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Paging Dr. MQ - Health Check Your Queue Managers to Ensure They Won't Be Calling in Sick! [z/OS] – Session 17046

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Is MQ sick? What can we do about it!



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"Some patients like the magic wand prop."

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What is a MQ for z/OS Health Check?

- A health check is a point in time evaluation of the queue manager and channel initiator.
 - It is to provide singular focus and evaluation
- It does not replace:
 - Real time monitoring
 - Regular reviews of statistics
 - Regular reviews of accounting data





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A yellow poster with black and red text and graphics. At the top, two cars are shown crashing, with the word "CRASHED" above them and "QMGRS" below. To the right, the text "SLOW QUEUING" is written. A black banner across the middle contains the text "IN MESSAGING TROUBLE?". Below this, the word "Better" is written in a large, red, cursive font, followed by "call Lyn!" in a smaller, red, cursive font. To the left of "call Lyn!" is the text "HEALTH CHECKS". At the bottom center, a black starburst contains the text "CPU". To the right, a black oval contains the text "SMF NOW".

CRASHED
QMGRS

SLOW QUEUING

IN MESSAGING TROUBLE?

Better
call
Lyn!

HEALTH CHECKS

CPU

SMF NOW

Objectives

- This session is to delve a bit deeper into how the team formerly known as ATS (now something less easy to remember) perform a health check and how you can perform your own.
- It is almost exciting as watching moss grow.

What data needs to be collected?

- The data typically requested for an MQ for z/OS health check typically includes:
 - One week of MQ Statistics data – SMF 115
 - For customers on MQ V8 this should include classes 1 and 4
 - For customers prior to V8, if gathering data about channels using the MQCMD program (or similar) if using is also helpful
 - One high volume day's JES logs for the queue manager and channel initiator

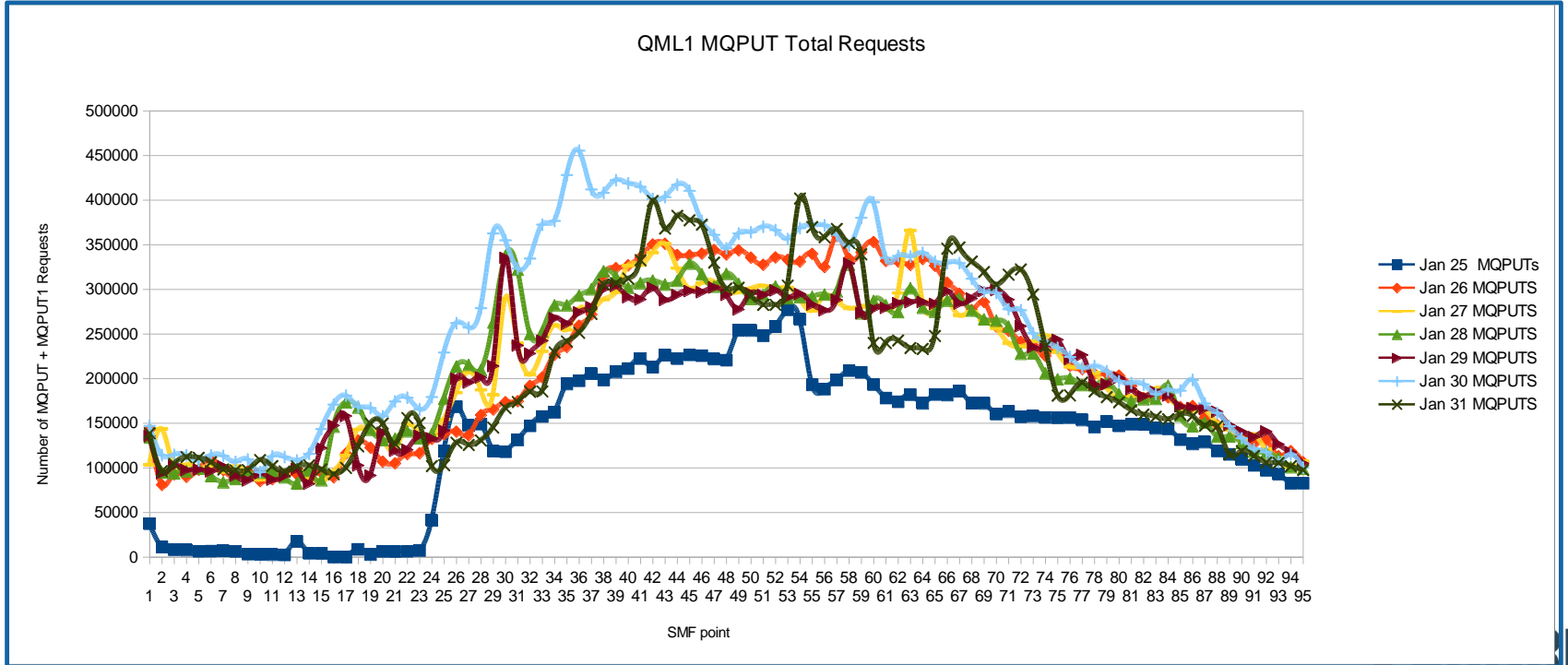
What data needs to be collected? More

- Class 3 accounting for one or more busy, but not peak SMF intervals
 - If there are multiple peaks during a day, this data should be gathered during either the typical ‘ramp up’ or ‘ramp down’
 - A good cross section of tasks using MQ resources is necessary to evaluate the application’s use of MQ
- If on V8, Class 4 accounting for one or more busy but not peak SMF intervals.

