS	No discovery records from the IHSCFTP batch job	53
Base CICS	No CICS regions are discovered	53
Base CICS	Discovered objects not shown on the Event Pump console	53
Base CICS	Problem indicated by a message	53

A CICS region is not discovered

A CICS region is not discovered.

The following reasons can cause or contribute to a CICS region remaining undiscovered:

- The target CICS region is not running on the same z/OS system where the IHSCBCPJ and IHSCFTP batch jobs are running. Check that the target CICS region was started on the same z/OS system.
- The IHSCBCPJ or IHSCFTP batch job did not finish successfully. Check the return codes from all batch jobs.
- The CICS region is in a CICSPlex[®] configuration. Base CICS discovery does not discover CICSPlex CICS regions. You can override this non-discovery by using the NAME parameter in the IHSCPREP step of the IHSCBCPJ job. See the IHSCBCPJ sample member for more details.
- The release of the CICS program is no longer supported. Only currently supported releases of the CICS program are discovered.
- The CICS name does not match the name specified in the NAME parameter in the IHSCPREP step of the IHSCBCPJ job.
- The CICS region is not in an active (UP) state. Check the CICS message log to ensure that CICS initialization is complete.

To obtain additional diagnostic information, allocate the OUTDS DD name in the IHSCBCPJ job to a permanent data set, and review the contents.

EXCI application does not complete successfully

The IHSCFTP batch job issues a message to indicate that the online CICS EXCI application does not complete successfully. The batch process continues and attempts to extract the records from the CICS DFHCSD data set.

If you require the CICS EXCI application discovery method, check the following items:

- 1. ISC=YES is defined in the CICS System Initialization Table (SIT).
- 2. Interregion communication (IRC) for the CICS region is open. A generic EXCI link and connections were defined to the CICS program, and are operational.

- **3**. The Event Pump-supplied CICS IHSCDISC program was defined to the CICS program and is ENABLED. The CICS transaction that is used by Event Pump (for example, the value of EXCITRAN in the IHSCBCPJ sample job) is defined to the CICS program and is ENABLED.
- 4. The user submitting the IHSCBCPJ job has the required access to use the EXCI interface and perform required commands.

See the CICS documentation for more information about the CICS EXCI application.

No discovery records from IHSCFTP batch job

The IHSCFTP batch job is submitted, but no discovery records are produced.

Check the following items:

- 1. Check that the IHSCFTP job completed successfully. If not, correct this error.
- **2**. If the source collector is not operational, check that the ASIMVSIPListenerSvc service is manually configured.

No CICS regions are discovered

No CICS regions are discovered or a parameters message that is not valid is issued by the IHSCBCPJ or IHSCFTP batch jobs.produced.

The OUTDS DD statement in the IHSCBCPJ job points to a data set that contains the parameters used to discover every CICS region running on the same z/OS system. Check that the parameters given here for the target CICS region are correct. If the parameters for the CICS region have a wildcard asterisk (*) in column one, that CICS region is not a valid candidate for base CICS discovery.

Discovered objects not shown on the Event Pump console

Discovery records are produced, but objects are not shown on the Event Pump console.

Base CICS discovery uses the CICSPlex System Manager server environment to display data on the console.

Problem indicated by a message

In general, a message that indicates a problem is issued either in the discovery batch jobs or in the CICS region. Examine the following sources for possible error messages:

- The SYSOUT data sets for the IHSCBCPJ and IHSCFTP jobs
- The CICS message logs
- The z/OS system log

Troubleshooting DB2 problems (using TBSM Version 3.1)

Table 14 on page 54 lists the problems that you might encounter with DB2 subsystems when you are using TBSM Version 3.1. Locate your problem in the table, and go to the specified information for a description of the problem and resolution steps.

Note: This information applies only to Event Pump Version 4.2.0 or earlier.

