



**z/OSMF Hands-on Labs: Choose Your Own
z/OSMF Incident Log – Hands On Lab**
Estimated Lab Time: 15-20 minutes

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Session 16655



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Lab Exercise: z/OSMF Incident Log

Session ID: Part of 16655, 16940, and 16656

Estimated Lab Time: 15-20 minutes

Abstract:

The z/OS Management Facility (z/OSMF) provides a web-based graphical interface for system programmers on z/OS. This hand on lab will give an opportunity to learn about the functions and features in z/OSMF first hand. Attendees can navigate through the z/OSMF Incident Log task to see how it can help them manage incidents that occurred on their system, or assist in sending diagnostic data to a vendor (IBM or ISV).

This session will be useful to systems programmers and their managers who will be using (or are considering using) the z/OS Management Facility.

Introduction to z/OSMF Incident Log:

When a problem occurs on a z/OS system, you might need to determine what happened and why, and then find the fix or report the problem to IBM or an independent software vendor (ISV). Typically, you need to get to the root of the problem quickly, but the task of gathering diagnostic data and sending it to a support team can be very time-consuming. To assist you with diagnosing and reporting the problem, z/OSMF offers a problem data management solution, the Incident Log task.

The Incident Log task streamlines and automates time-consuming and manual parts of the problem data management process. Specifically, the Incident Log task gathers and displays system-detected and user-initiated incidents, collects associated logs and dumps at the time of the problem, and facilitates sending that data to IBM or another vendor for further diagnostics. Using the Incident Log task reduces the possibility of errors while obtaining, aggregating and sending the collection of diagnostic data to IBM or an ISV.

Key features of the z/OSMF Incident Log Task

With the Incident Log task, you can:

- **Manage the incidents that occurred on a system or in a sysplex.** The Incident Log task provides a consolidated view of all incidents occurring on all participating systems in the sysplex (those that communicate through the same sysplex dump directory).
- **Browse the logs collected for an incident.** When an incident occurs, the Incident Log task collects and saves the associated SVC dumps and diagnostic log snapshots. You can browse the error log, error log summary, and operations log.
- **Allow the next dump of an incident with the same MVS symptom string.** The Incident Log task provides the ability to update the DAE data set, so that you can capture the next instance of an SVC dump being suppressed by DAE.
- **Send diagnostic data and attachments to IBM or another vendor for further diagnostics.** The Incident Log task provides a wizard that you can use to send diagnostic data and additional attachments to IBM or another vendor. You can send files using standard FTP or using the z/OS Problem Documentation Upload Utility (PDUU), which supports parallel FTP and encryption. For more information about PDUU, see [z/OS MVS Diagnosis: Tools and Service Aids](#).
- **Associate the incident with problems recorded in other problem management systems.** The Incident Log task allows you to correlate an incident with an IBM problem number, an ISV problem number, or with a problem record in your installation's problem management system.
- **Track additional information with an incident.** The Incident Log task allows you to specify additional information that you want to track about an incident, such as who is assigned to resolve the issue, which business applications are impacted, which component is the source of the issue, and which solution has been implemented.

- **Monitor the status of an FTP job.** An FTP job is created when you send diagnostic data to IBM or another vendor. The Incident Log task allows you to browse or cancel FTP jobs and view or delete the status of FTP jobs.

Incident log Lab

This lab consists of 6 tasks, plus 2 additional optional tasks.

1. Log on to z/OSMF
2. View all the incidents across all the systems in your sysplex
3. Customize your view of these incidents
4. View the details of an user incident
5. FTP the diagnostic data captured for an incident to your service provider
6. View the status of the FTP for that incident

Optional tasks if you have time and interest

7. View FTP destinations
8. View firewall proxy

It is recommended that you execute these tasks in the order listed above. As you get familiar with the Incident Log, you will be able to work directly with the task you need to accomplish.

As with all the labs in this session, all the teams will be working with the same z/OSMF instance. Each team will be given a unique id to work with. However, you must remember that as you work with a given incident, that incident is also available to the other teams to work with. When you are working with updating an incident please make sure you work with the user defined incident assigned to your team to avoid confusing the other teams.

Lab Hints and Tips



- At any time you can use the Help facilities by clicking on the link in the upper right hand corner of the screen
- You are encouraged to follow the instructions provided, but you can use the new views and reports on any defined software instance
 - Please note that the closer you follow the instructions, the easier it will be to assist you if you go astray
 - The handout contains screen captures and guidance to lead you through the lab
- **Do NOT use the Browser BACK button to go to the prior screen!!!**
 - Use z/OSMF “breadcrumbs” instead
- Also note that if you change the browser display size (Ctrl/+, or Ctrl/-) then what you see may not exactly match the handout.

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Exercise instructions

Here are the steps you will perform in this lab:



- ___ 1. Logon to z/OSMF
 - ___ a. Launch the Mozilla Firefox browser
 - ___ b. Point Browser to z/OSMF – enter the following URL
<https://mvs1.centers.ihost.com/zosmf/>
 - ___ c. Enter the User ID (SHARAnn) and password assigned to your workstation.
- ___ 2. View all the incidents across all the systems in your sysplex
 - ___ a. Expand the Problem Determination Category in the Left Navigation Tree
 - ___ b. Click on Incident Log
- ___ 3. Customize your view of these incidents
 - ___ a. Filter columns
 - ___ b. Sort columns
 - ___ c. Configure the columns
 - ___ d. Rearrange the order of the columns as you would like to see them
- ___ 4. View the details of an user initiated incident
 - ___ a. Select a user initiated incident with the same suffix as your User ID.
 - ___ b. View Diagnostic Details of the incident
 - ___ c. Update the incident with tracking information and notes
 - ___ d. Browse diagnostic data
- ___ 5. FTP the diagnostic data captured for an incident to your service provider
 - ___ a. Select a user initiated incident with the same suffix as your User ID.
 - ___ b. Send Diagnostic Data for the incident
 - ___ c. Select the FTP Server (destination)
 - ___ d. Specify Security Settings
 - ___ e. Select FTP Profile
 - ___ f. Define Job Settings
 - ___ g. Review FTP Information
 - ___ h. Submit FTP Jobs
- ___ 6. View the status of the FTP for that incident
 - ___ a. Select FTP Job Status for the incident that you just sent

1. Logon to zOSMF

Step 1: Log in to z/OSMF

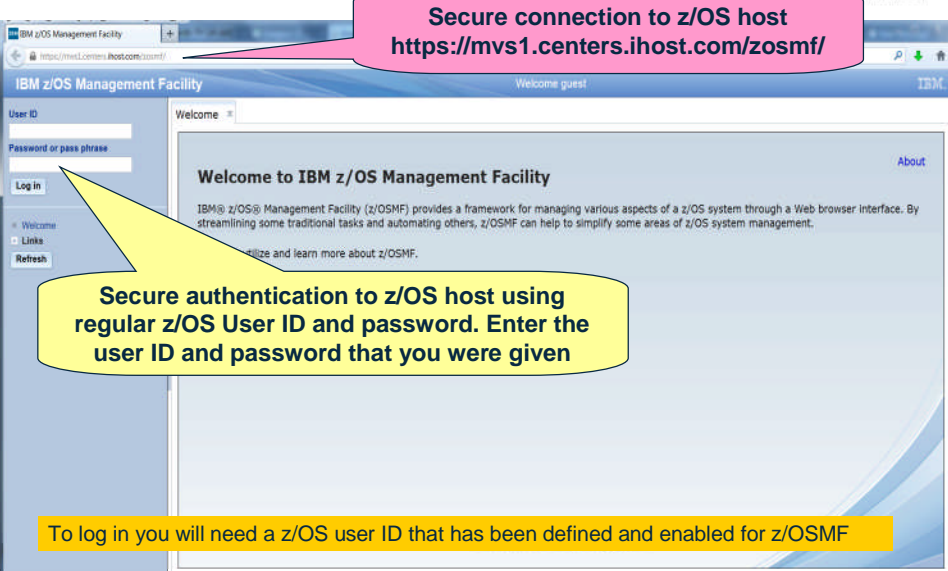
- **Launch the Mozilla Firefox browser**
 - Note: If browser asks to add exception for certificate, do so
- **Point Browser to z/OSMF – enter the following url**
 - <https://mvs1.centers.ihost.com/zosmf/>
 - Note: Ignore and close the warning message
 - IZUG809W Unsupported Web browser version or level found: "3.6.13 (.NET CLR 3.5.30729)". Some z/OSMF functions might not be available if you continue.
- **Login with SHARE userid/pw as provided by the lab instructor**
 - Each workstation has been assigned a unique z/OS User ID
 - SHARxnn (where x is either A, B, or C; and nn is 01 - 30)
 - Password: to be provided
- **Each User ID has been authorized to all the z/OSMF applications (Plug-ins)**

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Note: All screen captures in the handout show the ID SHARA20, your browser will be slightly different to reflect the User ID that you were given.

Step1c: Log in to z/OSMF ...