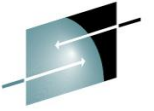


What is a 'busy but not peak period'?

- A sample week of MQPUT and MQPUT1 may illustrate patterns of use

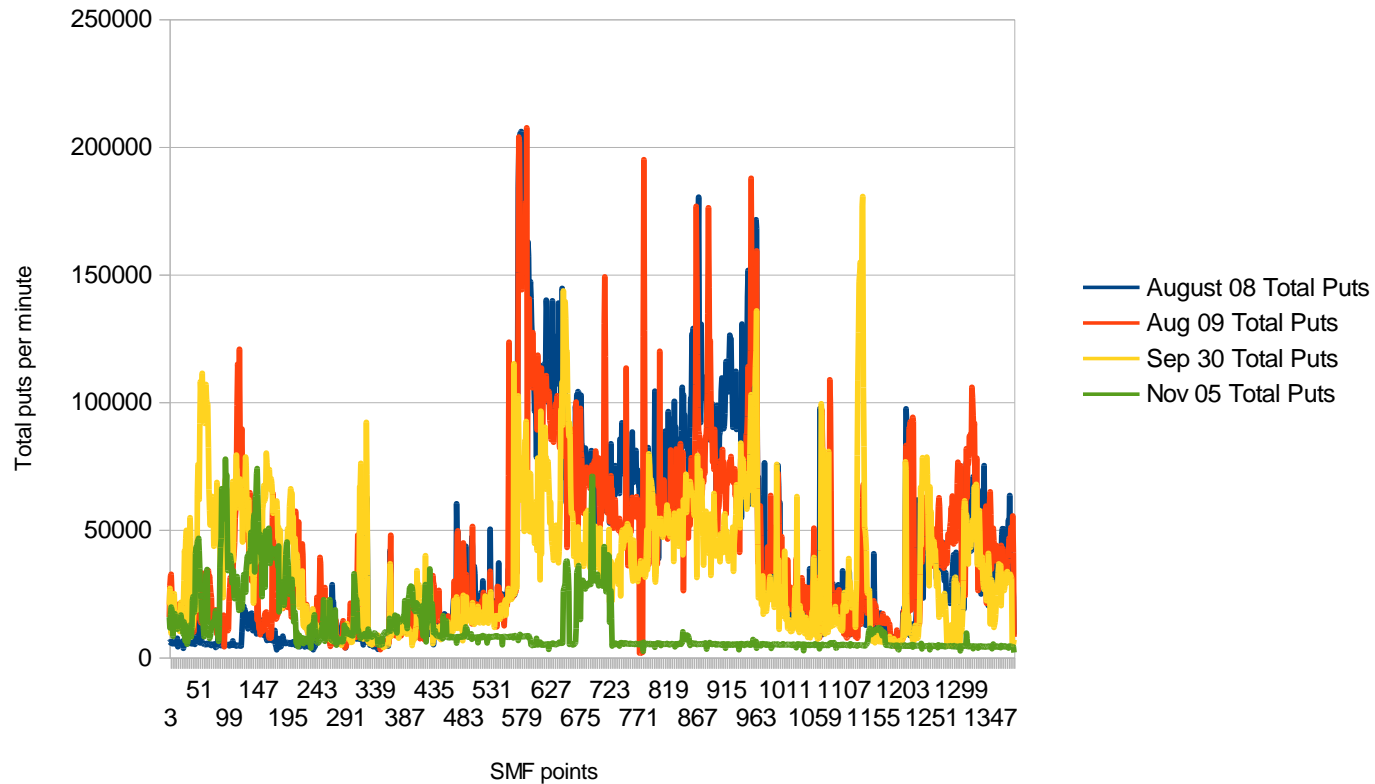


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Another example of workload patterns

MQPUT Comparisons



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How do I find a ‘busy but not peak period’?

