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Product **Spotlight**



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Spotlight on Abend-AID:  
Abend-AID Viewer  
User Tips

Abend-AID  
Abend-AID for CICS



**COMPUWARE®**

## Product Spotlight: Abend-AID Viewer – User Tips

Please direct questions about  
or comments on this document to:

**Abend-AID Technical Support**  
Compuware Corporation  
One Campus Martius  
Detroit, MI 48226-5099  
**1-800-538-7822**

Outside the USA and Canada, please contact  
your local Compuware office or agent.

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## Introduction to the Abend-AID Viewer

The Abend-AID Viewer is new in Abend-AID release 10.2 and Abend-AID for CICS release 5.2. The Viewer is an enhanced version of the Abend-AID for CICS Viewing Server that supports both Batch and CICS under one viewing technology.

This is a customer driven enhancement to the Abend-AID product line and offers the following benefits to new and long-time Abend-AID users:

- **Quality.** No functionality will be lost to Abend-AID or Abend-AID for CICS users as they transition to the Abend-AID Viewer.
- **Consistency.** Abend-AID now has the exact same user interface regardless of what type of abend is being analyzed: CICS, IMS or Batch.
- **Flexibility.** Abend-AID can now be accessed via ISPF, VTAM or CICS, allowing sites to tailor it to best fit their requirements.
- **Ease of Migration.** The Abend-AID Viewer can be run alongside the current Abend-AID viewing facility, allowing users to move to the newer technology at their own pace.
- **Point Forward.** The Abend-AID Viewer will be the focal point as new features and functionality are added to Abend-AID now and into the future.

Our intent is to make the transition to the Abend-AID Viewer as seamless as possible, allowing you to become comfortable, confident and proficient using the Viewer to quickly resolve both batch and CICS abends.

### Transition to the Viewer

Your systems programmer has a variety of strategies in how they decide to implement the Abend-AID Viewer at your site. Here are some common scenarios:

*Sites with only Abend-AID for CICS.*

The Abend-AID Viewer is the next version of the Abend-AID for CICS Viewing Server. There are no substantial changes for sites that only have Abend-AID for CICS. The only noticeable change will be the columns on the initial Fault Summary screen (the screen accessed in CICS by the **AADFS** transaction and in VTAM and ISPF as the initial entry screen).

This screen will now include columns for MVS Batch and IMS TM DC abends. These columns will always be zero for a site that only has Abend-AID for CICS. The CICS Trans column will still be the leftmost data column.

There are no changes viewing a CICS transaction report. It will look exactly the same.

*Sites with only Abend-AID*

The recommended approach is to run the Abend-AID Viewer alongside your current setup. This allows programmers to get comfortable with the Abend-AID Viewer while still viewing Abend-AID reports via the old Batch viewer (often referred to as the Viewing Facility) and via SYSOUT.

The Systems Programmer will have to make the specific access method to the Abend-AID Viewer (VTAM applid, ISPF choice or CLIST, CICS region) known to the programming staff.

*Sites with Abend-AID and Abend-AID for CICS*

Sites with both products have one significant implementation decision – how many Abend-AID Viewers to run. Some choices:

1. Continue to run Abend-AID and Abend-AID for CICS separately. This would mean running multiple Abend-AID Viewers: one (or more) specifically for batch and one (or more) specifically for CICS. You can run the Batch Abend-AID Viewer(s) alongside your existing setup. This setup means that the programmers will need to know the new access method (VTAM applid, ISPF choice or CLIST, CICS Region) to the Abend-AID Viewer used for batch abends.
2. Use one Abend-AID Viewer for both Abend-AID and Abend-AID for CICS. There is no technical reason not to go with this scenario. This would mean the programming staff would use the same access method to view anyabend information – regardless of where the abend occurred.

Please consult your systems programmer for details on how to access the Abend-AID Viewer(s) at your site.

## Characteristics of the Abend-AID Viewer

Abend-AID for CICS users will notice no differences when using the Abend-AID Viewer – other than certain new functionality added with Abend-AID for CICS version 5.2 and only available with the new viewer.