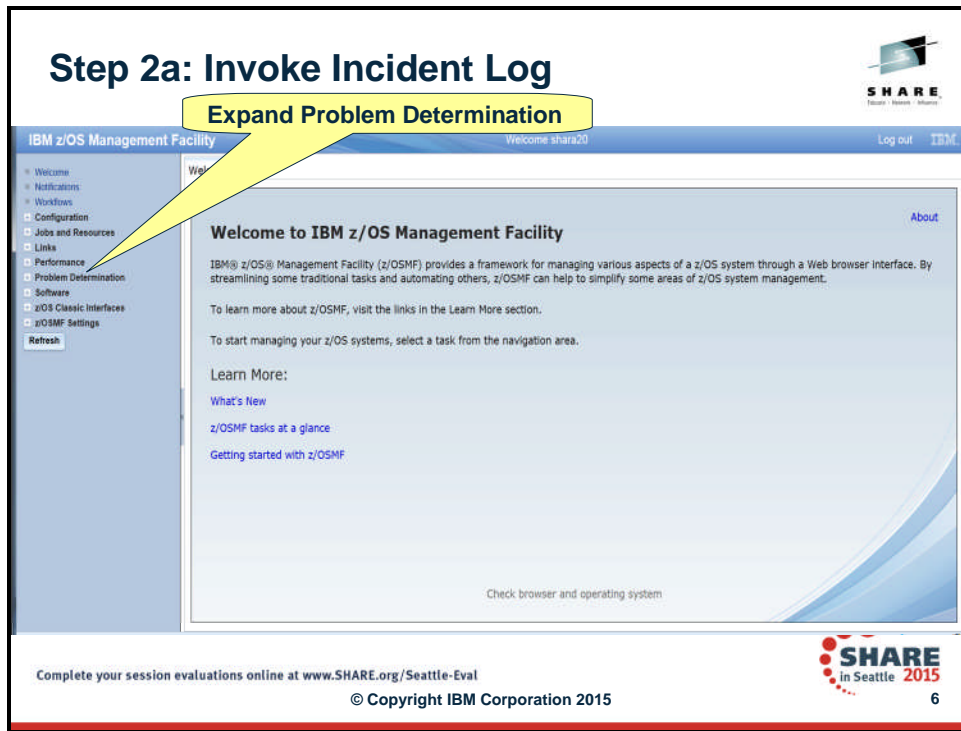


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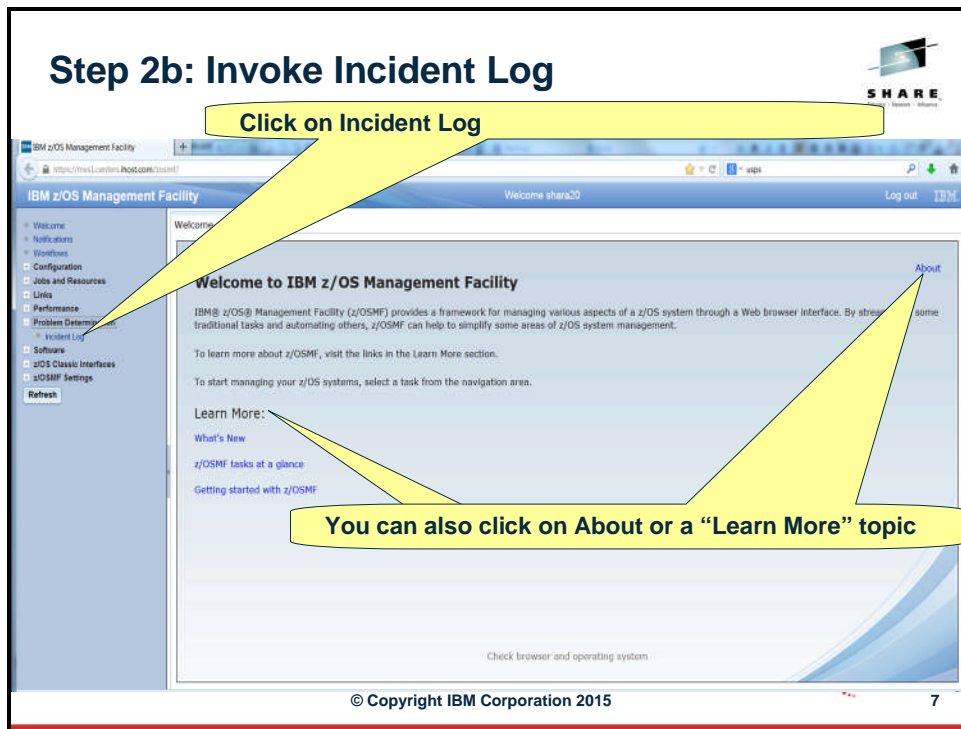


2. View all incidents across the systems in your sysplex

Step 2a: Expand the Problem Determination Category in the Left Navigation Tree



Step 2b: Click on Incident Log



The first panel that opens is the main panel of the Incident Log. Here you will see a summary view of all the Incidents across all the systems in the sysplex. Take some time to scroll through and look at all the columns.

Note: You will not see any incidents yet, because the default is to only show incidents that occurred in the last 3 days. In the next task you will be able to see incidents!

Step 2b: Invoke Incident Log ...

The list of incidents that meet your filter criteria are displayed.

IBM z/OS Management Facility

Welcome sharaz0

Log out IBM

Welcome x Incident Log x

Incident Log

Actions Match: All filters

Incident Type	Description	Date and Time (GMT)	Component Name	Problem Number	Tracking ID	Note
Filter	Filter	Past 3 days	Filter	Filter	Filter	Filter
There is no data to display.						

Total: 0, Filtered: 0, Selected: 0

Refresh Last refresh: Apr 7, 2014 4:27:19 PM local time (Apr 7, 2014 8:27:19 PM GMT)

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3. Customize Your View of These Incidents

You have the ability to control what data you see in terms of configuring what columns are displayed and the order of those columns. You can also control the data you see, which is you can filter on different columns. You can also sort the columns to view the data in different sort orders. You can sort on up to 3 columns at a time!

Remember that all customizations are saved on a per user basis.

Step 3a: Change the Date Filter

By default you will get all the incidents that have occurred in the last 3 days. You can change this. Click on the filter displayed under a column header to change the filter. For this example, let us say we want to look at incidents from the last **1000 days**.

Step 3a: Change the Date Filter

Click on Filter under Date and Time (GMT)

IBM z/OS Management Facility

Welcome shara20

Log out IBM

Welcome Incident Log

Incident Log

Actions Match: All filters


Incident Type	Description	Date and Time (GMT)	Component Name	Problem Number	Tracking ID	Note
Filter	Filter	Past 3 days Filter	Filter	Filter	Filter	Filter

There is no data to display.

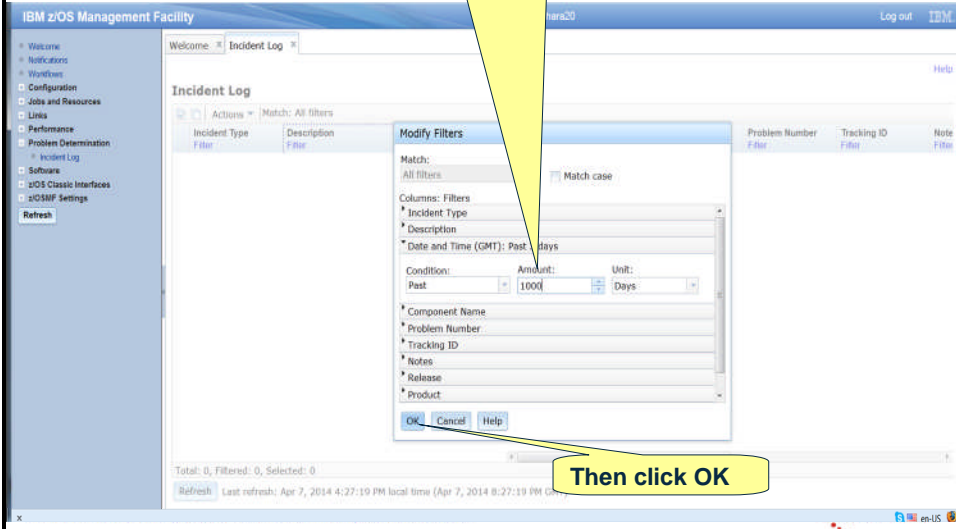
Total: 0, Filtered: 0, Selected: 0

Refresh Last refresh: Apr 7, 2014 4:27:19 PM local time (Apr 7, 2014 8:27:19 PM GMT)

Step 3a: Change the Date Filter ...




Change Amount to 1000



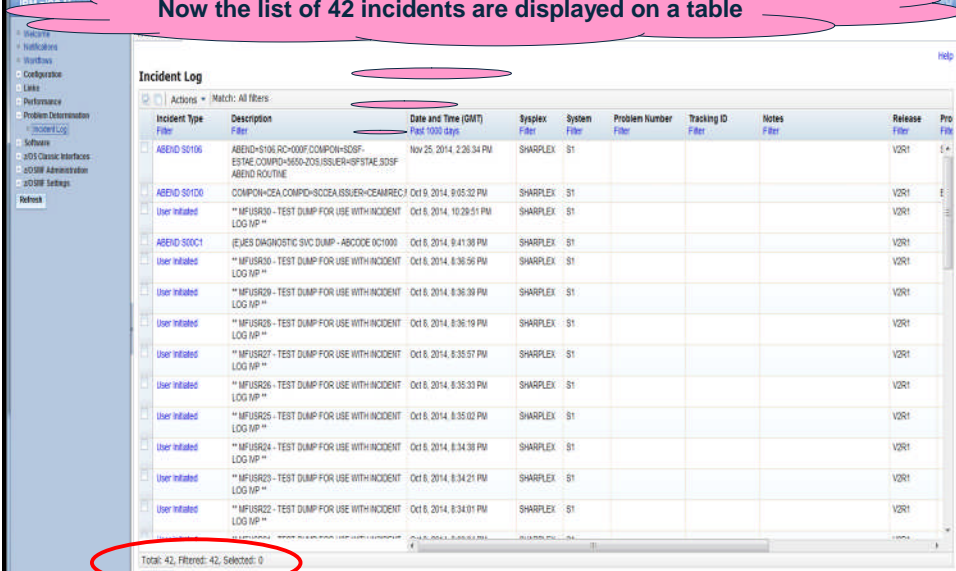
Then click OK

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Step 3a: Change the Date Filter ...



Now the list of 42 incidents are displayed on a table



Incident Type	Description	Date and Time (GMT)	Sysplex	System	Problem Number	Tracking ID	Notes	Release	Pro
ABEND S0106	ABEND=S106 RC=000F,COMPON=SCSP, ESTAC,COMPID=ASO-ZOS,ISSUER=SPITIME.SDSP, ABEND ROUTINE	Nov 25, 2014, 2:26:34 PM	SHARPLEX	S1				V2R1	
ABEND S0100	COMPON=CEA,COMPID=SCCEA,ISSUER=CEAMREC	Oct 6, 2014, 8:05:32 PM	SHARPLEX	S1				V2R1	
User Initiated	**MFUSR10 - TEST DUMP FOR USE WITH INCIDENT LOG MP**	Oct 6, 2014, 10:29:51 PM	SHARPLEX	S1				V2R1	
ABEND S00C1	EJES DIAGNOSTIC SVC DUMP - ABCODE DC1000	Oct 6, 2014, 9:41:38 PM	SHARPLEX	S1				V2R1	
User Initiated	**MFUSR10 - TEST DUMP FOR USE WITH INCIDENT LOG MP**	Oct 6, 2014, 8:36:56 PM	SHARPLEX	S1				V2R1	
User Initiated	**MFUSR09 - TEST DUMP FOR USE WITH INCIDENT LOG MP**	Oct 6, 2014, 8:36:38 PM	SHARPLEX	S1				V2R1	
User Initiated	**MFUSR20 - TEST DUMP FOR USE WITH INCIDENT LOG MP**	Oct 6, 2014, 8:36:19 PM	SHARPLEX	S1				V2R1	
User Initiated	**MFUSR27 - TEST DUMP FOR USE WITH INCIDENT LOG MP**	Oct 6, 2014, 8:35:57 PM	SHARPLEX	S1				V2R1	
User Initiated	**MFUSR26 - TEST DUMP FOR USE WITH INCIDENT LOG MP**	Oct 6, 2014, 8:35:33 PM	SHARPLEX	S1				V2R1	
User Initiated	**MFUSR25 - TEST DUMP FOR USE WITH INCIDENT LOG MP**	Oct 6, 2014, 8:35:02 PM	SHARPLEX	S1				V2R1	
User Initiated	**MFUSR24 - TEST DUMP FOR USE WITH INCIDENT LOG MP**	Oct 6, 2014, 8:34:38 PM	SHARPLEX	S1				V2R1	
User Initiated	**MFUSR23 - TEST DUMP FOR USE WITH INCIDENT LOG MP**	Oct 6, 2014, 8:34:21 PM	SHARPLEX	S1				V2R1	
User Initiated	**MFUSR22 - TEST DUMP FOR USE WITH INCIDENT LOG MP**	Oct 6, 2014, 8:34:01 PM	SHARPLEX	S1				V2R1	