- Keep in mind (aka do as I say not as I do)
 - There may be multiple well defined peaks during a day
 - Batch and online workloads are typical
 - Multiple samples may be required to demonstrate all use
 - Some queue managers may have less well defined peaks – the message rates are more constant than the illustrated queue managers
 - Others may have well defined and predictable peaks

Finding the Symptoms

- To find out how healthy an individual queue manager is, there are a number of important steps:
 - Review the JES logs
 - Look for specific messages that indicate issues, some examples:
 - CSQJ032E - APPROACHING END OF THE LOG RBA RANGE OF FFFFFFFFFFFFFFFF. CURRENT LOG RBA IS .
 - CSQJ111A - OUT OF SPACE IN ACTIVE LOG DATA SETS
 - CSQJ112E - INSUFFICIENT ACTIVE LOG DATA SETS DEFINED IN BSDS
 - Calculate the number of log switches during a peak interval using the CSQJ033I message

Finding the Symptoms - continued

- JES log evaluation continued:
 - Track the storage use by capturing the CSQY220I messages
 - Example:
CSQY220I QML1 CSQSCTL Queue manager storage usage: 110 local storage: used 597MB, free 1141MB: above bar: used 1GB, free >10GB
 - Look for long running applications:
 - Long running UOWs reported via CSQJ160I
 - Log shunting reported via CSQR026I
 - Look for messages that you have never seen before!
 - Your real time alerting system may not be looking at all the important messages.

Finding symptoms - Review of SMF115

- The SMF 115 data is the statistical information produced by a WMQ for z/OS queue manager.
 - Primarily used to track major trends and resolve performance problems with the queue manager
 - Very lightweight
 - Broken down into the major ‘managers’ within WMQ
 - SupportPac MP1B, no matter which version, provides at least 2 views into the MQ statistics
 - Report form
 - Column or CSV form
 - This is used to import into spreadsheets for analysis
 - Both are necessary because the CSV form may be missing fields you need to review when looking for a problem.

Finding the symptoms - Review of SMF116 – Class



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3 data

- The SMF 116 data is the accounting information produced by a WMQ for z/OS queue manager.
 - Primarily used to determine what is going on within WMQ workload
 - Heavyweight
 - Broken down into the transactions within WMQ
 - The “old” MP1B provides several views into the data:
 - MQ1160 – prints the SMF116 class 1 report
 - MQ116S – prints the detailed SMF116 class 3 report, including the queue information
 - MQCSMF – extracts specific information from SMF115 and 116 in a column format
 - Particularly useful for building spreadsheets
 - The new MP1B provides:
 - The ‘TASK’ output
 - Somewhat like the MQ116S report
 - Differences between new and old for a CICS transaction are documented in <https://www-03.ibm.com/support/techdocs/atmastr.nsf/WebIndex/TD106135>
 - Other files, much like the ‘old’ MQCSMF output

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Determining the health



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Are you now, or have you ever been an MQ administrator????

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SMF 115 – using the data

- The CSV file or the column format can be downloaded from z/OS and then imported into a spreadsheet for evaluation.
- For example, the log data loaded into a spreadsheet looks as follows:

Date	Time	QMGR	wr_wait	wr_nwait	Aug08 Force Writes	Aug08 Log Buffer Waits	read_buf	read_act	read_arc	r_delay	N_CheckP	Aug08 Num I/O	Aug08 Control Intervals Written	paging
2011220	00:02:01.06	QML1	0	69242	447	0	0	0	0	0	0	6726	20658	0
2011220	00:03:01.05	QML1	0	74069	403	0	0	0	0	0	0	6866	22446	0
2011220	00:04:01.04	QML1	0	72830	453	0	0	0	0	0	0	6726	22550	0
2011220	00:05:01.08	QML1	0	70513	478	0	0	0	0	0	0	6672	20870	0
2011220	00:06:01.07	QML1	0	77959	489	0	0	0	0	0	0	7166	23458	0
2011220	00:07:01.06	QML1	0	60920	483	0	0	0	0	0	0	6342	17732	0
2011220	00:08:01.06	QML1	0	65818	444	0	0	0	0	0	0	6662	18960	0
2011220	00:09:01.03	QML1	0	68325	476	0	0	0	0	0	0	6740	19982	0
2011220	00:10:01.08	QML1	0	50712	478	0	0	0	0	0	0	6000	12088	0

SMF115 – Using the data

- By itself the SMF 115 data for many of the internal component managers are useful, but some manipulation of the raw data can make it much more consumable and useful.
- Examples include:
 - The message manager summaries as shown earlier
 - Calculating the log data written per second
 - Charting, making it easier to spot patterns and trends
- Some of the calculated data is done for you in the ‘new’ MP1B, but beware – it uses hard coded values for intervals, etc. which can skew results.

