Topaz Workbench Abend-AID User Guide

Table Of Contents

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Getting started with Abend-AID

This help contains basic information needed to configure and launch Compuware Abend-AID within the your Eclipse-based environment.

Related Topics

Configuring the Compuware Abend-AID plug-In

Launching Abend-AID

Configure the Compuware Abend-AID plug-in

The procedures below assume that you have installed the Abend-AID plug-in.

Follow the procedure below to specify the server where the Abend-AID View Server is installed so that the Compuware Abend-AID plug-in will know what server to connect to.

To specify preferences for the Abend-AID plug-in

1. Start the Eclipse-based environment in which the Abend-AID plug-in is installed and select **Window>Preferences**. The **Preferences** dialog box appears.

2. Select **Compuware>Abend-AID** (or, in Eclipse, select preference Abend-AID). The **Abend-AID Web Interface - Server Definitions** pane appears.

3. Click **Add**. The **Abend-AID: Add Server Definition** dialog box appears.

4. In the **Host** field, enter the host name of the system where the Abend-AID viewer is installed.

5. In the **Port** field, enter the port number for the server where the Abend-AID viewer is installed.

6. In the **Description** field, enter a descriptive name for the Abend-AID Web Interface. This is the name you will select from the **Compuware** menu to launch Abend-AID.

7. Click **OK**. The server you defined appears in the **Abend-AID Web Interface - Server Definitions** list on the **Preferences** dialog box.

8. Repeat steps 3-7 to specify additional server definitions if desired.

To edit a server definition

1. Select the server definition in the **Abend-AID Web Interface - Server Definitions** list and click **Edit**. The **Abend-AID: Edit Server Definition** dialog box appears.

2. Make changes and click **OK**.

To remove server definitions

Do either of the following:

- To remove a single server definition, select the server definition in the **Abend-AID Web Interface - Server Definitions** list and click **Remove**.
- To remove all server definitions in the list, click **Restore Defaults**.

To test a server connection

Select the server definition in the **Abend-AID Web Interface - Server Definitions** list and click **Test**. A message indicates whether the connection was successful. If it was not, ensure that the data entered is correct and then contact the server administrator if necessary.

Launching Abend-AID

To launch Abend-AID

From the **Compuware** menu, select **Operations>Abend-AID>***servername*. The Abend-AID Viewer view appears. You can, optionally, detach the view by dragging it.

View Abend-AID Report from an Abended Job

If Abend-AID intercepts a job that abends, Abend-AID produces an AB400B error message that contains the URL to the Abend-AID report. If the Abend-AID Plug-in is installed, the report can be opened from the JES Explorer view or— if the job output is currently open in the Compuware Editor or SlickEdit—from either of those editors.

To open the Abend-AID report

Do one of the following:

- In the JES Explorer view, right-click the abended job and select **View Abend-AID Report**. The report specified in the AB400B error message appears in the Abend-AID Viewer.
  - If there were multiple steps that abended in the job, select the desired step from the **View Abend-AID Report** dialog box.
- If the job output is currently open in the Compuware Editor or SlickEdit, **CTRL+hover** over the Abend-AID report URL, click the URL, and select **View in Abend-AID Viewer**, which passes login credentials to Abend-AID and bypasses the need to log in.

The Abend-AID report appears.

Refer to the *Abend-AID User/Reference Guide* or the *Abend-AID/CICS User's Guide* for more information on the Abend-AID report.

Note: If the abended job's output does not contain an Abend-AID report URL, no Abend-AID report is available.

Product Assistance

Compuware provides assistance for customers with its documentation and Compuware Support Center.

Documentation

The product documentation set includes the following:

- The *Topaz Workbench Installation Guide* provides information on installation.
- The online help provides descriptions of the product operating procedures and reference information.

The release notes and installation guide can be found at https://go.compuware.com.

Online books are provided in PDF format, and require a supported version of Adobe Reader to view them. The free Adobe Reader is available on the Adobe web site at http://www.adobe.com.

If you cannot locate the information you need, or the information is not clear, please let us know by contacting Customer Solutions.

Compuware Support Center

Visit the Compuware Support Center, https://go.compuware.com, to find product documentation, knowledge articles, and other technical resources. You can open a case with the Customer Solutions team, order products, and much more.

Contact Customer Solutions by phone:

- USA and Canada: 1-800-538-7822 or 1-313-227-5444.
- All other countries: Contact your local Compuware office. Contact information is available at https://go.compuware.com.

Please gather the following information before calling Compuware's 24-hour telephone support:

- The name, release number, and build number of your product. This information is displayed in the **About** dialog box.
- Installation information including installed options, whether the product uses local or network databases, whether it is installed in the default directories, whether it is a standalone or network installation, and whether it is a client or server installation.
- Environment information, such as the operating system and release on which the product is installed, memory, hardware and network specification, and the names and releases of other applications that were running when the problem occurred.
- The location of the problem within the running application and the user actions taken before the problem occurred.
- The exact application, licensing, or operating system error messages, if any.

Visit Compuware on the web at http://www.compuware.com for additional product information.

Compuware also offers user communities, online forums to collaborate, network, and exchange best practices with other Compuware solution users worldwide. Go to http://groups.compuware.com/ to join.