Total: 42, Filtered: 42, Selected: 0

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Step 3b: Sort the Columns

You can sort the columns in the table display by clicking on the column header of the column you want to sort on. The first time you click on it, it will sort it in ascending order, the second time in descending order and the third time it will clear the sort. In this exercise you will create an ascending sort based on Description and a descending sort based on the Date and Time column. Notice the arrows that show up for ascending and down for descending. Also, notice that the sort order numbers that show up on the column headers.

Now you will sort the columns in the table

Click once on the Description column to put the incidents in ascending order

Incident Type	Description	Date and Time (GMT)	Sysplex	System	Problem Number	Tracking ID	Notes	Release	Pro
ABEND S0106	ABEND=S106 RC=000F.CCOPON=SCDSF-ESTAE.COMPD=5600-Z0S.ISSUER=SFSTAE.BDSF ABEND ROUTINE	Nov 25, 2014, 2:26:34 PM	SHARPLEX	S1				V2R1	
ABEND S010G	COMPON=C5A.COMPD=SCCEA.ISSUER=C5ANREC	Oct 6, 2014, 9:05:32 PM	SHARPLEX	S1				V2R1	
User Initiated	**MFUSR00 - TEST DUMP FOR USE WITH INCIDENT LOG WP **	Oct 6, 2014, 10:29:51 PM	SHARPLEX	S1				V2R1	
ABEND S00C1	EJES DIAGNOSTIC SVC DUMP - ABCODE 0C1000	Oct 6, 2014, 9:41:38 PM	SHARPLEX	S1				V2R1	
User Initiated	**MFUSR00 - TEST DUMP FOR USE WITH INCIDENT LOG WP **	Oct 6, 2014, 8:30:56 PM	SHARPLEX	S1				V2R1	
User Initiated	**MFUSR20 - TEST DUMP FOR USE WITH INCIDENT LOG WP **	Oct 6, 2014, 8:36:30 PM	SHARPLEX	S1				V2R1	
User Initiated	**MFUSR26 - TEST DUMP FOR USE WITH INCIDENT LOG WP **	Oct 6, 2014, 8:36:19 PM	SHARPLEX	S1				V2R1	
User Initiated	**MFUSR27 - TEST DUMP FOR USE WITH INCIDENT LOG WP **	Oct 6, 2014, 8:35:57 PM	SHARPLEX	S1				V2R1	
User Initiated	**MFUSR26 - TEST DUMP FOR USE WITH INCIDENT LOG WP **	Oct 6, 2014, 8:35:33 PM	SHARPLEX	S1				V2R1	
User Initiated	**MFUSR25 - TEST DUMP FOR USE WITH INCIDENT LOG WP **	Oct 6, 2014, 8:35:03 PM	SHARPLEX	S1				V2R1	
User Initiated	**MFUSR24 - TEST DUMP FOR USE WITH INCIDENT LOG WP **	Oct 6, 2014, 8:34:38 PM	SHARPLEX	S1				V2R1	
User Initiated	**MFUSR23 - TEST DUMP FOR USE WITH INCIDENT LOG WP **	Oct 6, 2014, 8:34:21 PM	SHARPLEX	S1				V2R1	
User Initiated	**MFUSR22 - TEST DUMP FOR USE WITH INCIDENT LOG WP **	Oct 6, 2014, 8:34:01 PM	SHARPLEX	S1				V2R1	

Total: 42, Filtered: 42, Selected: 0
 Refresh Last refresh: Feb 4, 2015, 4:24:45 PM local time (Feb 4, 2015, 9:24:45 PM GMT)

Step 3b: Sort the Columns ...

Click twice on the Date and Time (GMT) column to arrange that column in descending order

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Step 3b: Sort the Columns ...

Now the columns have a primary based on Description (ascending) and a secondary sort on Date and Time (descending). Note: If you click Date and Time a third time that column's sort will be removed.

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Step 3c: Configure the columns as you would like to see them

You can configure which columns are displayed and the order in which they are presented. In this exercise, you will remove the Sysplex and System columns. The lab environment is a monoplex, so all incidents were taken on the same system in the same sysplex (not very interesting and therefore for this lab you can remove them). You will also rearrange the columns to move the 'Component Name' column next to the Date and Time column.

Now you will see how z/OSMF lets you reconfigure the columns that are displayed. First we will configure which columns are displayed.

Click Actions, then Configure Columns

Inc	Date and Time (GMT)	Y2	Sysplex	System	Problem Number	Tracking ID	Notes	Release	Pro
Incident Log	ABEND RECD								
User Initiated	**MFUSR01 - TEST DUMP FOR USE WITH INCIDENT LOG MP**	May 8, 2013, 2:50:18 PM	SHARPLEX	S1				VIR13	
User Initiated	**MFUSR02 - TEST DUMP FOR USE WITH INCIDENT LOG MP**	May 8, 2013, 8:29:50 PM	SHARPLEX	S1				VIR13	
User Initiated	**MFUSR03 - TEST DUMP FOR USE WITH INCIDENT LOG MP**	May 8, 2013, 8:30:34 PM	SHARPLEX	S1				VIR13	
User Initiated	**MFUSR04 - TEST DUMP FOR USE WITH INCIDENT LOG MP**	May 8, 2013, 8:26:11 PM	SHARPLEX	S1				VIR13	

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Step 3c: Configure Columns...

Click "Sysplex", then "< Remove"

Incident Type	Description	Date and Time (GMT)	Y2	Sysplex	System	Problem Number	Tracking ID	Notes	Release	Pro
User Initiated	**MFUSR01 - TEST DUMP FOR USE WITH INCIDENT LOG MP**	May 8, 2013, 2:50:18 PM	SHARPLEX	S1					VIR13	
User Initiated	**MFUSR02 - TEST DUMP FOR USE WITH INCIDENT LOG MP**	May 8, 2013, 8:29:50 PM	SHARPLEX	S1					VIR13	
User Initiated	**MFUSR03 - TEST DUMP FOR USE WITH INCIDENT LOG MP**	May 8, 2013, 8:30:34 PM	SHARPLEX	S1					VIR13	
User Initiated	**MFUSR04 - TEST DUMP FOR USE WITH INCIDENT LOG MP**	May 8, 2013, 8:26:11 PM	SHARPLEX	S1					VIR13	

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Step 3c: Configure Columns ...

The screenshot shows the IBM z/OS Management Facility Incident Log interface. A 'Configure Columns' dialog box is open, showing a list of available columns on the left and a list of selected columns on the right. The selected columns include Description, Date and Time (GMT), System, Problem Number, Tracking ID, Notes, Release, and Product. A yellow callout bubble points to the 'System' option in the 'Selected' list, with the text "Now Click 'System', then '< Remove'".

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Step 3c: Configure Columns ...

Now you configure the order in which columns are displayed

The screenshot shows the IBM z/OS Management Facility Incident Log interface. A 'Configure Columns' dialog box is open, showing a list of available columns on the left and a list of selected columns on the right. The selected columns include Description, Date and Time (GMT), System, Problem Number, Tracking ID, Notes, Release, Product, and Component Name. A yellow callout bubble points to the 'Component Name' option in the 'Selected' list, with the text "Click 'Component Name' then use the 'Up' button to position it after Date and Time".

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Step 3c: Configure Columns ...

The screenshot shows the IBM z/OS Management Facility Incident Log interface. A 'Configure Columns' dialog box is open, allowing users to customize the columns displayed in the table. The 'Available' list contains 'Sysplex' and 'System'. The 'Selected' list contains 'Description', 'Date and Time (GMT)', and 'Component Name'. Buttons for 'Add >>', '<< Remove', and '<< Remove All' are visible. A yellow callout box with the text 'Then click OK' points to the 'OK' button in the dialog.

Incident Type	Description	Date and Time (GMT)	System	Problem Number	Tracking ID	Release
User Initiated	ABEND S00C1	Sep 30, 2014, 7:36:07 PM	SHARPLEX	S1		V2R1
User Initiated	**MFUSR00 - TEST DUMP FOR USE WITH INCIDENT LOG MP **	Oct 5, 2014, 9:41:38 PM	SHARPLEX	S1		V2R1
User Initiated	**MFUSR01 - TEST DUMP FOR USE WITH INCIDENT LOG MP **	Jun 19, 2013, 2:50:18 PM	SHARPLEX	S1		V1R13

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Step 3c: Configure Columns

Now you can see that the Sysplex and System columns are no longer displayed and the component name column appears after Incident Type, Description, and Date and Time

The screenshot shows the same Incident Log table after the column configuration. The 'Sysplex' and 'System' columns have been removed, and the 'Component Name' column has been added, appearing as the fourth column after 'Date and Time (GMT)'. A pink callout box highlights this change with the text: 'Now you can see that the Sysplex and System columns are no longer displayed and the component name column appears after Incident Type, Description, and Date and Time'.

Incident Type	Description	Date and Time (GMT)	Component Name	Problem Number	Tracking ID	Release
User Initiated	ABEND S00C1	Sep 30, 2014, 7:36:07 PM				V2R1
User Initiated	**MFUSR00 - TEST DUMP FOR USE WITH INCIDENT LOG MP **	Oct 5, 2014, 9:41:38 PM				V2R1
User Initiated	**MFUSR01 - TEST DUMP FOR USE WITH INCIDENT LOG MP **	Jun 19, 2013, 2:50:18 PM				V1R13

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You have successfully customized your workspace! You are only viewing the columns you want, in the order you want, for a range of data that you filtered, in the sort order that you want.