Abend-AID users will notice a slightly different look and feel to the Abend-AID Viewer. Four important points to remember when moving to the Abend-AID Viewer:

1. There are a couple of new entry screens to assist you in quickly getting to your desired report.
2. There is a different way to add your personal DDIO source listing files to the Abend-AID Viewer.
3. The *core information of an abend* is consistent independent of the viewing interface.
4. Some screens contain new functionality available with Abend-AID release 10.2 and the Abend-AID Viewer.

### New Entry Screens for Abend-AID users

The Abend-AID Viewer can be accessed via VTAM, ISPF or CICS. The first entry screen for VTAM and ISPF (and CICS if the transaction **AADFS** is used) is shown in figure 1.

```

Abend-AID ----- Fault Summary ----- Row 000001 of 000036
COMMAND ==>                                     SCROLL ==> CSR

Shared Directory/Database... FMSSP.HSTJXL0.SHRDIR
For a list of databases, select DBLIST

Job Name or      CICS    MVS    IMS/TM    CICS    Other    Total
Application Description  Trans  Batch  Trans    SVC     SVC     SVC
TOTAL ENTRIES          32     49     10        4        0        4
AA102IC4                0        1        0        0        0        0
AA102IP4                0        1        0        0        0        0
AA102SMK                0        2        0        0        0        0
CICAPRO3                1        0        0        0        0        0
CICAPRO5                1        0        0        0        0        0
HCHRJK0A               0        2        0        0        0        0
HSTJXL0A               0        1        0        0        0        0
HSTJXL0B               0        4        0        0        0        0
HSTJXL0C               0        5        0        0        0        0
HSTJXL0D               0        5        0        0        0        0
HSTJXL0F               0        2        0        0        0        0
HSTJXL0L               0        3        0        0        0        0
HSTJXL0Q               0        1        0        0        0        0

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4|  :00.1 09/02
    
```

Figure 1. Abend-AID Viewer entry screen

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The general rule for the Abend-AID Viewer is any field in green (or more specifically tab selectable) contains more information. The Abend-AID Viewer entry screen is admittedly busy in that regard – many tab selectable fields. This becomes significantly simpler when you realize that the three rightmost columns refer to system dumps and are generally only used by system programmers. So application programmers can consider this screen as in figure 2.

```
Abend-AID ----- Fault Summary ----- Row 000001 of 000036
COMMAND ==> SCROLL ==> CSR

Shared Directory/Database... FMSSP.HSTJXL0.SHRDIR
For a list of databases, select DBLIST

Job Name or Application Description  CICS Trans  MVS Batch  IMS/TM Trans
TOTAL ENTRIES                       32         49         10
AA102IC4                             0          1          0
AA102IP4                             0          1          0
AA102SMK                             0          2          0
CICAPRO3                             1          0          0
CICAPRO5                             1          0          0
HCHRJK0A                             0          2          0
HSTJXL0A                             0          1          0
HSTJXL0B                             0          4          0
HSTJXL0C                             0          5          0
HSTJXL0D                             0          5          0
HSTJXL0F                             0          2          0
HSTJXL0L                             0          3          0
HSTJXL0Q                             0          1          0

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4  :00.1 09/02
```

**Figure 2. Application Specific columns in the Abend-AID Viewer entry screen**

Application based Abend-AID reports are split into three categories: CICS Transactions, MVS Batch and IMS transactions. Since all of those columns contain counters we know that this Abend-AID Viewer is being used for both Abend-AID and Abend-AID for CICS. Tabbing to the TOTAL ENTRIES (where our cursor currently is) will list all 91 reports. Tabbing to the 32 will show the list of 32 CICS transaction reports; tabbing to the 49 will show the list of the 49 batch abends.

In addition your systems programmer can organize reports based on criteria. For instance they may segregate reports by LPAR or, as in the case of figure 3, by application areas.

