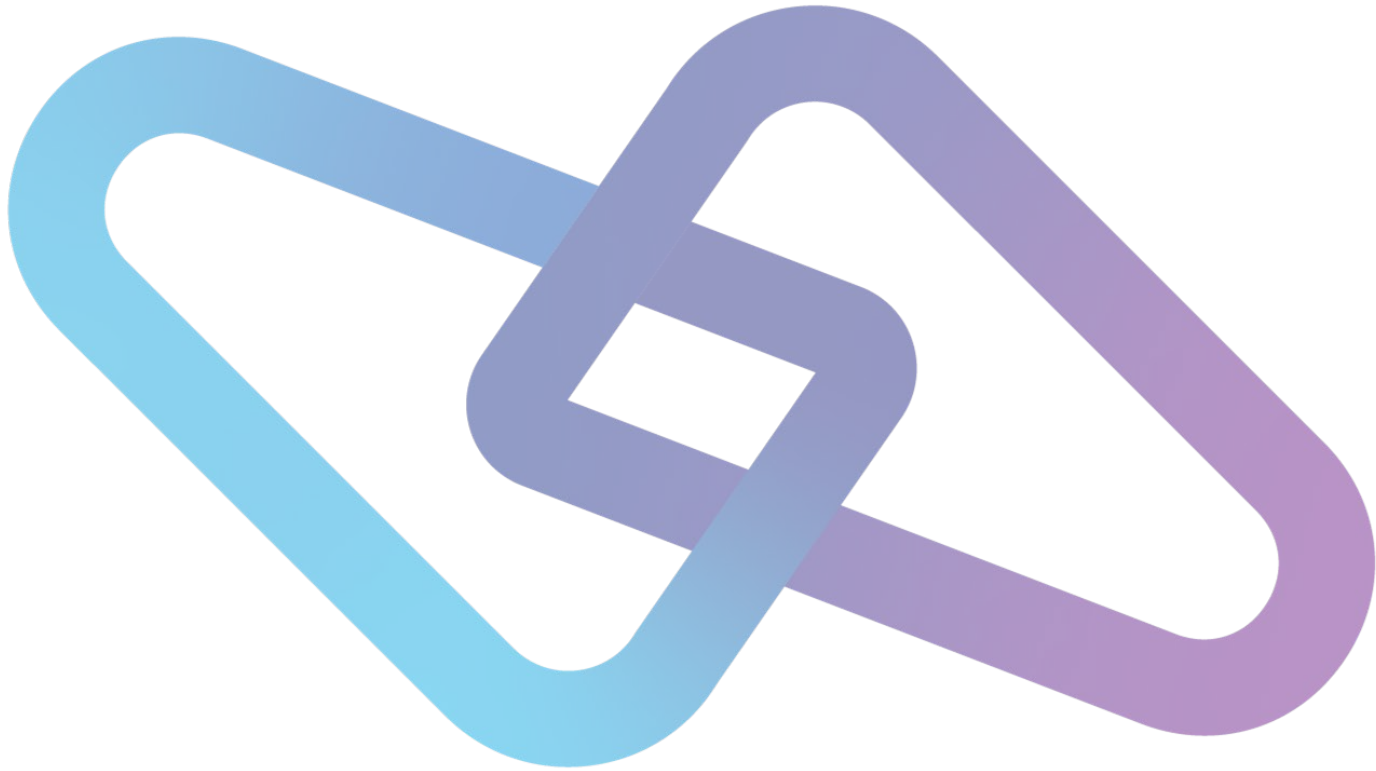


Hints & Tips for 21CS VSEⁿ

Jake Haggren, 21CS



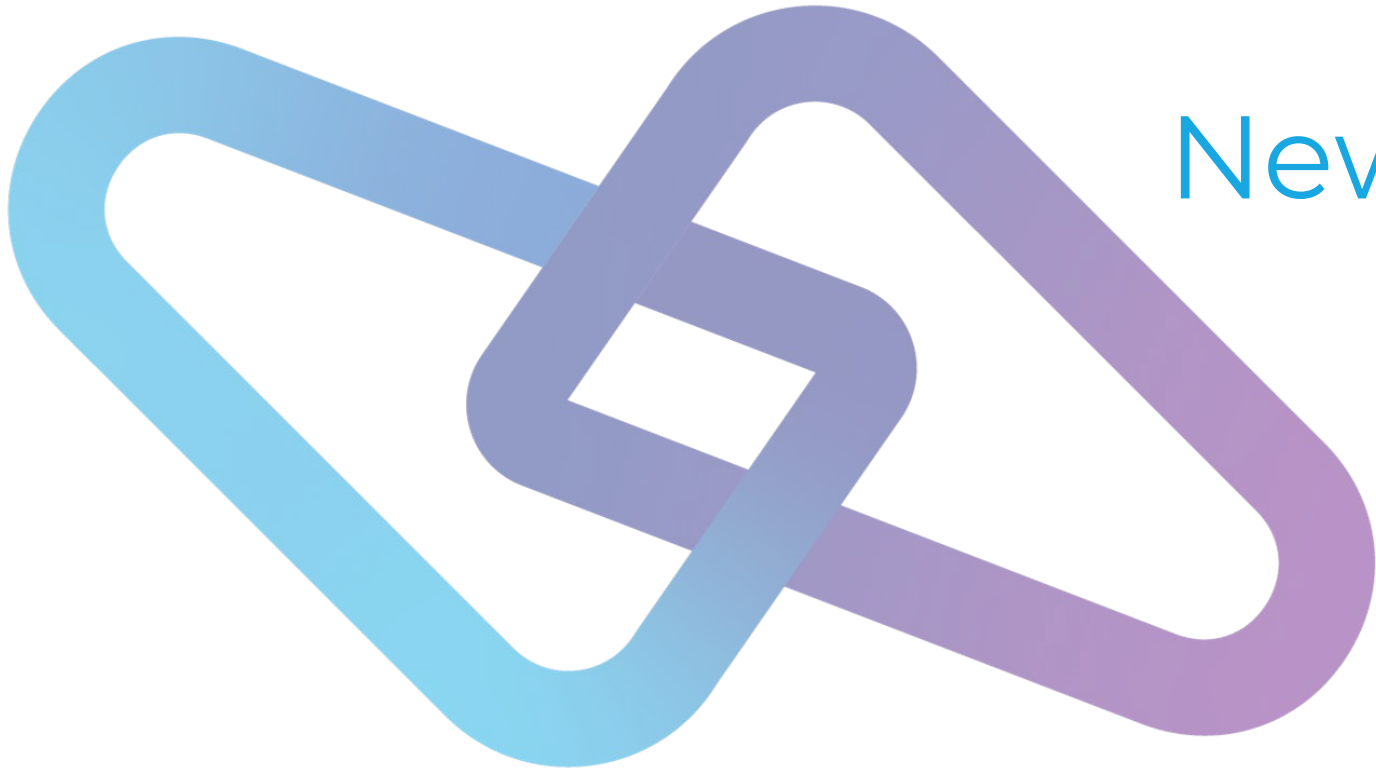
TCPIP Keys

Permanent Keys

- Refresh yearly on the day of the previous year's creation
- One month prior to expiration will show messages on the console