SMF115 – Using the data – continued

- Example of using a spreadsheet to calculate the log writes:

Num I/O	Num_CI_W	paging	Seconds	Interval Duration	Log writes in MB per second
142446	142460	0	980		
13352	13352	0	1877	897	0.06
12420	12420	0	2775	898	0.05
10956	10956	0	3670	895	0.05
10484	10484	0	4567	897	0.05
9274	9274	0	5463	896	0.04
8946	8946	0	6359	896	0.04
8864	8864	0	7256	897	0.04
1476	1476	0	8154	898	0.01

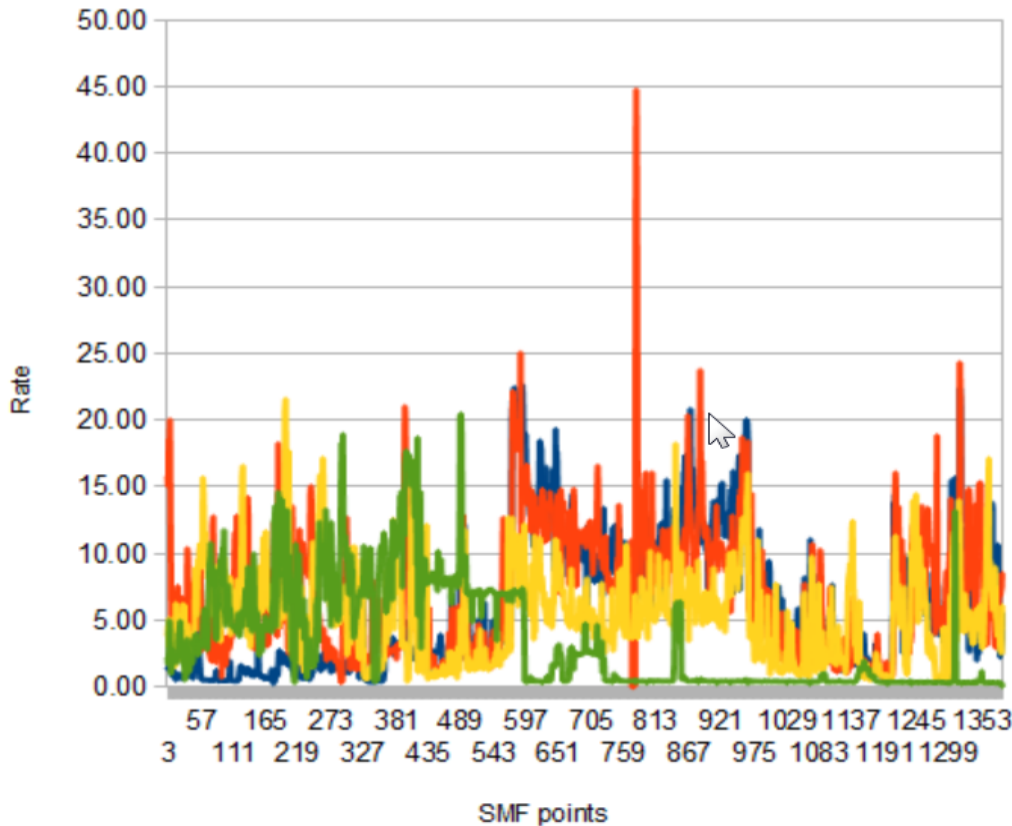
- The formulas used to calculate seconds and duration:
 - Seconds =SUM(HOUR(B2)*3600,(MINUTE(B2)*60),SECOND(B2))
 - Interval duration =(Q3-Q2)
 - Interval crossing a date =SUM((86399-Q96),Q97)
- The formula for log writes in MB/Second
 - =ROUND(((N3*4096)/(1024*1024))/(R3),2)
 - Where N3 = the number of CI Writes column and R3 is the Interval duration



Logging Rates - Charted

Logging Rates

MB per second



Complete your



Reviewing the SMF 115 data – Are there problems?

- While not always the culprit, tuning the buffer pools has been a never ending cycle of opportunities
 - Lazy queue definitions
 - I copy what works, might not be what is best for the queue manager
 - Workload pattern changes
 - What flows today, might become a log jam without any warning
 - Well except the business knew they were opening 2600 new branches on Tuesday



SMF 115 data – Urgent symptoms – Call 911

- **Unless there has been an unexpected spike in volume, this should never be seen!**
 - SOS
 - Freepages at 5% or less

QMGR	BP	NumBuff	%now	%low	dwt	dmc	stl	sla	sos	
QML2		3	70000	18	0	109	198908	922354	1	50
QML2		3	70000	19	0	88	143872	387873	1	13

Date	Time	QMGR	BP	NumBuff	%now	%low	dwt	dmc	stl	sla	sos	
2011334	08:15:21	QML1		3	70000	98	5	9	27	32557	0	0
2011334	20:41:19	QML1		3	70000	95	5	2	384	81145	0	0

SMF 115 data – Urgent symptoms

- **Red Flags for Bufferpools** - Continued
 - DMC – synchronous write process is requested
 - Note that it did not run this often, but this is the number of times that conditions were right!