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```

Abend-AID ----- Fault Summary ----- Row 000001 of 000006
COMMAND ==> SCROLL ==> CSR

Shared Directory/Database... FMSSP.HSTJXL0.SHRDIR
For a list of databases, select DBLIST

Job Name or      CICS    MVS    IMS/TM    CICS    Other    Total
Application Description  Trans  Batch  Trans    SVC     SVC     SVC
TOTAL ENTRIES      32     47     10        4        0        4
ACCOUNTS RECEIVABLE  8       8       0         0         0         0
CREDIT APPROVAL     2      13       3         0         0         0
INVENTORY           2       4       5         0         0         0
SHIPPING            4      18       0         2         0         2
WEB SERVICES       16       4       2         2         0         2
***** BOTTOM OF DATA *****

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4B  :00.1 09/02
    
```

**Figure 3. Abend-AID Viewer with reports categorized by business applications**

Selecting one of the columns in figure 3 will take you to the Abend-AID Directory screen as shown in figure four. This is roughly analogous to the VIEW results in the old batch viewing facility..

```

Abend-AID ----- Abend-AID Directory ----- Row 000001 of 000095
COMMAND ==> SCROLL ==> CSR
==>

Shared Directory/Database... FMSSP.HSTJXL0.SHRDIR
For a list of databases, select DBLIST

M Menu      L Lock      H Dup History  R Recall      T Terminate Analysis
S Diag      U Unlock    I Information  E Migrate     C Change Priority
D Delete    G Messages  A Analyze     P Print       N Contact Information

Entry  Job Name  Abend Code  JESID  Tran Program  Offset  Dups Time  Date
*****
- 0000518 AA102IP4 S0CB    J0377351  PLISTAT1 0000029C  0 10:50 27SEP200
- 0000517 AA102IC4 S0C7    J0377288  CWAAC HOUR 0000055A  0 10:43 27SEP200
- 0000516 IMS8AA01 U0779   J0245026  DFSECP10 00000230  0 13:21 15FEB200
- 0000515 IMS8AA01 U0779   J0245026  DFSECP10 00000230  0 13:21 15FEB200
- 0000514 IMS7AA01 U0779   J0245046  DFSECP10 00000238  0 14:25 15FEB200
- 0000513 IMS7AA01 U0779   J0245046  DFSECP10 00000238  0 14:25 15FEB200
- 0000512 IMS7AA01 U0779   J0245046  DFSECP10 00000238  0 14:25 15FEB200
- 0000511 IMS7AA01 U0779   J0245046  DFSECP10 00000238  0 14:25 15FEB200
- 0000510 IMS7AA01 U0779   J0245046  DFSECP10 00000238  0 14:25 15FEB200
- 0000509 PFHEAB0T U0476   J0246629  DFSPR000 000006E2  0 10:25 20FEB200
Type a line command and press Enter to process it
4B  :00.2 02/15
    
```

**Figure 4. Directory Screen from the Abend-AID Viewer**



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One nice feature of the Abend-AID Viewer is filtering. That row of asterisks can be used to filter this list. For instance, figure 5 shows the same list filtered to only include jobs with a jobname of HSTJXL0\*

```
Abend-AID ----- Abend-AID Directory ----- Row 000001 of 000008
COMMAND ==>                                     SCROLL ==> CSR
                                                ==>

Shared Directory/Database... FMSSP.HSTJXL0.SHRDIR
For a list of databases, select DBLIST

M Menu      L Lock      H Dup History  R Recall     T Terminate Analysis
S Diag     U Unlock    I Information  E Migrate    C Change Priority
D Delete   G Messages  A Analyze     P Print      N Contact Information

      Abend
Entry  Job Name Code      JESID   Tran Program  Offset  Dups Time  Date
***** HSTJXL04 *****
M 0000488 HSTJXL04 SOC7      J0260881 CWAACOB1 000004CC 0 16:45 16NOV200
- 0000482 HSTJXL04 SOC7      J0348377 CWAACOB1 000004CC 0 15:24 22SEP200
- 0000481 HSTJXL04 SOC7      J0348351 CWAACOB1 0000055A 0 15:19 22SEP200
- 0000479 HSTJXL04 U4038     J0945362 CWAACOB1 00001F34 0 12:43 04AUG200
- 0000477 HSTJXL04 U4038     J0945264 CWAACOB1 00001F34 0 12:15 04AUG200
- 0000476 HSTJXL04 U4038     J0945173 CWAACOB1 00001F66 0 11:54 04AUG200
- 0000467 HSTJXL04 SOC7      J0621895 CWAACOB1 0000055A 0 10:36 05JUN200
- 0000444 HSTJXL04 SNAP     J0976414 SQLSAMP4 00000C34 0 11:34 21SEP200
***** BOTTOM OF DATA *****