- No documentation or system information requirements on the customer's end
- Key will be placed in box upon request

DR Keys

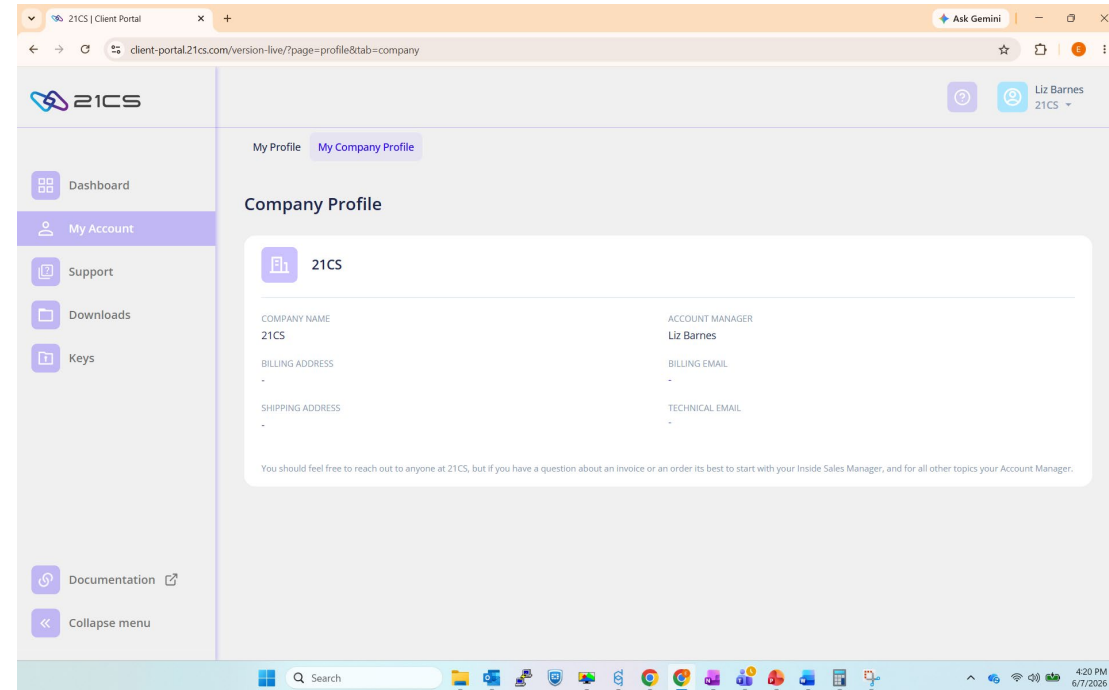
- Keys will be given upon request
- Lasts for two weeks
- Require the SIR command output from the DR SYSTEM