QMGR	BP	NumBuff	%now	%low	dvt	dmc	stl	stla	sos	
QML3		3	70000	18	0	58	210092	853991	1	0
QML3		3	70000	22	3	192	36526	1232774	2	0



SMF 115 data – Clairvoyance – Ask Doctor

- **May be approaching a problem**
 - Consistently Approaching/Achieving 20 % Free pages

QMGR	BP	NumBuff	%now	%low	dwt	dmc	stl	sla	sos	
QML4		2	70000	53	19	0	0	48571	0	0
QML4		3	70000	98	20	0	0	48028	0	0
QML4		3	70000	75	20	0	0	0	0	0

SMF 115 data – Reviewing the Message Manager information for gross use numbers

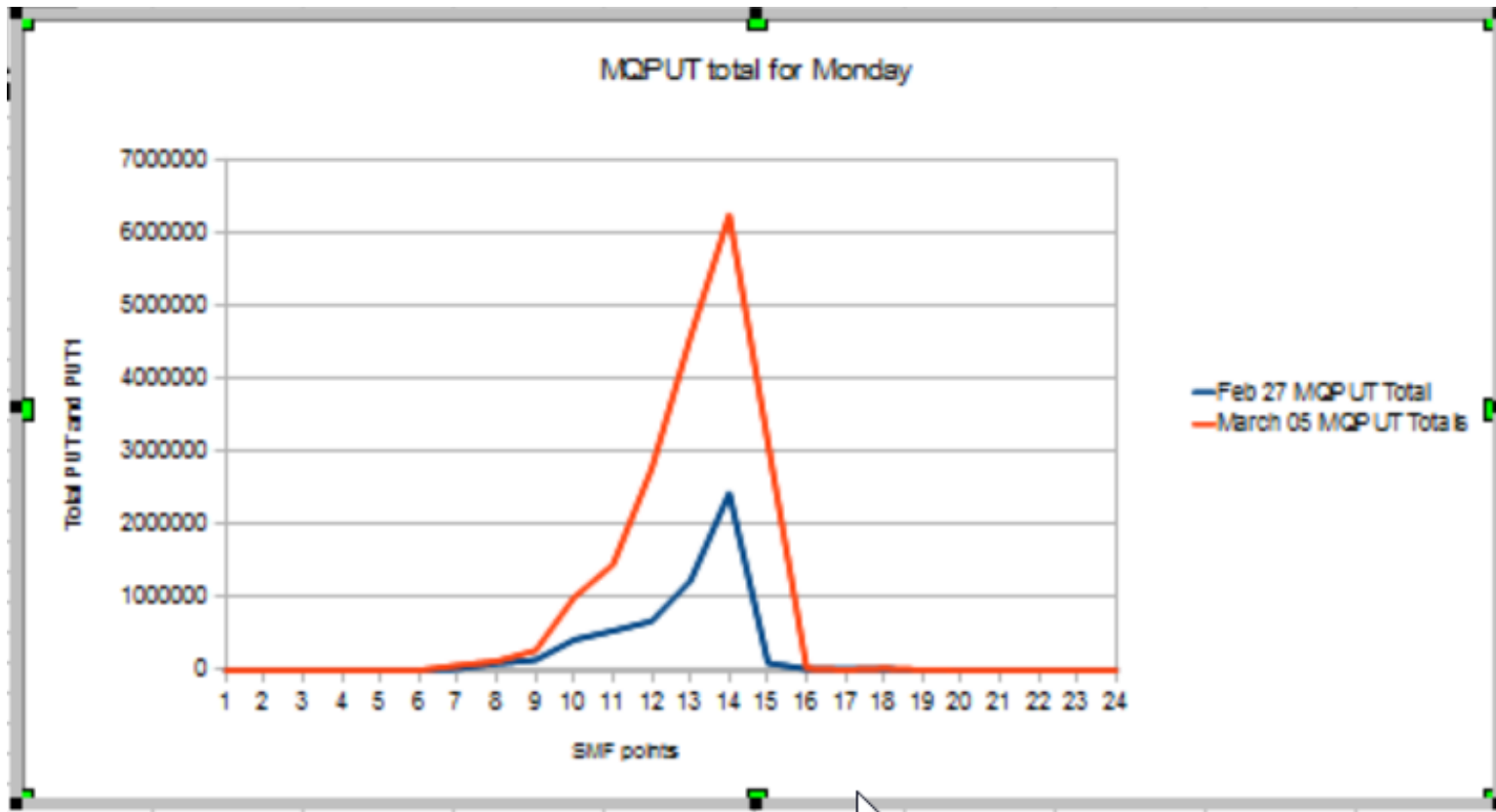
- Message Manager Information
 - Good indication of queue manager usage
 - This is only a count of API calls, not one of successful calls
 - Volume trends can be approximated from the MQPUT and MQPUT1 calls, as these are generally successful
 - MQGETs may or may not have data returned