Type a line command and press Enter to process it
4B  :01.4 14/04
```

**Figure 5. Directory list including filtering**

This screen also shows the M used to select a report. You can also use S to go directly to the DIAG section of the selected report. Figure 6 shows the results of entering M for report 488. You will notice that you are now in a Menu Selection that will feel comfortable regardless if your background is with Abend-AID, Abend-AID for CICS or with both products.

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```
Abend-AID ----- Primary Options -----
OPTION ==> █

1  DIAG Diagnostic Summary      5  *DB2 DB2 Information
2  PROG Program Information     6  *IDMS IDMS Information
3  FILE File Summary           7  *MQINFO WebSphere MQ Information
4  *IMS IMS Information         8  LEINFO LE Information

D  DIRECTRY Abend-AID Directory  R  SRCDIR Source Directory
S  SUMMARY Fault Summary        U  USER User Control Facility
I  IMPORT SVC Dump Import       C  CSSUTIL CSS Utilities
N  NEWS Product News           X  EXIT Exit

█ :00.1 02/15
```

Figure 6. Primary Options screen of the Abend-AID Viewer

### Adding Source Listing datasets

There is one other capability that needs to be highlighted. Experienced Abend-AID users will remember that the entry panel of the Viewing Facility, as shown in figure 7, allowed you to enter up to eight individual Source Listing datasets.

```
COMPUWARE/VF ENTRY PANEL ----- COPYRIGHT COMPUWARE CORPORATION 1976, 2006.
Command ==>
Dataset choice . 0 (Select 0 - 8, from below, or C for Contact Data)
Member . . . . . (MVS:jobname, SOURCE:program, or member*)
                  (Use the LNAME command to enter a Long Program Name)

Abend-AID Shared Directory or Report File:          Remote
0 'AA.SALES.SHDRRPT'                               Volume Server
Source Directory or Listing Files:
1 'AA.SALES.SHDRLIST'
2
3 'HSTJXLO.TEST.LSTFILE'
4 'PDAPROD.DDIO'
5
6 █
7
8

Processing options:                               Source browsing options:
Confirm delete . . YES (Yes or no)                Unit . . . . . VIO
Show print setup . YES (Yes or no)                Blocking . . . 10
Show source warning YES (Yes or no, used only for Abend-AID)
Language . . . . . ENGLISH
Local Server SSID . (Required for Viewing Remote DDIO files)

█ :00.1 16/16
```

Figure 7. Entry Panel for the old Viewing Facility.

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This is ideal for sites that had individual DDIO files for XPEDITER purposes, or segregated their listings by application groups. The Abend-AID Viewer also allows you to specify listing files. It provides a command, **SRCDIR**, which allows you to add a DDIO dataset. SRCDIR will open up a prompt to allow you to enter the dataset as shown in figure 8. Once entered that dataset will be searched for the appropriate listings – as indicated in figure 9.

```
Abend-AID ----- Source Directory ----- Row 000001 of 000002
COMMAND ==>
SCROLL ==> CSR
==>

To add a dataset to the list, select Add

S Direc Specify source dataset name below
Dataset ==> PDAPROD.DDIO
*****
If the dataset resides on another MVS system,
specify the following
Server Name ==>
Userid ==>
Password ==>
*****
H01AC450 End=PF03

te R
er U
**** *

*****

4B | :00.1 | 08/37
```

Figure 8. Adding a Source database or DDIO via the SRCDIR command

```
Abend-AID ----- Source Directory ----- Row 000001 of 000003
COMMAND ==>
SCROLL ==> CSR
==>

To add a dataset to the list, select Add

S Directory I Information X Include/Exclude D Delete

Dataset Name Exclude Defined Remote R
Status By Server U
*****
PDAPROD.DDIO User
FMSSP.H01AC450.SCRATCH.PAD CWPDDIO
AA.SALES.SHDRLST Server
***** BOTTOM OF DATA *****

4B | :00.3 | 02/15
```

Figure 9. Results from adding a Source dataset.