4. View the details of an user initiated incident

Now that you've customized your workspace, let us dive deeper into an individual Incident.

Step 4a: Select a User Initiated Incident with the Same Suffix as Your User ID

You will need to filter the Description column to display only incidents that have the same suffix as your User ID (for example, “** MFUSR30 – TEST DUMP FOR USE WITH INCIDENT LOG IVP” if your User ID is SHARC30).

Step 4a: Select a user initiated incident with the same suffix as your User ID

Now you will view details of a user initiated incident. Unique incidents have been created for each user ID. You will use the filter to view incidents with the same suffix as your user ID

Click on Filter under Description

Incident Type	Description	Date and Time (GMT)	Release Date	Product
User Initiated		Sep 30, 2014, 7:36:07 PM	V2R1	
ABEND S00C1	(E)JES DIAGNOSTIC SVC DUMP - ABCODE DC1000	Oct 6, 2014, 8:41:38 PM	V2R1	
User Initiated	** MFUSR00 - TEST DUMP FOR USE WITH INCIDENT LOG IVP **	Jun 19, 2013, 2:50:18 PM	V1R13	
User Initiated	** MFUSR01 - TEST DUMP FOR USE WITH INCIDENT LOG IVP **	May 8, 2013, 8:17:23 PM	V1R13	
User Initiated	** MFUSR02 - TEST DUMP FOR USE WITH INCIDENT LOG IVP **	May 8, 2013, 8:17:53 PM	V1R13	
User Initiated	** MFUSR03 - TEST DUMP FOR USE WITH INCIDENT LOG IVP **	May 8, 2013, 8:18:20 PM	V1R13	
User Initiated	** MFUSR04 - TEST DUMP FOR USE WITH INCIDENT LOG IVP **	May 8, 2013, 8:24:37 PM	V1R13	
User Initiated	** MFUSR05 - TEST DUMP FOR USE WITH INCIDENT LOG IVP **	May 8, 2013, 8:25:44 PM	V1R13	
User Initiated	** MFUSR06 - TEST DUMP FOR USE WITH INCIDENT LOG IVP **	May 8, 2013, 8:25:00 PM	V1R13	
User Initiated	** MFUSR06 - TEST DUMP FOR USE WITH INCIDENT LOG IVP **	May 8, 2013, 8:26:41 PM	V1R13	
User Initiated	** MFUSR07 - TEST DUMP FOR USE WITH INCIDENT LOG IVP **	May 8, 2013, 8:29:14 PM	V1R13	
User Initiated	** MFUSR08 - TEST DUMP FOR USE WITH INCIDENT LOG IVP **	May 8, 2013, 8:29:50 PM	V1R13	
User Initiated	** MFUSR09 - TEST DUMP FOR USE WITH INCIDENT LOG IVP **	May 8, 2013, 8:30:34 PM	V1R13	
User Initiated	** MFUSR10 - TEST DUMP FOR USE WITH INCIDENT LOG IVP **	May 8, 2013, 6:25:11 PM	V1R13	

Total: 43, Filtered: 42, Selected: 0
 Last refresh: Feb 4, 2015, 4:24:45 PM local time (Feb 4, 2015, 9:24:45 PM GMT)

Step 4a: Select a user initiated incident with the same suffix as your User ID

Change to an incident that has the same suffix as your User ID (e.g., MFUSR30 for SHARC30)

Then click OK

The screenshot shows the IBM z/OS Management Facility Incident Log interface. A 'Modify Filters' dialog box is open, showing the 'Text' field set to 'MFUSR30'. The dialog has 'OK', 'Restore Defaults', 'Cancel', and 'Help' buttons. A yellow callout points to the 'Text' field, and another points to the 'OK' button.

Incident Type	Description	Date	Time	Problem Number	Tracking ID	Notes	Release	Product
User Initiated	ABEND S00C1	SEP 30, 2015	10:00:00 AM				V2R1	
User Initiated	** MFUSR00 - TEST DUMP FOR USE WITH INCIDENT LOG WP **						V1R13	
User Initiated	** MFUSR01 - TEST DUMP FOR USE WITH INCIDENT LOG WP **						V1R13	
User Initiated	** MFUSR02 - TEST DUMP FOR USE WITH INCIDENT LOG WP **						V1R13	
User Initiated	** MFUSR03 - TEST DUMP FOR USE WITH INCIDENT LOG WP **						V1R13	
User Initiated	** MFUSR04 - TEST DUMP FOR USE WITH INCIDENT LOG WP **						V1R13	
User Initiated	** MFUSR05 - TEST DUMP FOR USE WITH INCIDENT LOG WP **						V1R13	
User Initiated	** MFUSR06 - TEST DUMP FOR USE WITH INCIDENT LOG WP **						V1R13	
User Initiated	** MFUSR07 - TEST DUMP FOR USE WITH INCIDENT LOG WP **						V1R13	
User Initiated	** MFUSR08 - TEST DUMP FOR USE WITH INCIDENT LOG WP **						V1R13	
User Initiated	** MFUSR09 - TEST DUMP FOR USE WITH INCIDENT LOG WP **						V1R13	
User Initiated	** MFUSR10 - TEST DUMP FOR USE WITH INCIDENT LOG WP **						V1R13	

Total: 42, Filtered: 42, Selected: 0
 Refresh Last refresh: Feb 4, 2015, 4:24:45 PM local time (Feb 4, 2015, 9:24:45 PM GMT)

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Step 4b: View Diagnostic Details of a User Initiated Incident

The incident with the same suffix as your user ID is now displayed. To view the details you can either:

- Click on “User Initiated” in the Incident Type column;
- Click on the selection box, then select Actions, followed by View Diagnostic Data; or
- Right click on “User Initiated” in the Incident Type column to view a context sensitive list of Actions, then select View Diagnostic Data.

For this exercise, it is recommended that you use the first option.

Step 4b: View Diagnostic Details of the Incident

The incident(s) with the same suffix as your user ID is now displayed. To view the details you can either click on User Initiated; or click on the selection box and then select Actions, View Diagnostic Details; or right click on User Initiated and select View Diagnostic Details

Incident Type	Description	A 1: Date and Time (GMT)	Y 2: Component Name	Problem Number	Tracking ID	Notes	Release	Product
<input type="checkbox"/>	User Initiated	** MFUSR30 - TEST DUMP FOR USE WITH INCIDENT LOG NP**					V2R1	
<input type="checkbox"/>	User Initiated	** MFUSR30 - TEST DUMP FOR USE WITH INCIDENT LOG NP**					V2R1	

We'll start with the easiest option, so click on "User Initiated"

Total: 42, Filtered: 2, Selected: 0
 Refresh Last refresh: Feb 4, 2015, 4:51:07 PM local time (Feb 4, 2015, 9:51:07 PM GMT) 23

Step 4b: View Diagnostic Details of the Incident ...

You now see a 2 tabbed display (General and Diagnostic Details). In the Diagnostic Details tab, you see the data that was captured for this incident. If you associated any other diagnostic data with this incident it would also be displayed.

Data Type	Source	System	System
SVC dump	SYS1.DUMP\$1.MASTER@D14281.T182951.S00730	SHARPLEX	S1
Error log	CEA.Y00.CDED1236.AT085910.X00.VIEW	SHARPLEX	S1
Operations log	CEA.Y00.CDED1236.AT085910.X00.VIEW	SHARPLEX	S1
Error log summary	CEA.Y00.CDED1236.AT085910.X00.VIEW	SHARPLEX	S1

Total: 4, Selected: 0

You can attach up to ten additional files to send with this incident. When you close the panel, the Attachments table is cleared.

Attachments

New...

Data Type	Source
There is no data to display.	

Total: 0, Selected: 0

Send View Status View Log

OK Apply Cancel

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On this panel you can see all the pieces of diagnostic data that have automatically captured for this Incident by the backend instrumentation. Take some time to look at this. Observe that you also have the ability to attach additional pieces of diagnostic data (for example a trace file)