QMGR	Open	Close	Get	Put	Put1	Inq	Inql	Set	Total API calls	Total Puts
QML1	160	151	2,925,084	3,417,313	0	1	0	0	6,342,709	3,417,313
QML1	248	228	2,256,084	3,150,666	0	5	0	0	5,407,231	3,150,666
QML1	897	895	3,468,114	3,093,355	0	50	0	0	6,563,311	3,093,355

Message Manager - Trend Chart



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Looking for more symptoms? Try the SMF116 Class 3 data



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- Reviewing this copious data can feel like searching for the spell to turn lead into gold. Better to think of it as panning for gold
- As an MQ admin, you have more information at your fingertips about your environment than we at IBM reviewing this data will have. There are a number of things that we do to look for patterns or particular problems that are discussed.



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SMF116 – Looking for things that make us less healthy



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- The SMF 116 class 3 data may provide information about the health of the queue manager and the applications using MQ
 - For example, this data can be used:
 - Identify heavily used queues that can benefit from splitting across resource pools
 - Identify shared queues that should be on the same structure
 - Identify queues that should be indexed
 - Identify overly long response times, typically from I/O
 - Identify applications that are consuming excessive CPU due to bad verbs

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What queues are being used and how?

- SMF116 class 3 data shows the use of queues
- Helpful because even as an MQ admin, it may be a challenge to find out where the queues are.
 - For example, if an application opens an alias, that points to another...this data provides the base name of the object
- Some specific opportunities for prevention:
 - Non-indexed queues
 - High volume request/reply queues in same resource pool
 - Overuse of Temporary dynamic queues

Queue Indexing – an opportunity to reduce the CPU fever

- Queue Indexing
 - Messages that are retrieved using an index-able field benefit from being indexed even when the depth is not high.
 - Message ID
 - Correlation ID
 - Token
 - Group ID
 - The greater the depth of the queue the greater the benefit.
 - The SMF116 queue records show when messages are retrieved using a ‘known’ field

Non-Indexed Queue retrieval

```

Open name TEAMXX.NON.INDEXED          Object type:Local Queue
Base name TEAMXX.NON.INDEXED         Base type :Queue
Queue indexed by NONE
First opened 12-03-2012 15:12:58.55
Last closed  **-* * ** * **:* **:* **:* **
Page set ID          4, Buffer pool          3
Current opens        1, Total requests      61
Generated messages :          0
Persistent messages: GETs          0, PUTs          0, PUT1s          0
Put to waiting getter: PUT          0, PUT1          0
GETs: Valid          28, Max size          80, Min size          80, Total bytes      2240
GETs: Dest-S          28, Dest-G          0, Brow-S          0, Brow-G          0, Successful destructive      28
Time on queue : Max 4583.730054, Min 257.434901, Avg 3958.326341
-MQ call-            N      ET      CT      Susp      LOGW      PSET Epages      skip expire
Get      :            28      384      369      0          0          0          0      3505      0
Inquire:            28      22      21
Maximum depth encountered          258
  
```

Indexed Queue Retrieval

```

Open name TEAMXX.INDEXED                Object type:Local Queue
Base name TEAMXX.INDEXED                Base type :Queue
Queue indexed by CORREL_ID
First opened 12-03-2012 15:16:01.44
Last closed 12-03-2012 15:16:50.35
Page set ID          4, Buffer pool      3
Current opens        0, Total requests   59
Generated messages :          0
Persistent messages: GETs          0, PUTs          0, PUT1s          0
Put to waiting getter: PUT          0, PUT1          0
GETs: Valid          27, Max size        80, Min size        80, Total bytes   2160
GETs: Dest-S         27, Dest-G          0, Brow-S          0, Brow-G          0, Successful destructive 27
Time on queue : Max 4780.946117, Min 422.046309, Avg 4288.437716
-MQ call-            N      ET      CT      Susp      LOGW      PSET  Epages  skip expire
Get   :              27    105    99      0          0          0    0      0      0
Inquire:             26     21    20
Maximum depth encountered          258
  
```


Indexed vs Non - comparison

- Comparing the CPU time, both queues with the same max message depth:
 - Indexed 27 messages at 99 CPU microseconds
 - Non-indexed 28 messages at 369 CPU microseconds
 - An average of 270 microseconds less expensive per get
 - What's a microsecond or two between friends?
- Comparing the number of pages that had to be skipped
 - Indexed = 0
 - Non-indexed = 3585

Another infection – concentration of resources

- High volume request and reply queue in the same resource pool
 - This is a case of ‘define like’ run amok
 - The request queue and reply queue for a high volume application were defined in the same storage class (same bufferpool and pageset)
 - By moving the reply queue to a different storage class, the resource usage was better distributed