## Core Diagnostics in the Viewer

While there are a couple of new entry screens, and the way to add Source datasets is slightly changed, the important point of the Abend-AID Viewer is that no core functionality of Abend-AID is lost when you transition to the Viewer. Features that have long been favorites: the abending line of code; the last record retrieved; the last 3270 screen; hotkey access to File-AID; all will still be available in the Abend-AID Viewer.

Figure 10 shows the Abending Statement as shown in the old Viewing Facility and the abending statement as shown in the Abend-AID Viewer. You can see that it is exactly the same information shown in nearly identical formats.



Figure 10. Diagnostic Summary in the Viewer and the old Viewing Facility

## New Features in the Abend-AID Viewer

### STEPLIB concatenation

One nice feature of Abend-AID for CICS is that it both identifies the library where your module was loaded and also its place in the DFHRPL concatenation. Since the Viewer is common between Abend-AID and Abend-AID for CICS this feature was extended to Abend-AID reports. It will identify either STEPLIB or JOBLIB and also show you the concatenation. Figure 11 shows this new feature.

```
Abend-AID ----- Diagnostic Summary ----- Row 000040 of 000107
COMMAND ==> SCROLL ==> CSR
Error Location
The statement being executed was:
000081 COMPUTE H-EMP-WAGES = H-EMP-HOURS * H-EMP-RATE.
This statement is contained in paragraph "1000-PROCESS-HOURLY" in program
CWAACHOUR .
The program was compiled on 27 SEP 2006 and is 0000081C bytes long.
It is part of load module CWAACHOUR.
The module was loaded from STEPLIB library AA.QC.TESTC4.LOAD
The module was link edited on 27 SEP 2006 and is 00001CB8 bytes long.
The last known I/O request or call in the program above was:
000072 CALL 'CWAADATE' USING H-END-OF-MONTH-SW
000073 H-ANNIVERSARY-IND
4B :00.1 17/29
```

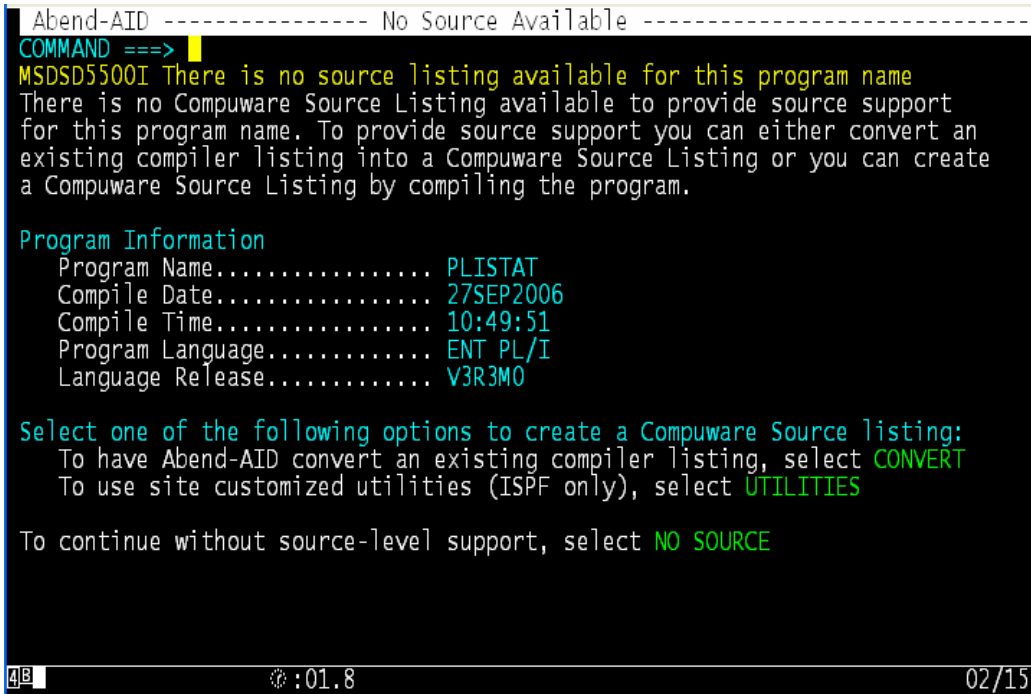
```
Abend-AID ----- STEPLIB Concatenation ----- Row 000001 of 000005
COMMAND ==> SCROLL ==> CSR
Sequence Dataset Name Volser
*****
1 CX.R080300.BETA.SLCXLOAD SHR904
2 CW.TECH.R102.CX83.BETA.CUSTLOAD PRD905
3 AA.QC.R100200.P5.SPAALOAD SHR905
4 AA.QC.TESTC4.LOAD PRD91E
5 CEE.SCEERUN MVSR3A
***** BOTTOM OF DATA *****
4B :00.2 02/15
```