Once you've finished with this tab, lets move on to the other tab - General

Step 4c: Update the Incident

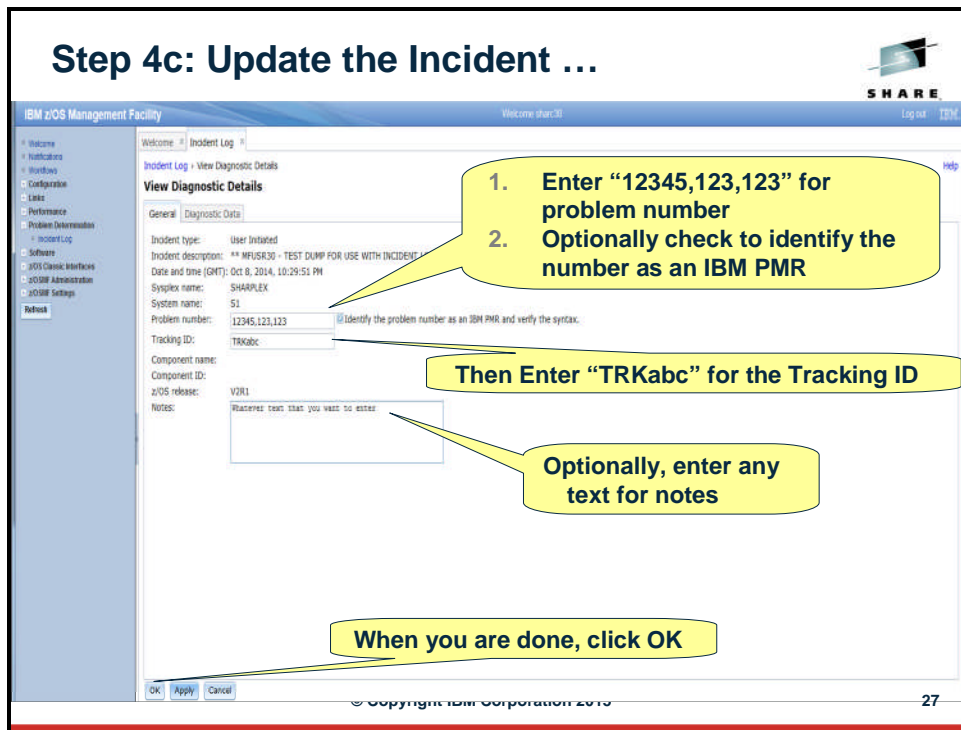
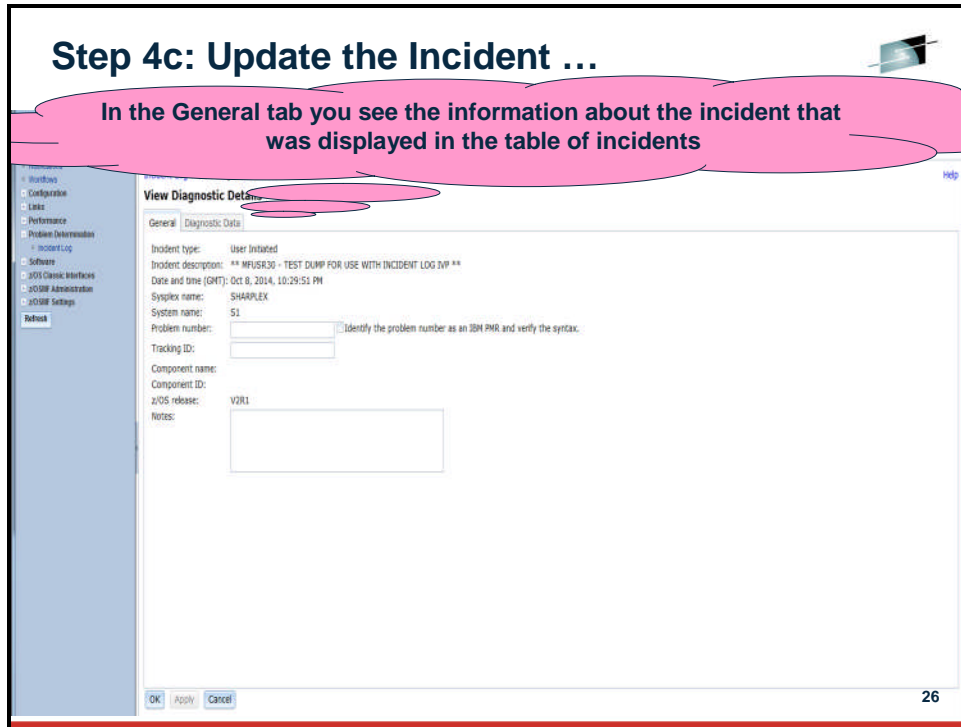
You now add a vender problem number and installation problem tracking number this incident. Optionally, you can also add a note.

To update the incident, you must first click on the General Tab

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Step 4c: Update the Incident

Using the General tab, you can optionally enter a vendor problem number, an installation problem tracking number, and notes. For this exercise, you can enter “12345,123,123” as the problem number, “TRKabc” as the Tracking ID, and optionally enter any text for Notes.



Once you have entered the problem number and tracking ID and clicked OK, you can now see those values in the table of incidents.

Step 4c: Update the Incident ...



You now see the additional information in the table display

- Home
- Workflows
- Configuration
- Links
- Performance
- Problem Determination
- Incident Log
- Software
- zOS Classic Interfaces
- zOSMF Administration
- zOSMF Settings

Incident Log

Actions: Match: All filters

Incident Type	Description	Date and Time (GMT)	Y2 Component	Problem Number	Tracking ID	Notes	Release	Product
User Initiated	MVSUSR00 - TEST DUMP FOR USE WITH INCIDENT LOG VPI**	Oct 8, 2014, 10:29:51 PM		12345, 123, 123	TRK400	Whatever led that you want to enter	V2R1	
User Initiated	MVSUSR00 - TEST DUMP FOR USE WITH INCIDENT LOG VPI**	Oct 8, 2014, 8:36:56 PM					V2R1	

Total: 43, Filtered: 2, Selected: 1

Refresh Last refresh: Feb 4, 2015, 4:51:07 PM local time (Feb 4, 2015, 9:51:07 PM GMT)

Step 4d: Browse Diagnostic Data


Since z/OSMF V1.13, you can browse the logs captured for an Incident. z/OSMF ISPF Browse is used for this, so this feature only will work if your installation has setup and configured z/OSMF ISPF.

To select browse snapshots of diagnostic data, you must first view diagnostic details again. This time, since the incident with your suffix is already selected, you should try clicking Actions then View Diagnostic Data to bring up the diagnostic data.

You will see the diagnostic data elements captured for that Incident. Note the Source name of the data element. It is a hyperlink.

In this exercise, you will browse the Operation Log snapshot.

Step 4d: Browse Diagnostic Data



To browse diagnostic data, you must first view the details of your incident again.

- Configuration
- Labels
- Performance
- Problem Determination
 - Incident Log
- Software
- z/OS Classic Interfaces
- z/OSMF Administration
- z/OSMF Settings
- Network

Actions → Match: All Filters

Inc	Set Tracking ID...	Y1	Date and Time (GMT)	Y2	Component Name	Problem Number	Tracking ID	Notes	Release	Product
Filter	Set Problem Number...	AND	Past 1000 days	Filter						
Use	Add Notes...		- TEST DUMP FOR USE WITH INCIDENT			12543 123 123	TR1abc	Whatever text that you want to enter	V2R1	
Use	Delete Incident...									
Use	Send Diagnostic Data...		- TEST DUMP FOR USE WITH INCIDENT						V2R1	
Use	View Diagnostic Details...									

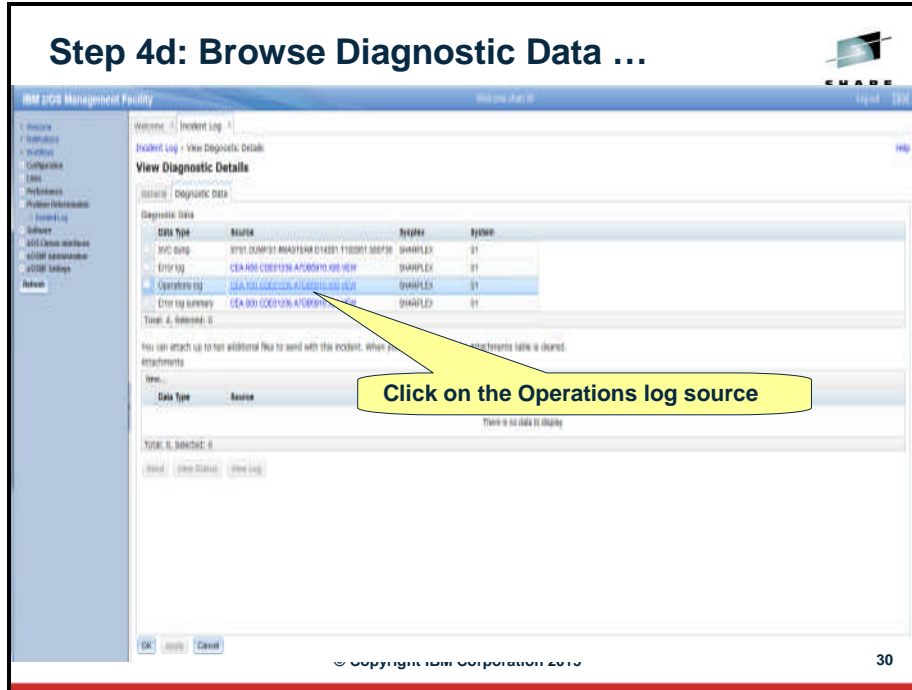
This time you will select Actions, then View Diagnostic Details

Total: 42, Filtered: 2, Selected: 1

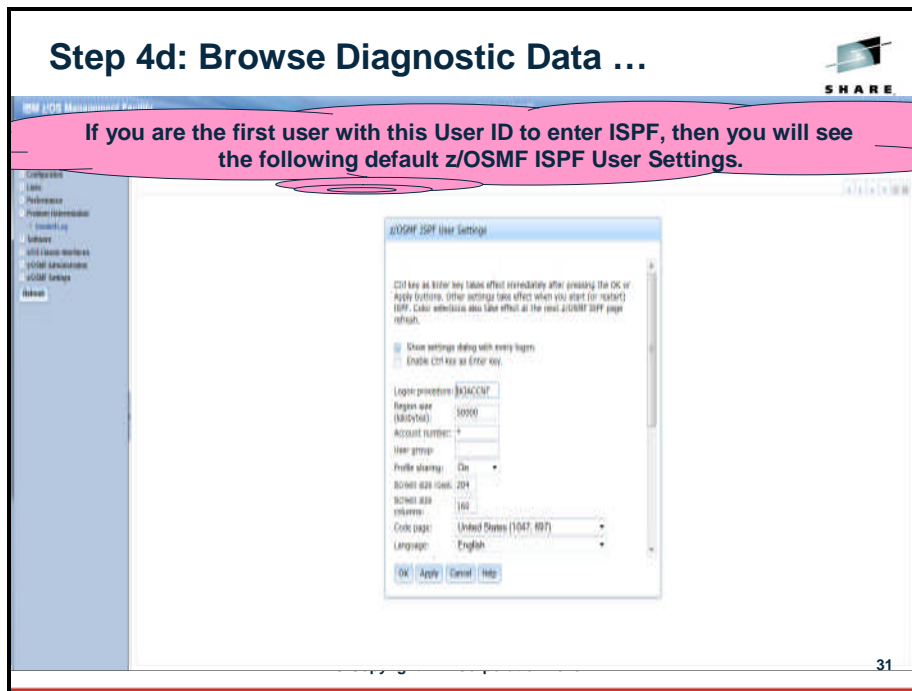
Refresh Last refresh: Feb 4, 2015, 4:51:07 PM local time (Feb 4, 2015, 9:51:07 PM GMT)

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Clicking on the Source name will enable you to browse that data element. For example, clicking on the Operations Log Source will cause z/OSMF to application link to ISPF inside of z/OSMF to enable you to browse the snapshot of SYSLOG data. You will see that it opens and ISPF tab if you didn't already have one open, and invoke browse in context for you.