GET queue use from SMF 116 class 3 data

Queue	Get	ValidGet	Bytes	MaxGet	MinGet	MaxTOQ	Total Gets	Total Valid Gets	Total Bytes	Average Message Size	Buffer pool/ Structure	Page Set
TESTQ1.QL	1	1	15000	15000	15000	1.1E+04	5	5	75000	15000	3	3
TESTQ2.QL	2	1	161	161	161	2.1E+03	330	165	120777	731.98	3	3
TESTQ3.QL	55	54	5886	109	109	3.2E+04	55	54	5886	109	3	3
TESTQ4.QL	1	1	128	128	128	3.5E+05	50	50	6400	128	3	3
TESTQ5.QL	1	1	128	128	128	3.2E+05	50	50	6400	128	3	3
TESTQ6.QL	1	1	128	128	128	2.4E+05	50	50	6400	128	3	3
TEST.INITQ1	48	24	16416	684	684	4.4E+02	352	176	120384	684	1	1
TEST.INITQ2	64	32	21888	684	684	2.5E+02	3826	1913	1308492	684	1	1
TEST.INITQ3	170	85	58140	684	684	3.0E+02	1650	825	564300	684	1	1
TEST.INITQ3	20484	10252	7012368	684	684	6.3E+04	106138	53142	36349128	684	1	1
TEST.INITQ4	172	86	58824	684	684	1.4E+04	1466	733	501372	684	1	1
SYSTEM.CHANNEL.INITQ	77	34	26656	784	784	4.7E+02	2216	989	775596	784.22	1	1
SYSTEM.CHANNEL.SYNCR	2	2	856	428	428	2.1E+08	189	176	75328	428	1	1

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PUT queue use from SMF 116 class 3 data

Queue	Number valid PUTs	Number of Bytes Put	Average Message Size	Buffer pool/ Structure	Page Set
TESTQ3.QL	7	1282	183.14	3	3
TESTQ4.QL	54	5886	109	3	3
ECHO.QL	48	6144	128	3	3
SYSTEM.CHANNEL.INITQ	4	3456	864	1	1
SYSTEM.CHANNEL.SYNCQ	174	74472	428	1	1
SYSTEM.CLUSTER.COMMAND.QUEUE	2	1000	500	1	1
SYSTEM.COMMAND.INPUT	919	1257221	1368.03	1	1

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Possibly mild, possibly virulent symptom

- Use (or overuse) of Temporary dynamic queues
 - Often used for responses on both RYO and traditional monitoring tools
 - All queues created will be in the same resource pool
 - Quite expensive in CPU
- Temp dynamic queues are identifiable by their name
 - For example for the MQExplorer uses temporary dynamic queues. The name looks like this

AMQ.MQEXPLORER.C1363497285

Temporary Dynamic Queues

Open name TEAMXX.MODEL

Base name AMQ.C9422A60F4386075

Object type:Local Queue

Base type :Queue

Queue indexed by NONE

First opened 12-03-2012 21:24:16.34

Last closed 23-09-2019 17:52:14.24

Page set ID 0, Buffer pool 0

Current opens 0, Total requests 10

Generated messages : 0

Persistent messages: GETs 0, PUTs 0, PUT1s 0

Put to waiting getter: PUT 0, PUT1 0

PUTs: Valid 3, Max size 9, Min size 9, Total bytes 27

-MQ call- N ET CT Susp LOGW PSET Epages skip expire

Open : 1 850 125 727

Close : 1 113 111 0

Put : 3 106 104 0 0

Inquire: 5 17 17

Maximum depth encountered 3

Permanent Queues

== Task token : 12-03-2012 21:24:23.42, 55FE03F0, 55FD0000

Open name TEAMXX.NOT.TEMP
Base name TEAMXX.NOT.TEMP

Object type:Local Queue
Base type :Queue

Queue indexed by NONE

First opened 12-03-2012 21:25:09.23

Last closed 18-10-2019 00:31:46.22

Page set ID 0, Buffer pool 0

Current opens 0, Total requests 10

Generated messages : 0

Persistent messages: GETs 0, PUTs 0, PUT1s 0

Put to waiting getter: PUT 0, PUT1 0

PUTs: Valid 3, Max size 9, Min size 9, Total bytes 27

-MQ call- N ET CT Susp LOGW PSET Epages skip expire

Open : 1 39 38 0

Close : 1 26 26 0

Put : 3 115 113 0 0

Inquire: 5 18 18

Maximum depth encountered 3

Temp vs. Permanent

- The CPU cost comparison
 - Verb TDQ Permanent
 - Open 125 38
 - Close 111 26
 - Put 104 113
 - Inquire 17 18
- The Elapsed Time comparison
 - Verb TDQ Permanent
 - Open 850 39
 - Close 113 26
 - Put 106 115
 - Inquire 17 18

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Looking for a specific microbe – or one CICS transaction in the SMF116 data