Table 14. DB2 subsystem problems

C	Category	Problem	Page
E	DB2	Active DAT file is not receiving the AMI data from the event distributor	54

Active DAT file is not receiving the AMI data from the event distributor

The active DAT file is not receiving the Application Management Instrumentation (AMI) data from the event distributor. An SNA connectivity problem exists.

Verify that event distributor is receiving data from the PPI. Verify the status of the SNA communication environment that supports the LU 6.2 pipe. Check the Microsoft Host Integration Server, Microsoft Host Integration Server client, and VTAM environments to determine the state of all these systems.

Correct any SNA connectivity problems that are found, and restart the event distributor.

Appendix B. Using diagnostic data

Sometimes you cannot solve a problem by troubleshooting the symptoms. In such cases, you must use diagnostic data.

- "Collecting data for Event Pump"
- "Analyzing data for Event Pump" on page 56

Collecting data for Event Pump

Collecting data before opening a problem management record (PMR) can help with answering the following questions:

- Do the symptoms match any known problems? If so, has a fix or workaround been published?
- Can the problem be identified and resolved without a code fix?
- When does the problem occur?

The diagnostic data that you collect, and the sources from which you collect that data, depend on the type of problem that you are investigating. A base set of information is typically required for diagnosing and resolving a product-level or component-level problem. For specific symptoms, you might need to collect additional problem-specific data.

When you submit a problem to IBM Support, you must provide a base set of information. Collect the following information for Event Pump:

- For the 2-address-space environment:
 - Data space address space logs:
 - JESMSGLG data set
 - JESJCL data set
 - JESYSMSG data set
 - Master address space logs
 - JESMSGLG log
 - JESJCL log
 - JESYSMSG log
 - AOPOUT log
 - AOPSCLOG log
 - AOPEDLOG log
 - GTMEIFSP log
 - TRACE data set (if available)
 - LOG data set (if available)
 - ACC1LOGA log (if available)
- For the 3-address-space environment:
 - Data space address space logs:
 - JESMSGLG data set
 - JESJCL data set
 - JESYSMSG data set
 - Event distributor address space logs:
 - JESMSGLG data set
 - JESJCL data set
 - JESYSMSG data set
 - AOPLOG data set

- GTMEIFSP data set
- TRACE data set (if available)
- LOG data set (if available)
- Source collector address space logs:
 - ESMSGLG data set
 - JESJCL data set
 - JESYSMSG data set
 - AOPOUT data set
 - AOPLOG data set
 - ACC1LOGA(if available)

After you collect the appropriate diagnostic data, you can do the following tasks:

- Analyze the data; see "Analyzing data for Event Pump."
- Contact IBM Support; see "Contacting IBM Support" on page 4.
- Exchange information with IBM Support; see "Exchanging information with IBM" on page 5.

Analyzing data for Event Pump

After you collect diagnostic data, determine how that data can help you to resolve your particular problem. To analyze the data that you collected:

- 1. Determine which data is most likely to contain information about the problem, and start your analysis by evaluating that data. For example, if the problem is related to installation, start your analysis with the installation log files (if any), rather than starting with the general product or operating system log files.
- 2. Use your knowledge of how the various pieces of data relate to each other. For example, if the data spans more than one system, keep your data well-organized so that you know where the different pieces of data come from.
- **3**. Confirm that each piece of diagnostic data is relevant to the timing of the problem by checking the dates and times for the data. Data from different places can have different date and time formats; understand the sequence of the different elements in each date and time format so that you can tell when the different events occurred.

The specific method of analysis is unique to each problem, but one tip that is applicable to most traces and log files is to start by identifying the point in the data where the problem occurs. After you identify that point, you can work backward through the data to identify the root cause of the problem.

If you are investigating a problem for which you have comparative data for a working and nonworking environment, start by comparing the operating system and product configuration details for each environment.

If analyzing this data does not help you to resolve the problem, and if you have a maintenance contract with IBM, you can contact IBM Support. An IBM technical-support representative will ask you to submit any data that you collected and to describe any analysis that you did. See "Contacting IBM Support" on page 4.

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