New Support System

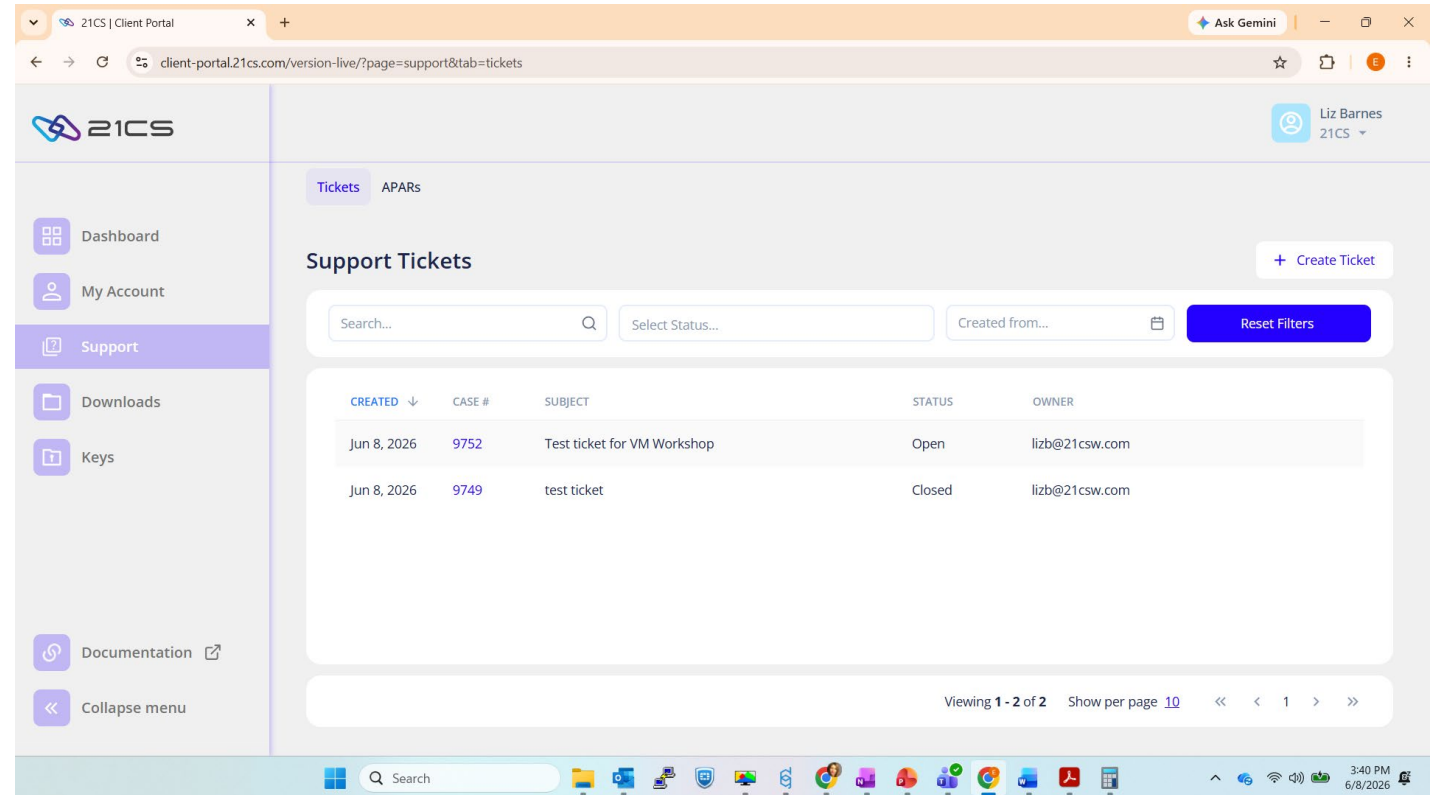
NEW Customer Portal

- Central hub for support
- Case management
- All users granted access can see case history
- Future location for PTF and product downloads



Ticketing

- Can raise your own support tickets here
- See case info
- Case ownership
- Future location for PTF and product downloads