- Many times you want to look at the information from a CICS transaction or batch job
 - No way to turn SMF116 class 3 on for just one queue, transaction, or job
 - Use SORT
 - Remember you will have to omit the short records that the SMF dump program always includes – use the VLSHRT

```
//SYSOUT DD SYSOUT=*
//SORTIN DD DISP=SHR,DSN=*.SEL.OUTDD1
//SORTOUT DD DISP=(,CATLG),DCB=(RECFM=VBS,BLKSIZE=4096,LRECL=32760),
//          DSN=ELKINSC.SMFCSQ5.AUG01A.OUT,
//          SPACE=(CYL,(10,10))
//SYSIN DD *
        OPTION VLSHRT
        INCLUDE COND=(19,4,CH,EQ,C'CSQ5')
        SORT FIELDS=COPY
/*
```

Finding a transaction

```
//S1      EXEC  PGM=SORT
//SYSOUT  DD    SYSOUT=*
//SORTIN  DD    DISP=SHR,DSN=*.SEL.OUTDD1
//SORTOUT DD    DISP=(,CATLG),DCB=(RECFM=VBS,BLKSIZE=4096,LRECL=32760),
//          DSN=ELKINSC.SMFCSQ5.AUG01A.OUT,
//          SPACE=(CYL,(10,10))
//SYSIN   DD    *
          OPTION VLSHRT
          INCLUDE COND=(109,4,CH,EQ,C'ABCD')
          SORT  FIELDS=(109,4,BI,A)
/*
```

Finding a Batch job



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```
//SYSOUT DD SYSOUT=*  
//SYSUDUMP DD SYSOUT=*  
//SYSIN DD *  
    OPTION VLSHRT  
    INCLUDE COND=(73,8,CH,EQ,C'MOVER'  
    SORT FIELDS=(19,4,CH,A)  
  
/*  
//
```

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SMF116 and Long running tasks

- IF the long running task is started after the Class 3 trace
 - SMF 116 records will be cut at each SMF interval and at task end
- If the task is started before the trace is
 - No records are cut
 - APAR PM58798 has been taken on this



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Summary

- Performing your own periodic MQ health checks can help you focus on existing issues, or sharpen your foretelling.

- Thank you

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This was Session # 17046. The rest of the week



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	Monday	Tuesday	Wednesday	Thursday	Friday
08:30			17060: Understanding MQ Deployment Choices and Use Cases	17051: Application Programming with MQ Verbs [z/OS & Distributed]	16544: Why Shouldn't I Be Able To Open This Queue? MQ and CICS Security Topics
10:00	17036: Introduction to MQ - Can MQ Really Make My Life Easier? [z/OS & Distributed]		17052: MQ Beyond the Basics - Advanced API and Internals Overview [z/OS & Distributed] 17035: MQ for z/OS, Using and Abusing New Hardware and the New V8 Features [z/OS]	17054: Nobody Uses Files Any More do They? New Technologies for Old Technology, File Processing in MQ MFT and IIB [z/OS & Distributed]	17057: Not Just Migrating, but Picking up New Enhancements as You Go - We've Given You the Shotgun, You Know Where Your Feet Are [z/OS & Distributed]
11:15	17041: First Steps with IBM Integration Bus: Application Integration in the New World [z/OS & Distributed]		16732: MQ V8 Hands- on Labs! MQ V8 with CICS and COBOL YOU ARE HERE	17046: Paging Dr. MQ - Health Check Your Queue Managers to Ensure They Won't Be Calling in Sick! [z/OS]	17053: MQ & DB2 – MQ Verbs in DB2 & InfoSphere Data Replication (Q Replication) Performance [z/OS]
01:45	17037: All About the New MQ V8 [z/OS & Distributed]	17034: MQ Security: New V8 Features Deep Dive [z/OS & Distributed]	17040: Using IBM WebSphere Application Server and IBM MQ Together [z/OS & Distributed]	17062: End to End Security of My Queue Manager on z/OS [z/OS]	All sessions in Seneca unless otherwise noted.
03:15	17042: What's New in IBM Integration Bus [z/OS & Distributed]	17065: Under the hood of IBM Integration Bus on z/OS - WLM, SMF, AT-TLS, and more [z/OS]	17043: The Do's and Don'ts of IBM Integration Bus Performance [z/OS & Distributed]	17039: Clustering Queue Managers - Making Life Easier by Automating Administration and Scaling for Performance [z/OS & Distributed]	
04:30	17059: IBM MQ: Are z/OS & Distributed Platforms like Oil & Water? [z/OS & Distributed]	17055: What's the Cloud Going to Do to My MQ Network?	17044: But Wait, There's More MQ SMF Data Now?!?! - Monitoring your Channels Using V8's New Chinit SMF Data [z/OS]	17068: Monitoring and Auditing MQ [z/OS & Distributed]	



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