Figure 11. STEPLIB information available in the Abend-AID Viewer

## Source Scratchpad

Another new feature within the Abend-AID Viewer makes it even easier to provide your Source when looking at reports. If your site holds listings in flat files (sequential or PDS files for instance) you can now point Abend-AID at that file and we will convert and use that listing to merge the source with the abend information.

Figure 12 shows the screen when Abend-AID can not locate the appropriate source.



```
Abend-AID ----- No Source Available -----
COMMAND ==>
MSDSD5500I There is no source listing available for this program name
There is no Compuware Source Listing available to provide source support
for this program name. To provide source support you can either convert an
existing compiler listing into a Compuware Source Listing or you can create
a Compuware Source Listing by compiling the program.

Program Information
Program Name..... PLISTAT
Compile Date..... 27SEP2006
Compile Time..... 10:49:51
Program Language..... ENT PL/I
Language Release..... V3R3M0

Select one of the following options to create a Compuware Source Listing:
To have Abend-AID convert an existing compiler listing, select CONVERT
To use site customized utilities (ISPF only), select UTILITIES

To continue without source-level support, select NO SOURCE

01.8 02/15
```

**Figure 12. No source found screen in the Abend-AID Viewer**

You have **many** options to resolve this issue. If you have a DDIO file that contains that listing you could add that dataset to the search list (with the **SRCDIR** command); you could always recompile to populate a listing dataset (no need to rerun or even relink); you could extract the appropriate listing from Source Management like Endeavor (the **UTILITIES** choice as shown in Figure 12 – some setup work required). And now, with the Abend-AID Viewer, you can point us to a flat file to retrieve the listing.

Let's assume that the listing for this program, PLISTAT, exists in a PDS named HSTJXL0.PROJECT LISTINGS. You can now choose **CONVERT** from Figure 12 and then point at the PDS with the listing. This is shown in figure 13.

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```
Abend-AID ----- Convert Program Compiler Listing -----
COMMAND ==>

Program Information
Program Name..... PLISTAT
Compile Date..... 27SEP2006   Program Language..... ENT PL/I
Compile Time..... 10:49:51   Language Release..... V3R3M0

The conversion to a Compuware source listing will be done before proceeding.

Select one of the following options:
Search known compiler listing data sets, select SEARCH
Display a list of known compiler listing data sets, select DISPLAY

Or enter the name of the data set that contains the compiler listing:
Data Set Name: HSTJXL0.PROJECT.LISTINGS
Member name: PLISTAT

4E  :00.1 16/42
```

**Figure 13. Specify a data set to obtain the listing**

The **NO SOURCE** selection in Figure 12 will bring up your Abend-AID report with base support – no formatted working storage, no abending line of code, no source available. This should be the selection of last resort. And with this new scratchpad feature – if your listing is somewhere you should be able to make it available to the Abend-AID Viewer.

## Summary

Abend-AID users have long requested the two products, Abend-AID and Abend-AID for CICS, begin to use a common viewing interface. This capability now exists with release 10.2 of Abend-AID and 5.2 of Abend-AID for CICS.

The Abend-AID Viewer offers the potential to reduce installation work, to reduce the learning curve for both experience and new Abend-AID users and will be the cornerstone for some exciting functionality in future Abend-AID releases.

## More Information

<http://frontline.compuware.com>

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