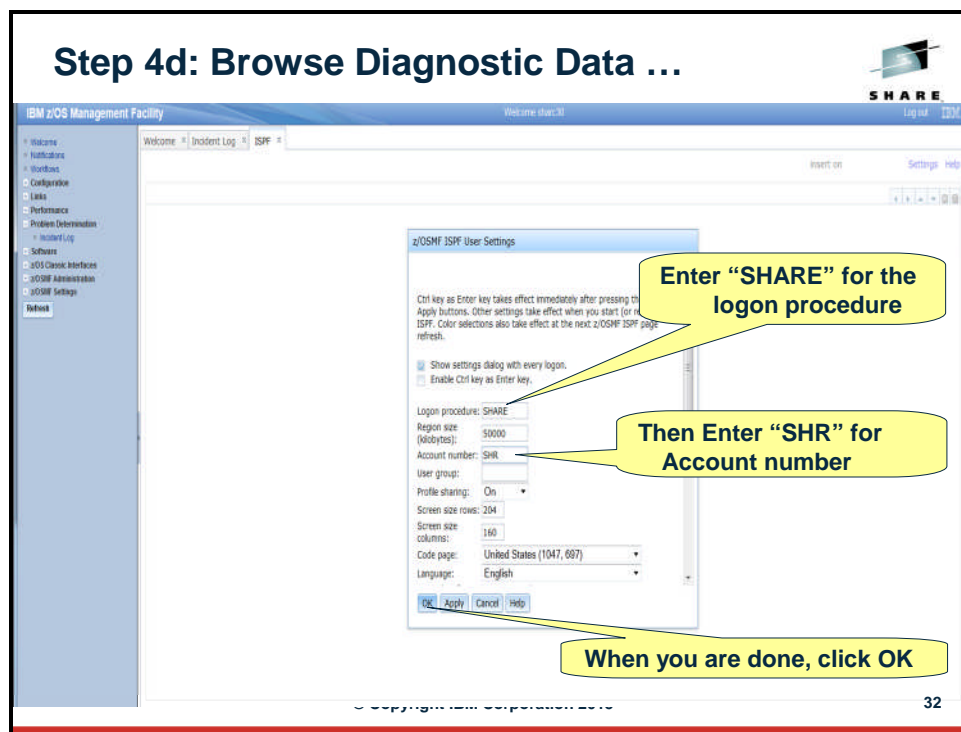
Note: If you do not already have a z/OSMF ISPF session running, you will get prompted for the TSO Sign-on parameters.



If you are the first person to use this ID to enter ISPF, then you will see the z/OSMF ISPF User Setup panel with default values. Please ensure that the logon procedure is set to SHARE and the Account number is set to SHR.

Optionally check box on top that will not open settings panel every time. If changes need to be made at a later time, you can click on 'Settings' on top right.

Click OK after entering the new values.



You will ultimately find yourself using ISPF Browse on the diagnostic data element that you had clicked on from the Incident Log!!

You are then brought to an ISPF Browse tab for the snapshot of the Operations Log. You can now perform normal ISPF commands to search the operations log.

The screenshot displays the IBM z/OS Management Facility interface. On the left is a navigation tree with categories like Welcome, Notifications, Workflows, Configuration, Links, Performance, Problem Determination, Incident Log, Software, z/OS Classic Interfaces, z/OSMF Administration, and z/OSMF Settings. The main window shows the 'ISPF' tab with a 'Browse' command entered. The data displayed is a log of system events:

```

Command --->
Browse CEA.Y00.CDE01236.A7DBS910.X00.VEW Line 00000000 Col 001 080
-----
***** Top of Data *****
N 0020000 SI 14281 17:59:58.87 TSUL6947 00000281 IECL301 DD STAT
N 0000000 SI 14281 17:59:59.06 TSUL6950 00000281 IEA6301 OPERATOR SHARA2
N0000000 SI 14281 17:59:59.08 SHARA29 00000290 D IPLINFO
NR0000000 SI 14281 17:59:59.08 SHARA29 00000090 IEE2541 17.59.59 IPLINF
DR 847 00000090 SYSTEM IPLD AT 11.40.1
DR 847 00000090 RELEASE z/OS 02.01.00
DR 847 00000090 USED LOADSM IN SYSS IPL
DR 847 00000090 ARCHLVL = 3 NLSHARE
DR 847 00000090 IEASYS LIST = (95,SH,L)
DR 847 00000090 IEASYS LIST = (58) (0P)
DR 847 00000090 IOCF DEVICE: ORIGINAL10
ER 847 00000090 IPL DEVICE: ORIGINAL07
N 0020000 SI 14281 18:00:11.94 TSUL6947 00000281 IECL301 DD STAT
N 0000000 SI 14281 18:00:18.71 TSUL6950 00000290 IEA6311 OPERATOR SHARA2
N 0020000 SI 14281 18:00:28.83 TSUL6947 00000281 IECL301 DD STAT
-----
ENTER F1=Help F2=Split F3=Exit F5=Rfind F7=Up F8=Down F9=Swap
F10=Left F11=Right F12=Cancel
    
```

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5. FTP the diagnostic data captured for an incident to your service provider

Step 5: FTP the Diagnostic Data

Now you will ftp the diagnostic data for the incident that you've been viewing.

IBM z/OS Management Facility

Welcome | Incident Log | ISPF

1 - ISRBROBA

Menu Utilities Compilers Help

Command >>> Scroll >>> CSR

```

BRONSE  CEA.Y00.CDE01236.AT0B5910.X00.VEW  Line 00000000 Col 001 080
-----
***** Top of Data *****
N 0020000 S1 14281 17:59:58.87 TSUL6947 00000281 IECL301 DD STAT
N 0000000 S1 14281 17:59:58.06 TSUL6950 00000201 IEA8301 OPERATOR SHARAJ
N0000000 S1 14281 17:59:58.08 SHARAJ9 00000290 D IPLINFO
N0000000 S1 14281 17:59:58.08 SHARAJ9 00000090 IEK2541 17.59.59 IPLINF
DR 847 00000090 SYSTEM IPLFD AT 11.40.1
DR 847 00000090 RELEASE z/OS 02.01.00
DR 847 00000090 USED LOADSM IN SYS9.IPL
DR 847 00000090 ARCHIVL = 2 HTLSHARE
DR 847 00000090 IEASYN LIST = (S,SH,L)
DR 847 00000090 IEASYS LIST = (SR) (OP)
DR 847 00000090 IOCP DEVICE: ORIGINAL(0
ER 847 00000090 IPL DEVICE: ORIGINAL(07
N 0020000 S1 14281 18:00:11.94 TSUL6947 00000281 IECL301 DD STAT
N 0000000 S1 14281 18:00:18.71 TSUL6950 00000290 IEA8311 OPERATOR SHARAJ
N 0020000 S1 14281 18:00:28.83 TSUL6947 00000281 IECL301 DD STAT
-----
ENTER F1=Help F2=Split F3=Exit F5=Rfind F7=Up F8=Down F9=Swap
F10=Left F11=Right F12=Cancel
    
```

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Step 5: FTP the Diagnostic Data

Now you will be brought back to the Incident Log task.

View Diagnostic Details

General Diagnostic Data

Data Type	Source	Byplex	System
SVC dump	SYST DUMP/S1 #MASTER# 014281 1182901 S00730	SHARPLEX	S1
Error log	CEA.Y00.CDE01236.AT0B5910.X00.VEW	SHARPLEX	S1
Operations log	CEA.Y00.CDE01236.AT0B5910.X00.VEW	SHARPLEX	S1
Error log summary	CEA.Y00.CDE01236.AT0B5910.X00.VEW	SHARPLEX	S1

Total: 4, Selected: 0

You can attach up to ten additional files to send with this incident. When you close the panel, the Attachments table is cleared.

Attachments

Data Type	Source
There is no data to display.	

Total: 0, Selected: 0

Send View Status View Log

OK Apply Cancel

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Step 5a: Select an Incident

Now you will be brought back to the Incident Log task list of incidents. Ensure that the user initiated incident that you've been viewing is selected in the table.

Incident Type	Description	Date and Time (GMT)	Component Name	Problem Number	Tracking ID	Notes	Release	Product
User Initiated	**MFUSRD - TEST DUMP FOR USE WITH INCIDENT LOG I/P**	Oct 6, 2014, 10:29:51 PM		12345, 123, 123	TRRabc	Whatever text that you want to enter	V2R1	
User Initiated	**MFUSRD - TEST DUMP FOR USE WITH INCIDENT LOG I/P**	Oct 6, 2014, 8:36:56 PM					V2R1	

Total: 42, Filtered: 2, Selected: 1
Refresh Last refresh: Feb 4, 2015, 4:51:07 PM local time (Feb 4, 2015, 9:51:07 PM GMT)

You will now be able to work with a wizard that will guide you through the steps to FTP the diagnostic data for that incident.

Step 5b: Send Diagnostic Data for the Incident

1. Right click on "User Initiated" in the Incident Type column
2. Then click on Send Diagnostic Data ... in the context sensitive list of actions

Incident Type	Description	Date and Time (GMT)	Component Name	Problem Number	Tracking ID	Notes	Release	Product
User	- TEST DUMP FOR USE WITH INCIDENT	Oct 6, 2014, 10:29:51 PM		12345, 123, 123	TRRabc	Whatever text that you want to enter	V2R1	
User	- TEST DUMP FOR USE WITH INCIDENT	Oct 6, 2014, 8:36:56 PM					V2R1	

Total: 43, Filtered: 2, Selected: 1
Refresh Last refresh: Feb 4, 2015, 4:51:07 PM local time (Feb 4, 2015, 9:51:07 PM GMT)

The first panel you see is the Welcome page. Notice that it has the steps you will be guided through on its left pane. It shows you what steps have been completed and which one is your current one

The welcome page has the details about the Incident you are working with, plus it lists the pieces of diagnostic data that is going to be sent.

It also shows you the problem number associated with the Incident. If the incident does not have one already associated, it allows you to set one here. The problem number is required to help identify the FTP-ed files at the destination.

Click on Next once you are done.

Step 5b: Send Diagnostic Data for the Incident ...

Now you are presented a wizard to guide you through the process of sending diagnostic data.

Incident Log > Send Diagnostic Data

Send Diagnostic Data

Welcome

Select FTP Server
Specify Security Settings
Select FTP Profile
Define Job Settings
Review FTP Information

Welcome

Use this wizard to prepare and send diagnostic data to an FTP server. To begin, review the selected diagnostic data and enter a problem number.

Incident

Incident Type	Description	Date and Time (GMT)
User Initiated	** MPUSK30 - TEST DUMP FOR USE WITH INCIDENT LOG IVP **	Oct 8, 2014, 10:29:51 PM

Diagnostic Data to Send

Data Type	Spjplex	System
SVC dump	SHARPLEX	51
Error log	SHARPLEX	51
Operations log	SHARPLEX	51
Error log summary	SHARPLEX	51

* Problem number:
12345.123.123 Identify the problem number as an IBM PNR and verify the syntax.

< Back Next > Refresh Cancel

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After reviewing, click Next

The next page in the wizard allows you to select where you want to send these files/datasets. For this exercise, select the first one in the list and click on Next.