The screenshot shows the 21CS Client Portal interface. The left sidebar contains navigation options: Dashboard, My Account, Support (highlighted), Downloads, Keys, Documentation, and Collapse menu. The main content area is titled 'Support Tickets' and includes a '+ Create Ticket' button. Below this is a search and filter section with a search bar, a 'Select Status...' dropdown, a 'Created from...' dropdown, and a 'Reset Filters' button. A table displays the following data:

CREATED ↓	CASE #	SUBJECT	STATUS	OWNER
Jun 8, 2026	9752	Test ticket for VM Workshop	Open	lizb@21csw.com
Jun 8, 2026	9749	test ticket	Closed	lizb@21csw.com

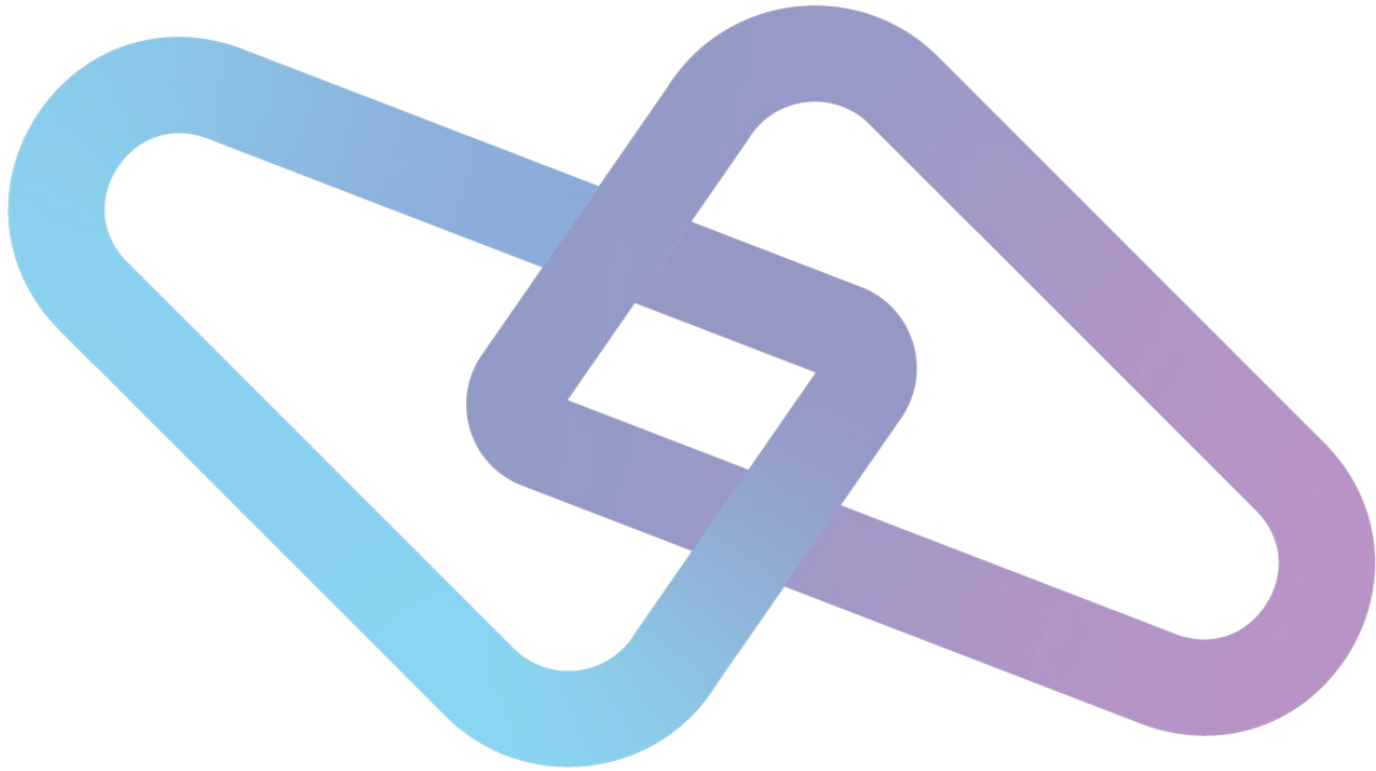
At the bottom of the table, it indicates 'Viewing 1 - 2 of 2' and 'Show per page 10'. The Windows taskbar at the bottom shows the time as 3:40 PM on 6/8/2026.

Customer Portal Access

- Current Method
 - Ask your Customer Success Manager
 - Brittney Pointer
 - Alex Miller
- Future plans
 - Self service access to the portal

Customer Portal Presentation

- Full presentation this Friday with Liz Barnes
- Still in early phase
- We would love people to opt in and provide feedback!



FTP Issues

FTP Errors

VP00244.PTF

7/24/2025 2:21 PM

PTF File

1,384 KB

```
ftp> put VP00244.PTF PTF.FILE
200 Command okay
150-About to open active data connection
  File:VSESPUC.PTF.FILE
  Type:ASCII Recfm:FB Lrecl:    80 Blksize:    80
  CC=ON UNIX=OFF RECLF=OFF TRCC=OFF CRLF=ON NAT=NO CONT=OFF
  Translate with US_ENG_03E
  MODE=Stream  STRU=File
150 File status okay; about to open data connection
556 Save file failed because of wrong length record
ftp: 131072 bytes sent in 1.08Seconds 120.92Kbytes/sec.
```

- What's wrong here?

FTP Correct Output

```
ftp> bin
200 Command okay
ftp> put VP00244.PTF PTF.FILE
200 Command okay
150>About to open active data connection
  File:VSESPUC.PTF.FILE
  Type:Binary Recfm:FB Lrecl:   80 Blksize:   80
  CC=ON UNIX=OFF RECLF=OFF TRCC=OFF CRLF=ON NAT=NO CONT=OFF
  MODE=Stream STRU=File
150 File status okay; about to open data connection
226-Bytes received: 1,416,720
  Records received: 17,709
  Transfer Seconds:      24.34 (   57K per second)
  File I/O Seconds:     .24 ( 5765K per second)
226 Closing data connection
ftp: 1416720 bytes sent in 23.83Seconds 59.45Kbytes/sec.
```

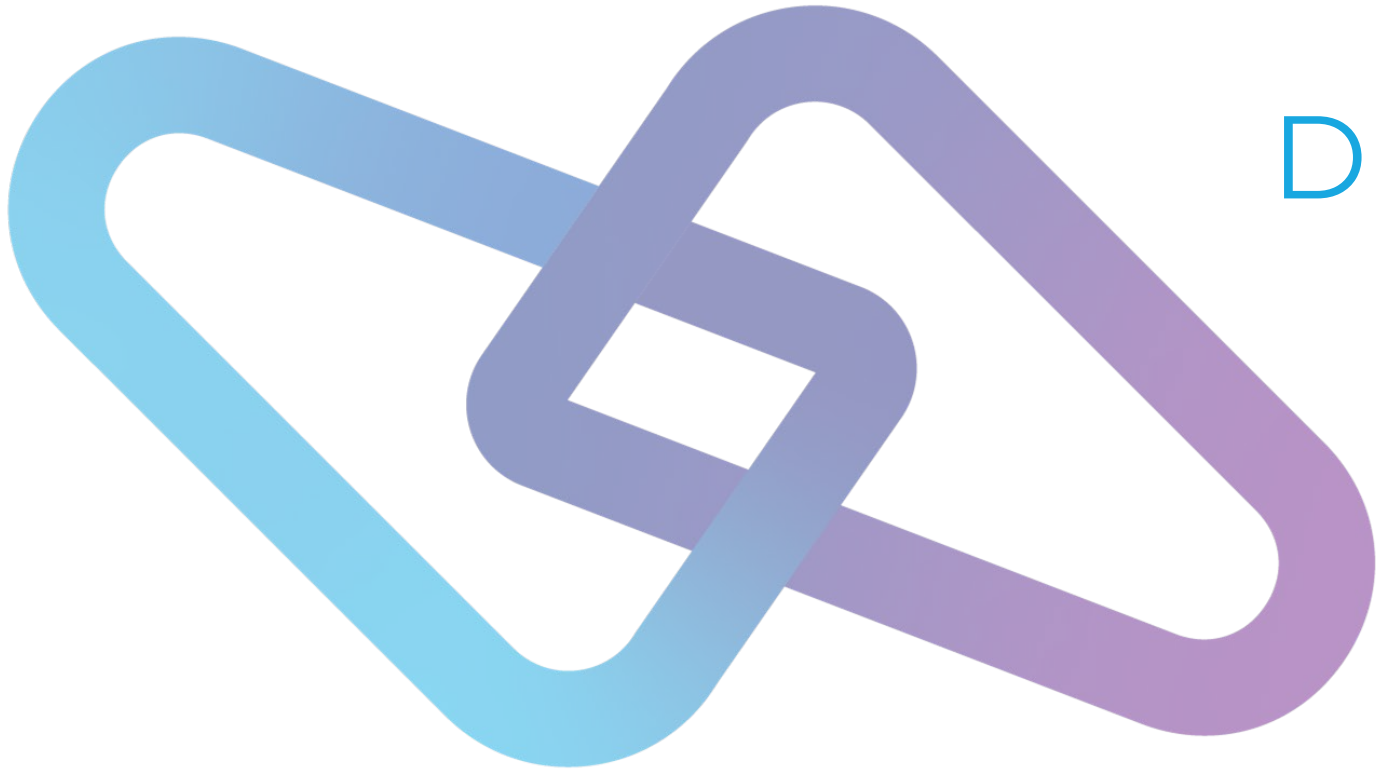
- Check for correct format
- Is the correct number of bytes sent?
- File can be transferred without error but be incomplete

PTF Application Errors

- Applied through the reader verses IUI
- Corrupted PTFs can sometimes apply without errors

Is my PTF applied correctly?