Step 5c: Select the FTP Server

The first “real” step in the wizard is to select the FTP server. Notice that sftp servers are now included in the list.

Name Filter	Activity Filter	Host Filter	Path Name Filter	Port Number Filter	Description Filter
<input type="radio"/> IBM-ep-mvs		ftp.ep.ecurp.ibm.com	ibbm/mvs		
<input type="radio"/> IBM-ep-lvol		ftp.ep.ecurp.ibm.com	ibbm/lvol		
<input type="radio"/> IBM-ecurp-mvs		ftp.ecurp.ibm.com	ibbm/mvs		
<input type="radio"/> IBM-ecurp-mvs-sftp		sftp.ecurp.ibm.com	ibbm/mvs		
<input type="radio"/> IBM-ecurp-lvol		ftp.ecurp.ibm.com	ibbm/lvol		
<input type="radio"/> IBM-ecurp-lvol-sftp		sftp.ecurp.ibm.com	ibbm/lvol		
<input type="radio"/> IBM-testase-mvs		testase.boulder.ibm.com	ibbm/mvs		
<input type="radio"/> IBM-testase-mvs-sftp		testase.boulder.ibm.com	ibbm/mvs		
<input type="radio"/> IBM-testase-lvol		testase.boulder.ibm.com	ibbm/lvol		
<input type="radio"/> IBM-testase-lvol-sftp		testase.boulder.ibm.com	ibbm/lvol		
<input type="radio"/> zos907-rtland-ibm-com		zos907.rchland.ibm.com	/		test server

Total: 11, Selected: 0

Refresh Last refresh: Feb 4, 2015, 6:05:53 PM local time (Feb 4, 2015, 11:05:53 PM GMT)

< Back Next > Refresh Cancel

Note: Next is not enabled until an FTP server is selected

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Step 5c: Select the FTP Server ...

Name Filter	Activity Filter	Host Filter	Path Name Filter	Port Number Filter	Description Filter
<input type="radio"/> IBM-ep-mvs		ftp.ep.ecurp.ibm.com	ibbm/mvs		
<input type="radio"/> IBM-ep-lvol		ftp.ep.ecurp.ibm.com	ibbm/lvol		
<input checked="" type="radio"/> IBM-ecurp-mvs		ftp.ecurp.ibm.com	ibbm/mvs		
<input type="radio"/> IBM-ecurp-mvs-sftp		sftp.ecurp.ibm.com	ibbm/mvs		
<input type="radio"/> IBM-ecurp-lvol		ftp.ecurp.ibm.com	ibbm/lvol		
<input type="radio"/> IBM-ecurp-lvol-sftp		sftp.ecurp.ibm.com	ibbm/lvol		
<input type="radio"/> IBM-testase-mvs		testase.boulder.ibm.com	ibbm/mvs		
<input type="radio"/> IBM-testase-mvs-sftp		testase.boulder.ibm.com	ibbm/mvs		
<input type="radio"/> IBM-testase-lvol		testase.boulder.ibm.com	ibbm/lvol		
<input type="radio"/> IBM-testase-lvol-sftp		testase.boulder.ibm.com	ibbm/lvol		
<input type="radio"/> zos907-rtland-ibm-com		zos907.rchland.ibm.com	/		test server

Total: 11, Selected: 1

Refresh Last refresh: Feb 4, 2015, 6:05:53 PM local time (Feb 4, 2015, 11:05:53 PM GMT)

< Back Next > Refresh Cancel

Note: Once an FTP server is selected, Next is enabled

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This is where you can enter the userid/password needed to access the FTP Destination server you selected in the previous step. In this exercise, we will use the anonymous sign on. Click on Next to move on.

Step 5d: Specify Security Settings

The next step is to specify the security settings. For this server you can use an anonymous user id, which is the default.

Send Diagnostic Data

- Welcome
- Select FTP Server
- Specify Security Settings**
- Select FTP Profile
- Define Job Settings
- Review FTP Information

Specify Security Settings

If the FTP server requires logging in with a user ID and password, select Specify a user ID and password to enter these values.

Use anonymous user ID and password

Specify a user ID and password

Just click Next

< Back Next > Refresh Cancel

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This is where you can specify your firewall or proxy information if needed. In this exercise, we do not have a firewall. Make sure that the No firewall or proxy option is selected in the drop down, and then click on Next.

Step 5e: Select FTP Profile

The next step is to select an FTP Profile. Here you could specify a Proxy. For this server you can specify No Firewall or Proxy, which is the default.

Incident Log - Send Diagnostic Data

Send Diagnostic Data

- Welcome
- Select FTP Server
- Specify Security Settings
- Select FTP Profile**
- Define Job Settings
- Review FTP Information

Select FTP Profile

Select the profile that specifies the settings required to transfer data across your company's firewall or proxy, or select the No Firewall or Proxy profile.

FTP profile:
No Firewall or Proxy Select...

Just click Next

< Back Next > Refresh Cancel

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At this stage you have the ability to edit/specify the job card information for the FTP Job that is being built in the background.

You can make changes if you'd like. The default entries will work for our lab session, so you can also just click on Next.

Step 5f: Define Job Setting

The next step is to specify a JCL Job card. For this lab, you can just use what has been previously defined.

Send Diagnostic Data

Define Job Settings

z/OSMF submits a separate FTP job for each file being sent and uses the same job settings for each. In the Job Settings field, enter any JCL statement, JES2 control statement, or JES3 control statement that can precede the first EXEC statement in a job. After you complete the steps within the wizard, z/OSMF generates the remaining JCL statements.

Job settings:

```
//RENTAL JOB RESOLVE=(1,1)
/*JOBCLASS: S234F1*
```

Undo Changes Restore Defaults

< Back Next > Finish Cancel

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The wizard has walked you through collecting all the information needed to FTP the diagnostic data to your service provider. This page allows you to review all the data that you have provided.

Step 5g: Review the FTP Information

The next step is to review the information that was previously entered. If you wanted to change anything you would use the < Back button on the bottom of the page

Diagnostic Data: SVC dump SHARPLEX S1
Error log SHARPLEX S1
Operations log SHARPLEX S1
Error log summary SHARPLEX S1

Problem number: 12345.123.123 is IBM PNR number

FTP server: Name: IBM-ecurep-mvs
Host: ftp.ecurep.ibm.com
Path name: /toibm/mvs
Port number:

Transfer method: FTP

Security settings: User ID: anonymous
Password: *****

FTP profile: Name: No Firewall or Proxy
Firewall host:
Firewall port:
FTP DATA file name:
TCP/IP DATA file name:

View JCL

< Back Next > Finish Cancel

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Optionally, you can view or edit the JCL. We do not recommend changing the JCL.

Step 5g: Review the FTP Information

If you chose to view the JCL you will now see a multi-tabbed display.

Incident Log - Send Diagnostic Data

View JCL

SVC dump | Error log | Operations log | Error log summary

Data Type	System
SVC dump	SHARPLEX S1

```
//JOB FTP JOB NS0LEVEL(1,1)
//JOBPARM STATE=
/*
/* * COPY CLIST TO TEMP PDS
/*
//STEP001 EXEC PGM=TERMCHECK,REGION=0M
//STEELM DO DDDDD
//SIBSIB DO DDDDD
//SIBSIB2 DO DDDDD
//STEPT1 DO SMP=AFDS(STEP),UNIT=3300,DISP=(DEB,PASS),
// SSPACE=(TRK,(1,1),),DCB=(LRECL=81,BLKSIZE=112),RECFM=FB,DSOR=00)
//SIBSIB1 DO *
//SIBSIB1 DD *
DDDS * FB
CONTROL LIST ADDS
IF APT = 1 THEN DO
  OCOPY DDSD(DDSD1) OUTDD(SIBSIB1) DDSD= DDSD1
  OCOPY DDSD(DDSD2) OUTDD(SIBSIB2)
  OCOPY DDSD(DDSD3) OUTDD(SIBSIB3) DDSD= DDSD1
  OCOPY DDSD(DDSD4) OUTDD(SIBSIB4) DDSD= DDSD1
  OCOPY DDSD(DDSD5) OUTDD(SIBSIB5) DDSD= DDSD1
  OCOPY DDSD(DDSD6) OUTDD(SIBSIB6) DDSD= DDSD1
  IF LOGDSC = 0 THEN DO
    WRITE Setup failed.
    EXIT CODE(10)
  END
  EXIT CODE(0)
END
IF APT = 2 THEN DO
  WRITE Program message var not found.
  EXIT CODE(10)
END
IF APT = 3 THEN DO
  WRITE Prepare failed.
  EXIT CODE(10)
END
```

Close

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When you are ready to submit the FTP jobs, click on Finish. This will submit jobs to ftp the selected pieces of diagnostic data over to the selected FTP Destination.

Step 5g: Review the FTP Information ...

The last step is to click Finish which will submit the ftp jobs.

Diagnostic Data: SVC dump SHARPLEX S1
Error log SHARPLEX S1
Operations log SHARPLEX S1
Error log summary SHARPLEX S1

Problem number: 12345,123,123 is IBM PRR number

FTP server: Name: IBM-ecurep-mvs
Host: ftp.acurep.ibm.com
Path name: /toibm/mvs
Port number:

Transfer method: FTP

Security settings: User ID: anonymous
Password: *****

FTP profile: Name: No Firewall or Proxy
Firewall host:
Firewall port:
FTP.DATA file name:
TCPDP.DATA file name:

View JCL Edit JCL

< Back Next > **Finish** Cancel

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Once you click on the Finish button in the above step, z/OSMF will submit the jobs. You will get a confirmation window.

Step 5g: Review the FTP Information ...

A pop-up window is displayed with messages identifying the jobs that were submitted. Optionally you can click on the message to see the message description.