- Check the listing for Application job output
- Successful upload of corrupted PTF can cause errors for correctly applied PTFs



Dump Analysis Tips

Was there an abend?

- Is there a reference to this abend in the dump?
- Does the dump mention a program or transaction origin?

Was there multiple abends?

- Multiple abends in quick succession can mask the main culprit
- If this happens the IUI or console may not always alert you of each abend

Example Dump Messages

An error occurred in program READFILE, function OPENFILE

An error occurred in program READFILE on statement number 1234

Transaction OFRF ended abnormally with CICSabend code AICA

A transaction dump was taken for dumpcode: AICA, Dumpid: 123/0001

The system or user abend ATNI was issued.

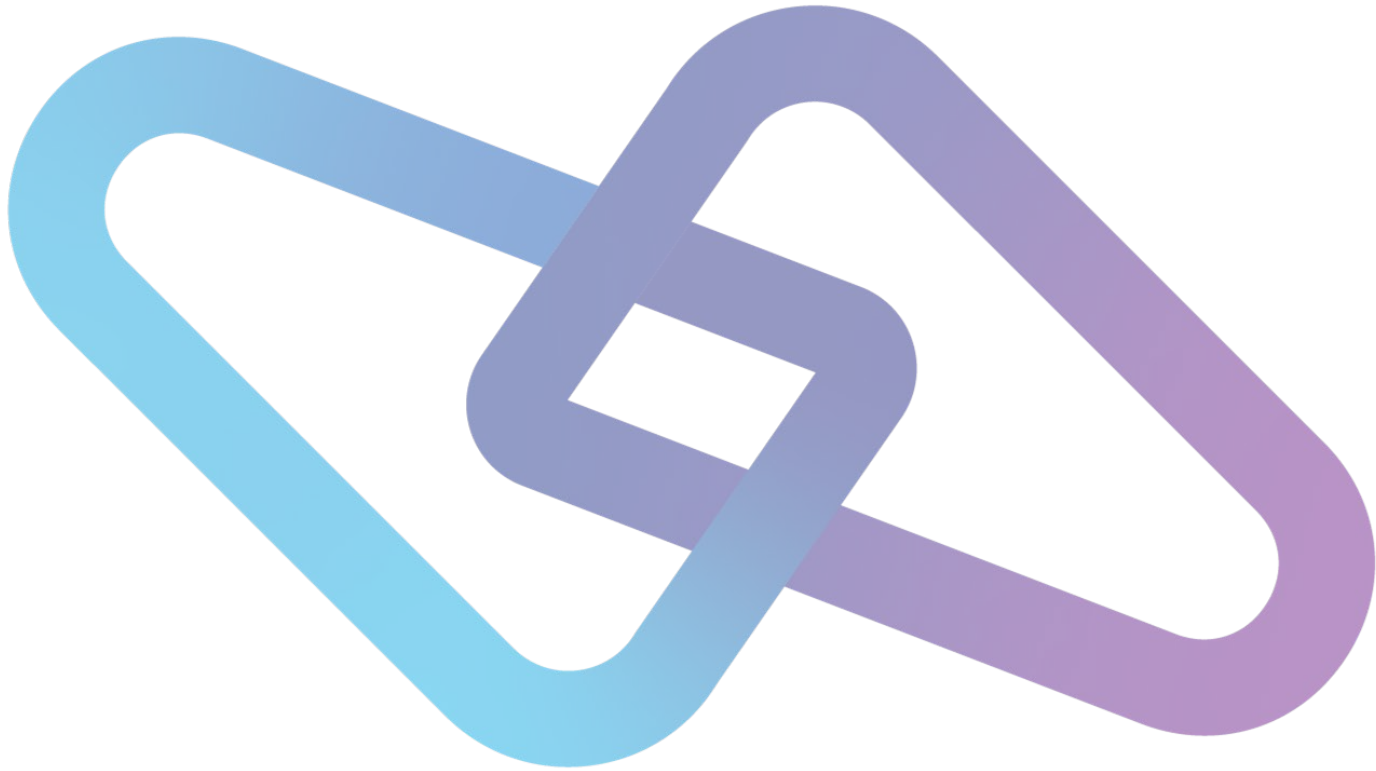
From compile unit READFILE at entry point READFILE at compile unit offset +00054321 at address

Printing Transaction Dumps

- Two rotating datasets
 - DFHDMPA
 - DFHDMPB
- Only one is active at a time
- System automatically switches between them
- Two print jobs
 - PRTDUMPA
 - PRTDUMPB

SYSDUMP

- These are one of the best resources to provide 21CS for a support case
- OLTP Dumps
 - SIT Table
 - DUMP=YES
- Batch
 - // OPTION SYSDUMP statement or STDOPST SYSDUMP=YES
- Many customers have these disabled due to overhead
 - Better to fix issues causing multiple dumps



REXX and the POWER Queues

Using REXX to interact with POWER

- GETQE
 - retrieves an entry from a VSEⁿ/POWER queue (RDR, LST, or PUN) and stores the lines it retrieves in compound variables.
- PUTQE
 - places a job on a VSEⁿ/POWER queue (RDR, LST, or PUN). This job can be one that already exists in the VSEⁿ librarian or one the currently running REXX program created (through EXECIO) and stored into a stem
- QUERYMSG
 - returns job completion message(s) into the stem specified by OUTTRAP
- CTL
 - service is part of the VSEⁿ/POWER access services. Through a CTL service request you can send commands to VSEⁿ/POWER. Use ADDRESS POWER to send the following commands

Example: Printing an item from the Reader Queue


















```
* $$ JOB JNM=QETEST,DISP=D
// JOB QETEST
// EXEC LIBR,PARM='MSHP'
ACCESS S=IJSYSRS.SYSLIB
CATALOG QETEST.PROC REP=YES EOD=YY
/* REXX */
CALL ASSGN 'STDOUT','SYSLOG'
TRACE E
'SETUID SYSA'
ADDRESS POWER
'GETQE RDR CLASS A JOBNAME PROGJOB JOBNUM 00399 STEM FJC.'
SAY 'RC = ' RC
USERID
SAY 'FJC.0 = ' FJC.0

DO I = 1 TO FJC.0
  SAY FJC.I
END

EXIT
```

Restrictions with these REXX procedures

- User hierarchy applies
- PROG user CANNOT access POWER elements submitted by SYSA

	Job	Disposition	Class	Priority	Records	Pages	Copies	Format:	From user	at node	To user
	DFHFCTSP.730	H (hold)	Q	3	5376	140	1	MCC	SYSA		SYSA
	SDBSTART.680	H (hold)	Q	3	102	3	1	MCC	SYSA		SYSA
	SDBUCCAT.781	H (hold)	Q	3	174	9	1	MCC	SYSA		SYSA
	ARISBDID.646	D (delete)	W	3	503	19	1	MCC	SYSA		SYSA
	ARISSTDL.697	D (delete)	W	3	33	2	1	MCC	SYSA		SYSA
	ARISSTDL.702	D (delete)	W	3	33	2	1	MCC	SYSA		SYSA
	ARISGDEF.790	D (delete)	W	3	75	5	1	MCC	SYSA		SYSA
	ARISGDEF.794	D (delete)	W	3	75	5	1	MCC	SYSA		SYSA
	ARIS77JD.797	D (delete)	W	3	579	14	1	MCC	SYSA		SYSA
	ARISGDEF.798	D (delete)	W	3	75	5	1	MCC	SYSA		SYSA
	PSERVER.591	H (hold)	W	3	81	6	1	MCC	SYSA		SYSA
	CR8DASD.519	D (delete)	0	3	28	3	1	MCC			
	CEEWARC.518	D (delete)	A	4	21	2	1	MCC	SYSA		
	CEEWARC.539	D (delete)	A	4	21	2	1	MCC	SYSA		
	CATCICS.506	D (delete)	A	3	24	4	1	MCC	SYSA		SYSA
	CATCICS.511	D (delete)	A	3	24	4	1	MCC	SYSA		SYSA
	CICSICCF.507	D (delete)	A	3	2261	42	1	MCC	SYSA		SYSA



OLTP REST API

OLTP REST API Implementation

- First steps
 - Change to TCPIP=YES in SIT table
 - Submit DFHCNV
 - ASCII / EBCDIC converter
 - Submit DFHWBEP
 - use to obtain detailed error information for OLTP Web Support.
 - It is available as a skeleton in VSEⁿ/ICCF library 59
 - Define a host name in your IPINIT job
 - CSI uses DEFINE NAME,NAME=yourName,IPaddr=yourIP
 - BSI uses HOST yourName yourIP