Diagnostic Data: SVC dump SHARPLEX S1
Error log SHARPLEX S1
Operations log SHARPLEX S1
Error log summary SHARPLEX S1

Problem number: 12345,123,123 is IBM PRR number

FTP server: Name: IBM-ecurep-mvs
Host: ftp.acurep.ibm.com
Path name: /toibm/mvs
Port number:

Transfer method: FTP

Security settings: User ID: anonymous
Password: *****

FTP profile: Name: No Firewall or Proxy
Firewall host:
Firewall port:
FTP.DATA file name:
TCPDP.DATA file name:

View JCL Edit JCL

< Back Next > Finish Cancel

Message ID	Message Text
12345	Job "PDWFTP (JOB02014)" has been submitted. The diagnostic data "SVC Dump S1" is being sent in file "12345.123.123.S1.D141008.09R.T222951.TRS"
12346	Job "PDWFTP (JOB02015)" has been submitted. The diagnostic data "Error Log" is being sent in file "12346.123.123.S1.D141008.09R.T222951.TRS"
12347	Job "PDWFTP (JOB02016)" has been submitted. The diagnostic data "Operations Log" is being sent in file "12347.123.123.S1.D141008.09R.T222951.TRS"
12348	Job "PDWFTP (JOB02017)" has been submitted. The diagnostic data "Error Log Summary" is being sent in file "12348.123.123.S1.D141008.SUM.T222951.TRS"

Total: 4

Close

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This page shows you the job status for all the FTP jobs submitted for this incident. You can click on the Refresh button to update the status of the jobs.

Note: If a log snapshot does not have any entries, the job might fail

Step 6a: FTP Job Status

1. Right click on "User Initiated" in the Incident Type column
2. Then click on FTP Job Status in the context sensitive list of actions

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Step 6a: FTP Job Status ...

The job status is displayed.

After reviewing, click Close

Note: The jobs during the lab will fail, on your system they should complete successfully.

Optional Exercises

- 7. View FTP Destinations
- 8. View FTP the diagnostic data captured for an incident to your service provider

Optional Exercise – View FTP Servers

Step 7: View FTP Servers

To get started, click on the Welcome tab

Incident Type	Description	A.1. Date and Time (GMT)	Y.2. Component Name	Problem Number	Tracking ID	Notes	Release	Product
User Initiated	** MFUSR30 - TEST DUMP FOR USE WITH INCIDENT LOG WP **	Oct 6, 2014, 10:29:51 PM		12345, 123, 123	TR100c	Whatever text that you want to enter	V2R1	
User Initiated	** MFUSR30 - TEST DUMP FOR USE WITH INCIDENT LOG WP **	Oct 6, 2014, 8:36:56 PM					V2R1	

Total: 42, Filtered: 2, Selected: 1

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Step 7: View FTP Servers ...

Expand z/OSMF Settings

Welcome to IBM z/OS Management Facility

Learn More:

- What's New
- z/OSMF tasks at a glance
- Getting started with z/OSMF

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Step 7: View FTP Servers ...

Select FTP Servers

IBM z/OS Management Facility

Welcome, sharc36

Log out IBM

Links

Performance

Problem Determination

Incident Log

Software

z/OS Classic Interfaces

z/OSMF Administration

z/OSMF Settings

FTP Servers

Systems

Refresh

Web IBM z/OS Management Facility

z/OSMF Management Facility (z/OSMF) provides a framework for managing various aspects of a z/OS system through a Web browser interface. By streamlining some traditional tasks and automating others, z/OSMF can help to simplify some areas of z/OS system management.

To learn more about z/OSMF, visit the links in the Learn More section.

To start managing your z/OS systems, select a task from the navigation area.

Learn More:

What's New

z/OSMF tasks at a glance

Getting started with z/OSMF

Check browser and operating system

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Step 7: View FTP Servers ...

A list of defined FTP servers is displayed. The z/OSMF Administrator can add, modify, or remove an FTP Server. Servers in this list are displayed when selecting a FTP server during the Send Diagnostic Data wizard

Name	Path Name	Port Number	Description	Transfer Method
IBM-ftp-mvs	ftp-ftp.ecurp.ibm.com		ibmnetmvs	FTP
IBM-ftp-ivool	ftp-ftp.ecurp.ibm.com		ibmnetfvool	FTP
IBM-ecurp-mvs	ftp.ecurp.ibm.com		ibmnetmvs	FTP
IBM-ecurp-mvs-sftp	ftp.ecurp.ibm.com		ibmnetmvs	SFTP
IBM-ecurp-ivool	ftp.ecurp.ibm.com		ibmnetfvool	FTP
IBM-ecurp-ivool-sftp	ftp.ecurp.ibm.com		ibmnetfvool	SFTP
IBM-testcase-mvs	testcase.boulder.ibm.com		ibmnetmvs	FTP
IBM-testcase-mvs-sftp	testcase.boulder.ibm.com		ibmnetmvs	SFTP
IBM-testcase-ivool	testcase.boulder.ibm.com		ibmnetfvool	FTP
IBM-testcase-ivool-sftp	testcase.boulder.ibm.com		ibmnetfvool	SFTP
zosmf07-cthand-ibm.com	zosmf07.cthand.ibm.com		/	test server

Total: 11, Selected: 0

Refresh Last refresh: Feb 4, 2015, 6:54:03 PM local time (Feb 4, 2015, 11:54:03 PM GMT)

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Step 7: View FTP Servers ...

First select the IBM-ecurep-mvs FTP Server

Then, click Actions, followed by View

Name	Host	Path Name	Port Number	Description	Transfer Method
ftp-ecurep.ibm.com	ftp-ecurep.ibm.com	ibm/mvms			FTP
ftp-ecurep.ibm.com	ftp-ecurep.ibm.com	ibm/ftvcol			FTP
ftp-ecurep.ibm.com	ftp-ecurep.ibm.com	ibm/mvms			FTP
ftp-ecurep.ibm.com	ftp-ecurep.ibm.com	ibm/mvms			SFTP
ftp-ecurep.ibm.com	ftp-ecurep.ibm.com	ibm/ftvcol			FTP
ftp-ecurep.ibm.com	ftp-ecurep.ibm.com	ibm/mvms			SFTP
testcase.boulder.ibm.com	testcase.boulder.ibm.com	ibm/mvms			FTP
testcase.boulder.ibm.com	testcase.boulder.ibm.com	ibm/mvms			SFTP
testcase.boulder.ibm.com	testcase.boulder.ibm.com	ibm/ftvcol			FTP
testcase.boulder.ibm.com	testcase.boulder.ibm.com	ibm/ftvcol			SFTP
zoeR07.echland.ibm.com	zoeR07.echland.ibm.com	/		test server	FTP

Total: 11, Selected: 1
Last refresh: Feb 4, 2015, 6:54:03 PM local time (Feb 4, 2015, 11:54:03 PM GMT)

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Step 7: View FTP Servers ...

The properties of the FTP Server are displayed.

After reviewing, click Close

View IBM-ecurep-mvs-sftp

FTP server name: IBM-ecurep-mvs-sftp

Host: sftp.ecurep.ibm.com

Path name: /ibm/mvms

Port number (must be between: 1-65535):

Transfer method:
 FTP
 SFTP (openSSH based secure FTP)
 Client utility path: /bin/sftp
 z/OS Problem Documentation Upload Utility (Parallel FTP with optional encryption)

FTP profile:
 Use the default profile. Currently, the default SFTP profile is No SSH Proxy Command.
 Use the selected profile.
 Use anonymous user ID and password.

Description:

Close

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Step 8: View FTP Profiles

Click Actions, then FTP Profiles

Name	Activity	Host	Name	Port Number	Description	Transfer Method
FTP	Filter					
IBM	Copy...					FTP
IBM	Remove...	ftp.ecurp.ibm.com	ibmnetfivk			FTP
IBM	Associate FTP Profile...	ftp.ecurp.ibm.com	ibmnetfivk			FTP
IBM	Add...	ftp.ecurp.ibm.com	ibmnetfivk			SFTP
IBM	FTP Profiles	ftp.ecurp.ibm.com	ibmnetfivk			FTP
IBM	Select All	ftp.ecurp.ibm.com	ibmnetfivk			SFTP
IBM	Deselect All	ftp.ecurp.ibm.com	ibmnetfivk			SFTP
IBM	Configure Columns...	testcase.boulder.ibm.com	ibmnetfivk			FTP
IBM	Modify Filters...	testcase.boulder.ibm.com	ibmnetfivk			SFTP
IBM	Hide Filter Row	testcase.boulder.ibm.com	ibmnetfivk			FTP
IBM	Clear Filters	testcase.boulder.ibm.com	ibmnetfivk			SFTP
IBM	Modify Sort...	z0ar007.rchland.ibm.com			test server	FTP
IBM	Clear Sorts					

Total: 11, Selected: 1
 Refresh Last refresh: Feb 4, 2015, 7:01:29 PM local time (Feb 5, 2015, 12:01:29 AM GMT)

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Step 8: View FTP Profiles ...

Click on No Firewall or Proxy in the Name column

Name	Activity	Firewall Host	Firewall User ID	Firewall Port	Firewall Commands	FTPDATA File Name	TCPDATA File Name	SSH Proxy
FTP	Filter							
No Firewall or Proxy (default FTP)	FTP							
No SSH Proxy Command (default SFTP)	SFTP							

Total: 2, Selected: 0
 Refresh Last refresh: Feb 4, 2015, 7:02:42 PM local time (Feb 5, 2015, 12:02:42 AM GMT)
 Close

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Step 8: View FTP Profiles ...

The properties of the FTP Profile is displayed.

After reviewing, click Close

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Finish the lab

The Incident Log exercises are complete

To close the tabs, click the "X" in each tab for:

- Incident Log
- ISPF
- FTP Servers

Total: 2, Selected: 0
Last refresh: Feb 4, 2015, 7:05:54 PM local time (Feb 5, 2015, 12:05:54 AM GMT)

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End of exercise

Exercise Review and Wrap-Up

Exercise Review and Wrap-Up



You now know how to:

- Log on to z/OSMF
- Filter and configure tables within z/OSMF
- View incidents
 - View details of incidents
- Send diagnostic data to a vendor

And possibly how to:

- View information on FTP Servers
- View information on FTP Profiles

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Thank You




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Additional Information




Additional information

- **z/OS Management Facility website**
 - <http://www-03.ibm.com/systems/z/os/zos/features/zosmf/index.html>
- **IBM z/OS Management Facility Browser Compatibility**
 - http://www-03.ibm.com/systems/z/os/zos/features/zosmf/browser_notes.html
- **z/OS Management Facility Publications**
 - <http://www-03.ibm.com/systems/z/os/zos/features/zosmf/moreinfo/>
 - Program Directory for z/OS Management Facility (GI11-9847)
 - IBM z/OS Management Facility Configuration Guide (SA38-0657)
 - IBM z/OS Management Facility Programming (SA32-1066)
- **z/OS Management Facility Resource Requirements**
 - <http://www-03.ibm.com/support/techdocs/atsmastr.nsf/WebIndex/WP101779>
- **z/OS Management Facility Downloads**
 - <http://www-03.ibm.com/systems/z/os/zos/features/zosmf/downloads/>

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