Define and Install TCPIPSERVICE

Use CEDA to define the service

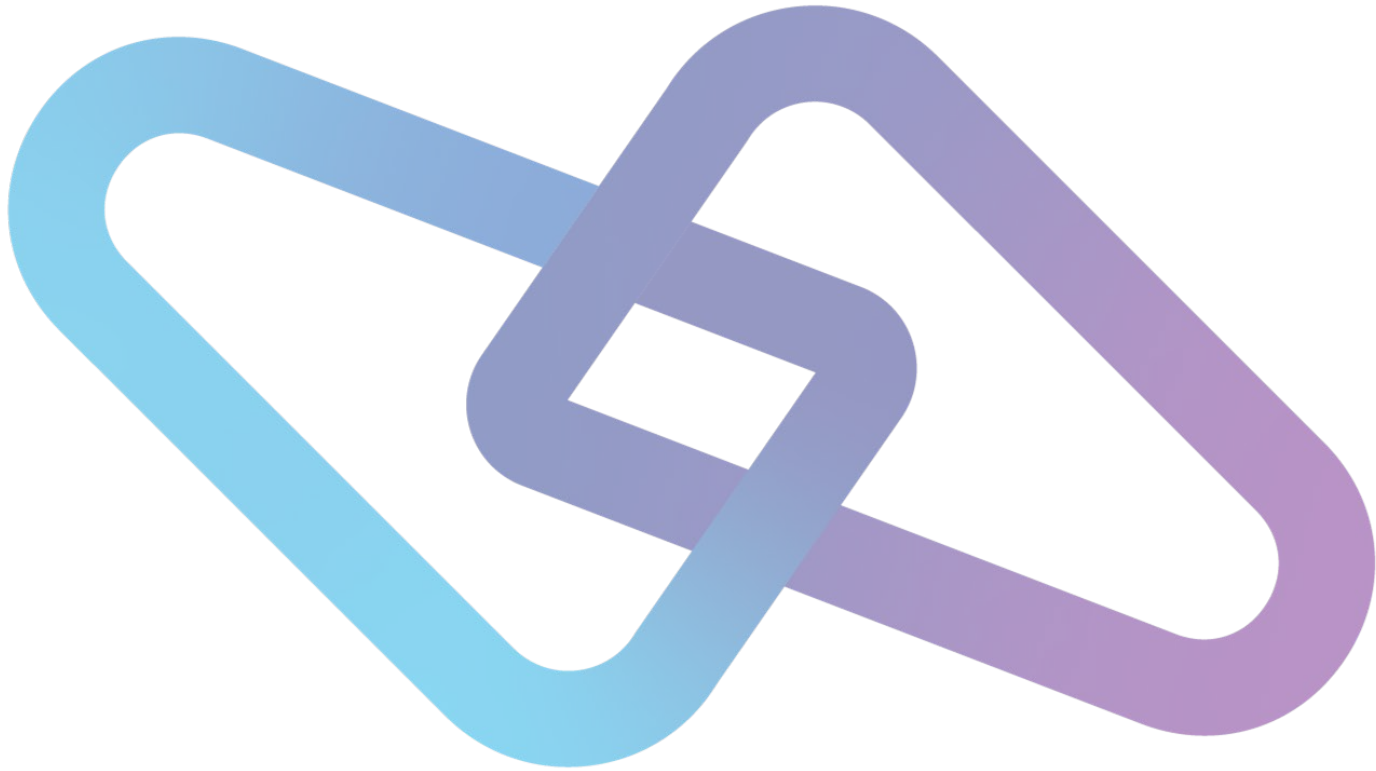
Define a TCPIPSERVICE with the following parameters

- TCPIPSERVICE : your name
- GROUP: your name
- Urm: DFHWBADX
- Portnumber: your port
- Status: Open
- SSL: No
- Transaction: CXWN
- Iaddress: Can be left empty
- Socketclose: No
- Protocol: HTTP
- Maxdatalength: 32

Use CEDA to install after the define

Test program DFH\$WB1A

- URL Syntax
 - **Http://<your-machine-ip>:<your-port>/CICS/CWBA/DFH\$WB1A**
- Shows web support is active
- Works with TLS/SSL but your system may need extra configuration for the handshaking



Miscellaneous Topics

VSEn 6.4 FSU DITTO/SMDDMU Concern

- SMDDMU was not included in 6.3 or older versions as a base product
 - It is now part of the base products
- FSU has specific folders it tries to access for installing SMDDMU
 - Different folder names will cause issues during the FSU

Connector Client CLASSPATH

- These JAR are likely to have newer versions and deprecated components
- As they are third party, when you go to download you may see different versions available for download

```
set CLASSPATH=vkeyman.jar;bcpkix-jdk18on-1.83.jar;bcprov-jdk18on-1.83.jar;bcutil-jdk18on-1.83.jar;%VSECON%\VSEConnector.jar;%VSECON%\jakarta.resource-api-1.7.2.jar
```

```
SET JAVA_EXEC=java.exe
```

```
IF EXIST "%JAVA_HOME%\bin\java.exe"
```

```
    SET JAVA_EXEC="%JAVA_HOME%\bin\java.exe"
```

Q & A

Thank you!